

ICSolutions PRESENTS THIS PROPOSAL TO:
Brown County, Texas

**RFP FOR
INMATE TELEPHONE SYSTEM**

COPY

DUE: NOVEMBER 6, 2020 @ 5:00 PM

JOE GARBE

REGIONAL ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM



November 9, 2020
(Exhibit #8)

Copyright & Trademark Notices

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The following is a non-exhaustive list of United States trademark applications and registrations owned by ICSolutions and its affiliates:

ICSolutions®	The ENFORCER®
The Attendant SM	The Communicator SM
Word Detector SM	Message of the Day SM
Access Corrections™	The Visitor™
QuickCall®	

Other trademarks that may be used in this Document are the property of their respective owners.

Proprietary / Confidential Information

The following information contained within the attached Document is Proprietary and Confidential and should be redacted from any public inspection of this Document, including those occurring in response to Freedom of Information Act (FOIA) requests from third parties. Public disclosure of this information may cause irreparable harm to ICSolutions and, therefore, protection from such disclosure is hereby requested:

- **Audited Financial Statements (Section 7A)**

ICSolutions and its parent company, TKC Holdings, Inc., are both privately held companies, and therefore our financial records are confidential, proprietary documents and are not publicly available nor subject to public review of any kind. As our company is not traded on any public exchange or market, its financial statements constitute a material personal asset of its individual owners, who are entitled to privacy protection under applicable state and federal laws established to protect the personal accounts of individuals. Furthermore, disclosure of this information would serve no public interest since the public has no context within which to evaluate it.

The information described above has been enclosed in a separately sealed envelope and labeled "Confidential" or "Proprietary" on each page – making this information easily identifiable and separable from the remainder of this Document, to facilitate any public inspection of the redacted document.

"For additional questions about the confidentiality of the information discussed above, or to notify ICSolutions about public records requests, please email RFP@icsolutions.com."



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Section 1

Letter of Transmittal



November 4, 2020

Brown County Sheriff's Office
ATTN: Captain Les Karnes - Phone Proposal
1050 W Commerce
Brownwood, TX 76801

RE: RFP for *Inmate Telephone System*

Dear Captain Karnes & the Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Brown County's inmate telecommunications needs. ICSolutions has considered the County's requirements, and the enclosed offer will meet or exceed your needs in all respects.

Per our questions and answers with the County, we have determined that a Brown County business license is not required; we have provided all of the applicable licensing information as **EXHIBIT H**. ICSolutions hereby acknowledges our agreement to all RFP terms and conditions that did not require a direct response in the proposal.

ICSolutions further certifies that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:


Mr. Mike Kennedy, ICSolutions Vice President Sales & Marketing
Office: 866-228-4040 | Email: mkennedy@icsolutions.com

Please feel free to contact your Regional Account Manager and Primary Contact Mr. Joe Garbe with any questions regarding our offer:

Mr. Joe Garbe, ICSolutions Regional Account Manager
Office: 866-228-4040 | Email: jgarbe@icsolutions.com | CC: RFP@icsolutions.com

Thank you for taking the time to review our proposal. We are committed to earning the business and complete satisfaction of Brown County, its staff, and its inmate telecommunications customers.

Sincerely,



Mike Kennedy
Vice President Sales & Marketing

Section 2

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SECTION 2

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Section 3

Executive Summary

SECTION 3

Executive Summary

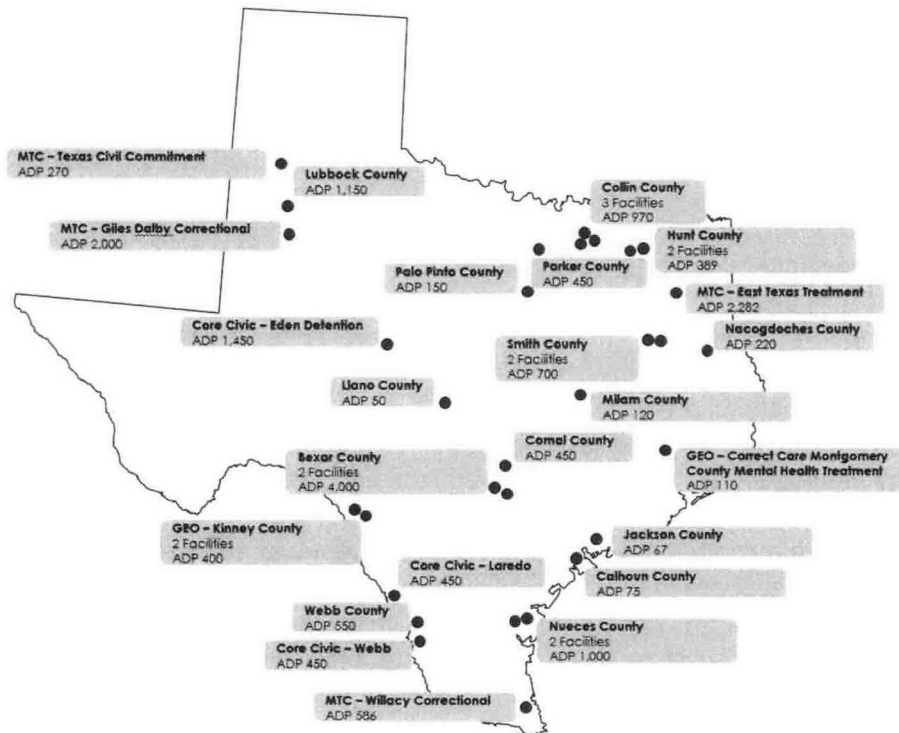
ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Telecommunication Services for Brown County, Texas. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002. ICSolutions is a wholly owned subsidiary of the Keefe Group, which has served the correctional industry since 1975. ICSolutions is confident we have the experience and resources necessary to satisfy your County's requirements.

ICSolutions, together with its affiliates in the Keefe Group of companies – including leading commissary vendor Keefe Commissary Network (KCN) – is **the only company in the industry that can be a total service partner** for phones, commissary, inmate banking, kiosks, video visitation, and other proposed technologies, as well as food and vending services.

Experience in Texas & Across the U.S.

In Texas alone, ICSolutions provides inmate calling services to 31 correctional facilities. Our customers in Texas range in size from small county jails with fewer than 70 inmates to Bexar County with 4,000+ inmates. The services we provide in Texas include our The ENFORCER® calling platform, deployed at all our sites; The Verifier™ voice biometrics; DirectLink Trust Card-Free Debit Calling; Call Center Debit; lobby deposit kiosks; The Communicator Paperless Inmate Communications Portal; The AttendantSM IVR; The Analyzer Link Analysis Tools; visitation phones recording and scheduling management; and more. Additionally, **ICSolutions' headquarters, data center, and customer and technical service is based right here in Texas – in San Antonio.**

Across the U.S., ICSolutions provides our ENFORCER® calling system and outstanding customer service to more than 400 individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about 300,000 inmates. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates.



Our clients of every size rely on our proprietary ENFORCER® calling system to process calls; The ENFORCER® is a truly scalable, battle-tested platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, The ENFORCER® provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

We are proud to note that 100% of ICSolutions' clients are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions' products and services from among their many options.



ICSolutions By The Numbers
The ENFORCER®

400+ Correctional Facilities Served

12,500+ Inmate Telephones Deployed

300,000 Inmates Served

45+ Customers with 1,000+ Inmates

BBB Rating



ICSolutions operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. As such, we are proud to note that we have earned an A+ rating with the Better Business Bureau. Unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, and fines by regulatory agencies.

ICSolutions will provide the highest service standards to Brown County, its constituents, and all users of ICSolutions' services.

Complete Financial Transparency

ICSolutions is proud of our history of pricing and revenue transparency. The ENFORCER® platform enables authorized facility staff to view the price charged for each call, **including a breakdown of every applicable tax**. Authorized staff can also view reports showing Family First Prepaid Account deposits and any applied fee; ICSolutions never charges hidden fees. And the County can run reports any time to view a real-time accounting of all revenue generated by ICSolutions' services. ICSolutions maintains complete transparency regarding pricing and revenue, because we have nothing to hide.

As you will see in the **SECTION 9: COMMISSIONS & RATES**, ICSolutions proposes fair and affordable services to inmates and their friends and families – including simple per-minute calling rates and affordable pricing for tablet, email, and remote video visitation services. ICSolutions has long been a proponent of fair and affordable calling rates, recognizing and promoting the benefit of the increased inmate communication that results in a strengthened inmate/family bond.

Some of our competitors increase their own revenue by promoting their more expensive single-pay calling as the first and most convenient option to call recipients; sometimes consumers are not even aware that other options exist! ICSolutions, conversely, is proud to automatically offer **live customer service agents to assist first-time call recipients** with establishing affordable Family First Prepaid Accounts, and to offer Debit calling as a simple no-fee option for inmates to connect with loved ones.

ICSolutions' Offer for Brown County

Highlights of our offer for Brown County include all of the following technology and services, as described throughout our proposal:

THE ENFORCER® Inmate Telecommunications Platform

- ✓ A single, unified inmate telecommunications platform hosting inmate calling, video visitation, and all related investigative tools and information
- ✓ Housed in our Atlanta data center and backed up at our data center in San Antonio
- ✓ 29 stainless steel inmate telephones
- ✓ 12 visitation phone sets connected to The ENFORCER® for monitoring & recording
- ✓ TDD/TTY and/or VRS units, as needed, for hearing impaired inmates
- ✓ 1 master control visitation workstation
- ✓ 1 lobby visitation registration station equipped with security keyboard
- ✓ 23 wall-mounted inmate vPhone kiosks, enabled for:
 - Inmate phone calling
 - Remote video visitation, with required bandwidth provided by ICSolutions
 - Resident Portal inmate visitation viewing & management
 - Commissary ordering
 - Law library access
 - Document viewing – inmate rules, handbook, etc.
- ✓ Consolidated user management of phone and video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling
- ✓ Online storage of all call recordings and call data for the entire contract duration
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER® user licenses
- ✓ JMS and commissary / banking interfaces to enable:
 - Automated inmate PINs
 - Cardless Inmate Debit Calling
 - Over-the-phone commissary ordering
- ✓ Inmate voicemail messaging
- ✓ 24 x 7 x 365 live, U.S.-based service for Facility staff & called parties
- ✓ Local technicians to provide onsite maintenance & support
- ✓ Initial and ongoing training for all Facility users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

The Visitor™ Visitation Management Module

- ✓ Scheduling & management of all types of visits, including onsite & remote visitation
- ✓ Web-based visitor registration

The ENFORCER® Investigative / Premium Voice Biometrics Suite

- ✓ The Verifier® pre-call inmate voice verification
- ✓ The Imposter in-call continuous voice biometrics
- ✓ The Word Detector keyword search tools
- ✓ The Analyzer link analysis / data mining tools

The ENFORCER® IVR Suite

- ✓ The InformerSMPREA module
- ✓ The CommunicatorSMpaperless inmate communications portal
- ✓ The AttendantSMautomated information line

The Bridge Inmate Tablets (Optional)

- ✓ Wireless inmate tablets, initially deployed at a 1:5 tablet-to-inmate ratio
- ✓ Inmate Calling app – enables secure inmate calling through ICSolutions' ENFORCER® platform; standard usage rates and security controls apply
- ✓ Inmate email messaging
- ✓ Grievance reporting + appointment request
- ✓ Law library access
- ✓ Access to scanned postal mail (optional)
- ✓ Commissary ordering
- ✓ Education + entertainment content
- ✓ Turnkey installation including hardware, software, wireless access points, and charging stations

Offsite Mail Scanning (Optional)

- ✓ Options to have postal mail routed to an offsite location, scanned, and then delivered to inmates in digital format
- ✓ Accessible to inmates via vPhone kiosks or The Bridge Tablets

Other Optional Products & Services

Our offer also includes information about our ability to provide money kiosks (lobby and booking); transcription and translation of selected call recordings; and Investigator PRO post-call voice analysis.

An All-in-One Solution for Brown County

ICSolutions will provide Brown County with a completely integrated solution that hosts all inmate voice and video visitation services in one system, The ENFORCER®! Benefits of this all-in-one solution include:

- Facility staff use **one set of login credentials** to access all inmate calling, voicemail, and video visitation information
- Investigative tools – such as The Analyzer link analysis – apply to all inmate calling, voicemail, and video visitation sessions
- Inmates use a **single inmate ID/PIN** to access inmate calling, voicemail, and video visitation services, as well as self-service kiosk functions such as commissary ordering and visitation management
- Public users fund a **single prepaid account** to pay for any combination of inmate calling, voicemail, and remote video visitation – minimizing funding fees and providing the simplest possible user experience

Our all-in-one solution ensures that all voice and video communications are simple, easy, and affordable for inmates and their loved ones; and it provides the most secure, user-friendly, and data-rich toolset for facility staff and investigators.

Local Account Manager & Primary Contact

Brown County will be served by Mr. Joe Garbe, your Regional Account Manager and Primary Contact for this contract. As your account manager, Mr. Garbe will be responsible for working directly with the County through the contract term. He will also oversee your implementation to ensure that planning and installation succeed without a hitch and that the facilities experience no downtime and no disruption of services during the process.

Since Mr. Garbe is responsible for both your implementation and ongoing satisfaction, he will have a vested interest in the success of your installation; and he will be intimately familiar with the details of your contract, facility policies and procedures, unique requirements, and customized technology configuration. Mr. Garbe will use this information to ensure that the County receives the best possible service throughout your entire contract term.

Thank You

Thank you for taking the time to review our Proposal for Brown County. We have created an offer that we believe meets your unique needs; please don't hesitate to contact us with any questions, or to request a live demonstration of any of the technology described herein.

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Section 4

RFP Face Sheet

BROWN COUNTY SHERIFF'S OFFICE
1050 W Commerce Brownwood, TX 76801
(PHONE) 325-641-2202 / (FAX) 325-641-2481

REQUEST FOR PROPOSAL

BROWN COUNTY, TX is requesting proposals for the good(s) and/or service(s) listed below, subject to the terms and conditions of the Request for Proposal and the accompanying specifications.

At the appointed time proposals will be opened in the presence of the Brown County Commissioner's Court. Proposals arriving to the Sheriff's Office after the appointed date and time will be considered late and will not be opened.

ITEMS AND/OR SERVICES:	INMATE TELEPHONE SYSTEM
OPENING DATE:	11/09/2020
OPENING TIME:	9:00 am
Submitted by:	Inmate Calling Solutions, LLC

Section 5

Vendor Information Sheet

VENDOR INFORMATION SHEET

Company Name Inmate Calling Solutions, LLC d/b/a ICSolutions

Mailing Address 2200 Danbury Street
San Antonio, TX 78217

Email Address rfp@icsolutions.com

Phone Number (866) 228-4040

Fax Number (210) 693-1016

SIGNATURE

Name & Title Authorized to Sign Bid (Print or Type) Mike Kennedy, VP Sales & Marketing

Signature  Date 11/4/2020

Section 6

Statement of Qualification

STATEMENT OF QUALIFICATION

The following statements relating to experience and general qualifications of the proposing firm as submitted in conjunction with the Request for Proposal, as part thereof, accuracy of information is guaranteed by the proposing firm and included in the evaluation of the proposals.

Name and Address of Proposing

Firm:

Inmate Calling Solutions, LLC d/b/a ICSolutions

2200 Danbury Street

San Antonio, TX 78217

Telephone: (866) 228-4040

Fax Number: (210) 693-1016

1. Number of years proposer has been in this business: 18
2. Proposing firm must have satisfactorily completed or currently maintained FIVE (5) contracts of similar size in the last five (5) Years.

(a) Facility: Parker County, TX

Contact Name: Captain Mark Arnett

Telephone: (817) 594-8845

(b) Facility: Palo Pinto County, TX

Contact Name: Greg Doyle

Telephone: (940) 659-1290

(c) Facility: Bexar County Detention Center, TX

Contact Name: Captain Avery Walker

Telephone: (210) 335-6506

(d) Facility: Lubbock County Jail, TX

Contact Name: Kathleen Finley

Telephone: (806) 775-7008

(e) Facility: Smith County, TX

Contact Name: Chief Robert Carlson

Telephone: (903) 952-2626

(f) Facility: Hunt County Detention Center, TX

Contact Name: Captain Tammy Sherman

Telephone: (903) 513-7224

(g) Facility: Collin County Detention Center Facility, TX

Contact Name: Chief Terry McCraw

Telephone: (972) 547-5208

Section 7

Proposal Information

SECTION 7

Proposal Information

PROPOSAL INFORMATION: Each vendor submitting a proposal shall include a synopsis of their company including, but not limited to, the following information:

- Company name, address, telephone number, & chief executive officer:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Inmate Calling Solutions, LLC d/b/a ICSolutions
2200 Danbury Street
San Antonio, TX 78217
866-228-4040

ICSolutions is headed by our **Company President Mr. Tim McAteer** who has 25 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

- Parent company name, address, telephone number, & chief executive officer:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. We have included information for TKC Holdings below:

TKC HOLDINGS, Inc.
1260 Andes Blvd.
St. Louis, Missouri 63132
1-800-326-6164
(314) 214-2700

The CEO of TKC Holdings, Inc. is **Mr. Chris Alberta**.

- Contact person's name, address, & telephone number for purposes of this proposal:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Joe Garbe will serve as your Regional Account Manager and single point of contact for all services under this proposal.

Joe Garbe, Regional Account Manager
3101 Marquis Drive, Ste. 200
Garland, TX 75042
210-572-9551
Email: jgarbe@icsolutions.com

His résumé is provided in **EXHIBIT G**.

- Company history, current status, & length of time in business:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has provided inmate telecommunications services in correctional environments **since 2002**. ICSolutions has established a 99% contract renewal rate, and we have never purchased a single contract or any other company. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC - the nation's largest commissary provider. Keefe Group is a TKC Holdings company and has been **servicing the corrections industry for over 40 years**. ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and free system upgrades**, released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

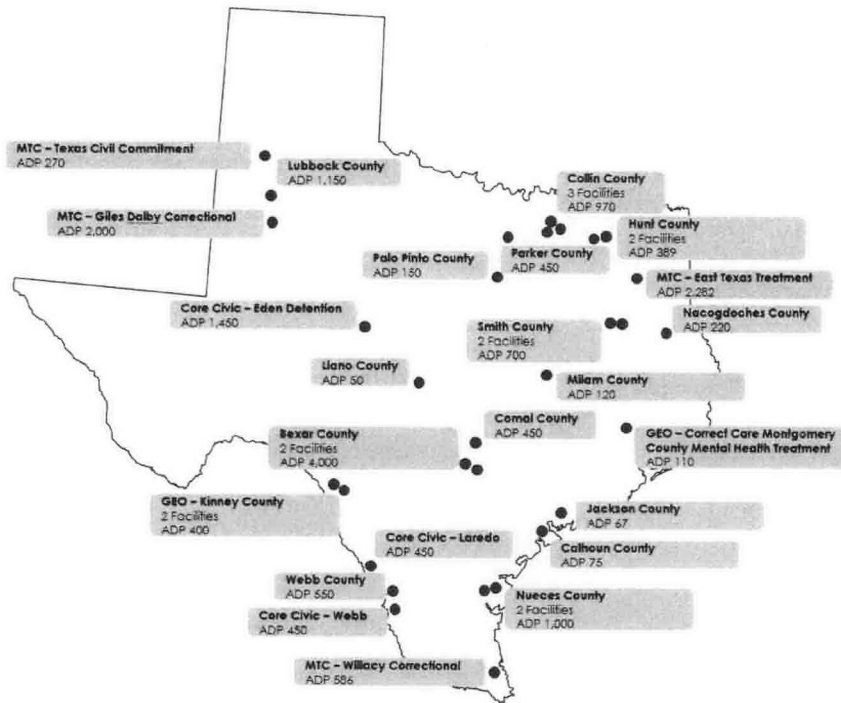
- Qualifications & experience including ability to perform the requested services:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has been solely focused on providing the requested services for more than **18 years**, since our inception in 2002.

ICSolutions provides inmate calling services to **31 correctional facilities in Texas**. Our customers in Texas range in size from small county jails with fewer than 70 inmates to Bexar County with 4,000+ inmates. The services we provide in Texas include our The ENFORCER® calling platform, deployed at all our sites; The Verifier™ voice biometrics; DirectLink Trust Card-Free Debit Calling; Call Center Debit; lobby deposit kiosks; The Communicator Paperless Inmate Communications Portal; The AttendantSM IVR; The Analyzer Link Analysis



Tools; visitation phones recording and scheduling management; and more. Additionally, ICSolutions' headquarters, data center, and customer and technical service is based right here in Texas – in San Antonio.

Across the U.S., ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about 300,000 inmates. Agencies using THE ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

In addition, ICSolutions has successfully installed 1,700 video visitation units at approximately 200 facilities serving roughly 50,000 inmates. ICSolutions is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in over a dozen of our client facilities, serving roughly 10,000 inmates with nearly 1,500 tablets.

ICSolutions is staffed by a management team with more than 200 years of collective experience advancing inmate telecommunications. ICSolutions allocates our resources based on our clients' needs. Our headquarters is staffed by National Account Support teams, including Customer Service for called parties, Technical Services for facility support, and Engineering. Our Regional Account Managers provide account management services for clients divided into seven regions. When a contract is awarded, ICSolutions recruits a local team of field staff dedicated to the account based on that client's requirements. Our Engineering staff is dedicated to updating our ENFORCER® call processing platform based on our clients' feedback and suggestions.

Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to the ENFORCER® inmate calling system; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Joe Garbe**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 130 employees dedicated to the development, installation, maintenance, and service of THE ENFORCER® inmate telephone system and THE VISITOR™ video visitation system. The professional team involved in the aforementioned duties and ongoing management of service for Brown County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in EXHIBIT G.

Client Services

Mike Kennedy Vice President of Sales & Marketing

Responsibilities

Mr. Kennedy leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. He is responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

Joe Garbe Regional Account Manager

Responsibilities

As Regional Account Manager, Joe will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Joe will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Joe Garbe has been with ICSolutions since 2009 and started in the telecommunications industry in 1999, with vast experience in meeting customers' needs through sales, marketing, and project and account management. Joe has been dedicated to the inmate calling market since 2007. Joe obtained his Bachelor of Science degree in Business at Emporia State University in Emporia, KS.

Sylvia Castillo
Director of Client
Services

Responsibilities

As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

Qualifications

Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.

Latisha Steger
Director of Sales
Engineering / Training
Department

Responsibilities

As the Director of Sales Engineering, Latisha works directly with the facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on The ENFORCER® system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via WebEx, as the facility prefers. In addition, Ms. Steger also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.

Qualifications

Ms. Steger has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.

Don Newsome
Corporate Account
Manager / Training
Department

Responsibilities

Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has more than 30 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert
Director of Operations

Responsibilities

Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Qualifications

Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.

Melissa Mitchell
Project Manager

Responsibilities

Melissa will be responsible for managing the installation, including development of the Facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion.

Qualifications

Ms. Mitchell has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Jamie Klingner
Project Manager, PMP

Responsibilities

Ms. Klingner is a subject matter expert on The ENFORCER® and The Visitor™ user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Ms. Klingner is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts.

Qualifications

Ms. Klingner is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Ms. Klingner has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.

Justin Naquin
Regional Field Service
Manager

Responsibilities

Justin is the field supervisor for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Qualifications

Justin joined ICSolutions in 2004 and has more than 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.

Latoya Coleman
Technical Support
Manager

Responsibilities

Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin
Vice President of
Product Development

Responsibilities

Mr. Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Qualifications

Mr. Philbin is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

Steve Shieldes

Director of
Information
Technology

Responsibilities

Mr. Shieldes is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Qualifications

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

George Langdin

Technical Services
Manager (IT
Engineering)

Responsibilities

George leads the engineering team responsible for building, configuring, and testing all ENFORCER® equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.

Qualifications

George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. Mr. Langdin obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

The ICSolutions' management team is highly experienced in telecommunications and, more specifically, the correctional market segment.

Tim McAteer, Company President has 25 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

Mike Kennedy, VP of Sales & Marketing, has more than 30 years' experience in account management and business development in the telecommunications industry, including both operator services and inmate telephone services offered nationwide.

Brendan Philbin, VP of Product Development, has more than 30 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

Ken Dawson, Director of Contracts & Regulatory, also has more than 30 years' experience in the telecommunications industry including co-founding and developing several companies engaged in back-room support for the industry.

Brian Dietert, Director of Operations, has more than 30 years of telecommunications experience, more than three decades of which have been specialized in the Correctional Communications Market.

- Overview of telecommunications experience including inmate telephone services:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Since 2002, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate, and we are proud to note that 100% of ICSolutions' clients are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions' products and services from among their many options. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC - the nation's largest commissary provider. Keefe Group has been serving the corrections industry for over 40 years. ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and free system upgrades**, released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

In addition to meeting our clients' technological and investigative needs, we are typically able to increase their revenue. On average across the country, when we keep calling rates the same and provide our ENFORCER® calling system and prepaid calling options, **our average increase in both call volumes and call revenues is about 40%**. Even where we implement lower calling rates, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%**. ICSolutions anticipates a significant increase in inmate calling and the County's commission revenue due to our easy-to-use prepaid calling and funding options.

In Macomb County, Michigan, when ICSolutions took over from Securus, we nearly doubled the County's revenue, while also dramatically reducing calling rates *and* implementing a free Video Visitation System valued at more than \$650,000!

*"The incumbent vendor, Securus Technologies, had provided prisoner phone service for the previous 10 years. The average annual commission generated for the last three years of the contract was \$491,000. In October of 2012, the County entered into a 5-year contract with ICSolutions. In so doing, the **revenue generated from phone calls increased by 64% to \$902,259** for FY 2013. Very impressive considering **calling rates for friends and families were reduced by approximately 49%**."*

-- Anthony Wickersham, Macomb County Sheriff

In **Smith County, Texas**, when ICSolutions took over the contract, we increased the County's revenue by 48%, while reducing calling rates by more than half the cost charged by the previous vendor!

"In March, [Smith County] transitioned to a new phone provider, Inmate Calling Solutions, in the jail. With the new vendor, the per-minute price for calls dropped almost 220 percent, from 44 cents a minute to 20 cents, and the county's profit on the service nearly doubled..... Even with the decreased per-minute price, the county saw a 48 percent increase in revenue during the first quarter: from \$79,032 for the months of March through June 2016, to \$153,650 for the same period in 2017. That's an increase of \$74,617 over the four months."

-- Tyler Morning Telegraph, published July 20, 2017

Across the U.S., ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to more than 400 individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about 300,000 inmates.

Agencies using THE ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls; THE ENFORCER® is a truly scalable, battle-tested platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, THE ENFORCER® provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.



ICSolutions By The Numbers
The ENFORCER®

400+ Correctional Facilities Served
12,500+ Inmate Telephones Deployed
300,000 Inmates Served
45+ Customers with 1,000+ Inmates

In addition, ICSolutions has successfully installed 1,700 video visitation units at approximately 200 facilities serving roughly 50,000 inmates. ICSolutions designed and developed THE VISITOR™ Visitation Management & Video Visitation System based on our experience providing Video Visitation Systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a VVS.

BBB Rating



IC Solutions is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in over a dozen of our client facilities, serving roughly 10,000 inmates with nearly 1,500 tablets.

IC Solutions operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. As such, we are proud to note that we have earned an A+ rating with the Better Business Bureau. Unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, and fines by regulatory agencies.

IC Solutions will provide the highest service standards to the County, its constituents, and all users of ICSolutions' services.

IC Solutions focuses on providing a secure and feature-rich inmate communications-processing system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER®, but a customizable total inmate communications and payments solution that can include advanced voice biometrics, video visitation, tablets, paperless grievance reporting, lobby deposit kiosks, debit release cards, inmate voicemail, email, and more. We also provide customized services like commissary interfaces that allow inmates to purchase calling time and order commissary items by phone, along with our Prepaid Collect system.

Thanks to these features and our outstanding Service Team, we can take pride in the reliable solution we provide for our clients. To better serve called parties, inmates, and facilities alike, our company is staffed by one of the most seasoned management teams in the industry, and our service structure includes in-house Technical Services, Customer Care, Engineering, Network Operations Specialists, On-Call Facility Support, and Account Management Services, all available to meet our clients' needs **24 hours a day, 7 days a week, 365 days a year.**

- Company financial statement showing income and earnings for the most recently closed year:

IC Solutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated.

IC Solutions is a financially strong and stable company that has been providing inmate telecommunications services in correctional environments for more than 18 years. We currently provide service to more than 275 agencies across the United States and provide calling services to a total of about 300,000 inmates. We would also like proudly highlight that *all* of our client facilities are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions' products and services from among their many options.

ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. Keefe Group - the nation's largest commissary provider - has served the corrections industry successfully for over 40 years! The Keefe Group companies have brought a tremendous depth to ICSolutions' operations and provided strategic financial resources as well as synergistic supply-chain relationships since 2010.

ICSolutions is one of the fastest growing inmate calling providers in the country. And now, as a member of the Keefe Group of companies, ***we are backed by the experience and financial strength of the nation's largest commissary company.***

To further demonstrate our financial stability and the depth of our financial resources, we have included TKC Holdings' Confidential Financial Statements as **SECTION 7A: AUDITED FINANCIAL STATEMENTS.**

- Minimum of FIVE (5) inmate telephone accounts currently operational in TX or surrounding states including Center name, address, and contact person & telephone:

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

We are pleased to offer the following references that enjoy similar equipment and services offered to Brown County. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. Additionally, we have included several recent Letters of Reference from a few of our clients in **EXHIBIT A: LETTERS OF REFERENCE.**

Customer Name:	Parker County, TX	Number of Facilities:	1
Contact Person:	Captain Mark Arnett	Telephone Number:	(817) 594-8845
Address:	612 Jameson Street	Total Number of Phones:	100
	Weatherford, TX 76086	Total Inmate Population:	450
Former Provider:	Synergy	Date Service Began:	8/24/2017
Services Provided:	Inmate Telephone System	Visitation Phone at Jail	

Customer Name:	Palo Pinto County	Number of Facilities:	1
Contact Person:	Greg Doyle, Jail Administrator greg.doyle@co.palo-pinto.tx.us	Telephone Number:	(940) 659-1290 (940) 659-3801 fax
Investigator TM Contact Person:	Walt Rucker	Telephone Number:	(940) 659-1290
Address:	402 Cedar Street	Total Number of Phones:	27
	Palo Pinto, TX 76484	Total Inmate Population:	150
Former Provider:	Securus	Date Service Began:	June 2012
Services Provided:	Inmate Telephone System		

Customer Name:	Bexar County Detention Center	Number of Facilities:	2
Contact Person:	Captain Avery Walker awalker@bexar.org	Telephone Number:	(210) 335-6506 (210) 335-6199 fax
Address:	200 North Comal Street	Total Number of Phones:	407
	San Antonio, TX 78207	Total Inmate Population:	4,000
Former Provider:	Securus	Date Service Began:	September 2011
Services Provided:	Inmate Telephone System	The Investigator Pro TM	

Customer Name:	Lubbock County Jail	Number of Facilities:	1
Contact Person:	Kathleen Finley Director of Logistics kfinley@co.lubbock.tx.us	Telephone Number:	(806) 775-7008 (806) 775-7979 fax
Address:	3502 N Holly Ave	Total Number of Phones:	190
	Lubbock, TX 79403	Total Inmate Population:	1,150
Former Provider:	GTL	Date Service Began:	June 2017
Services Provided:	Inmate Telephone System	The Verifier SM	

Customer Name:	Smith County	Number of Facilities:	2
Contact Person:	Chief Robert Carlson rcarlson@smith-county.com	Telephone Number:	(903) 952-2626
Address:	206 E. Elm Street	Total Number of Phones:	110
	Tyler, TX 75702	Total Inmate Population:	700
Former Provider:	GTL	Date Service Began:	March 2017
Services Provided:	Inmate Telephone System	The ENFORCER® Investigator Suite	The ENFORCER® IVR Suite
	The ENFORCER® Visitation Management Suite	Interface to Banking & Commissary	Interface to JMS platform

Customer Name:	Hunt County Detention Center	Number of Facilities:	2
Contact Person:	Captain Tammy Sherman Jail Administrator tsherman@huntcounty.net	Telephone Number:	(903) 513-7224 (903) 453-6822 fax
Address:	2801 Stuart Street	Total Number of Phones:	50
	Greenville, TX 75401	Total Inmate Population:	389
Former Provider:	Securus	Date Service Began:	January 2013
Services Provided:	Inmate Telephone System	The Investigator™	

Customer Name:	Collin County Detention Facility	Number of Facilities:	3
Contact Person:	Chief Terry McCraw tmccraw@co.collin.tx.us	Telephone Number:	(972) 547-5208 (972) 547-5304 fax
Address:	4300 Community Ave	Total Number of Phones:	148
	McKinney, TX 75071	Total Inmate Population:	1,100
Former Provider:	Securus	Date Service Began:	April 2018
Services Provided:	Inmate Telephone System	Inmate Voicemail	VRS

- Sample Contract that the Vendor will propose to the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

We have provided the sample contract at the end of this SECTION 7.



Section 7A

Audited Financial Statements

CONFIDENTIAL

Section 7B

Sample ICSolutions Contract

INMATE TELEPHONE SERVICES AGREEMENT

This Inmate Telephone Services Agreement ("Agreement") is made by and between Inmate Calling Solutions, LLC, d/b/a ICSolutions ("ICS"), having its principal place of business at 2200 Danbury Street, San Antonio, TX 78217, and _____ (the "County") having its principal address as set forth on Exhibit A, attached hereto.

1. **Term of Contract.** This Agreement shall commence upon the date inmates within the County's control begin placing telephone calls from the Equipment, which has been estimated to be _____ (the "Cutover Date") based on this Agreement being fully executed not less than 45 days prior to such date and shall remain in force and effect for _____ years from the Cutover Date. This Agreement shall automatically renew for _____ additional terms of _____ year(s), each upon the same terms and conditions as set forth herein, unless either party otherwise provides written notice to the other party at least ninety (90) days prior to a scheduled renewal. Notwithstanding the foregoing, either party may terminate this Agreement, based on a material, adverse economic change beyond such party's reasonable control, with sixty (60) day's prior written notice. Upon termination of this Agreement, County shall immediately cease the use of any Equipment provided hereunder.
2. **Equipment.** This Agreement applies to the provision of inmate telephone services by ICS using Equipment either centrally located or within space provided by the County at each of the "Service Locations" listed on Exhibit A, attached hereto. The term "Equipment" is defined herein as telephone sets, computer systems and software, all as more fully described on Exhibit B, attached hereto. All Equipment shall be installed by properly trained personnel and in a good, workmanlike manner. Any Equipment of ICS installed upon the premises owned, leased or otherwise under the supervision of County, shall remain in all respects the property of ICS. ICS reserves the right to remove or relocate any Equipment that is subjected to recurring vandalism or insufficient usage. ICS shall not exercise such right of removal or relocation unreasonably and, in any case with at least thirty (30) days prior notice to County. Upon removal of Equipment by ICS, ICS shall restore the premise to its original condition, ordinary wear and tear excepted.
3. **Alteration and Attachments.** County shall not make alterations or place any attachments to Equipment and Equipment shall not be moved, removed, rendered inoperable or unusable, or made inaccessible to inmates or users by County without the express written permission of ICS.
4. **Training.** ICS shall provide on-site training plus internet-based training at no cost to County. Additional training may be provided upon County's request based on availability of ICS.
5. **Call Rates.** ICS shall provide collect calling services to End-Users, on both a pre-paid and post-billed basis, at the rates and charges set forth on Exhibit C, attached hereto. ICS reserves the right to establish thresholds for the level of collect call credit to be allowed by the billed consumer. Rates and charges may be subject to change based on an order or rule of a regulatory authority having applicable jurisdiction.
6. **Commissions to County.** ICS will install, operate and maintain Equipment at no charge to County. ICS will pay County the commission amounts set forth on Exhibit D, attached hereto (collectively the "Commissions"), in consideration of the County granting ICS exclusive rights for the installation and operation of Equipment servicing the Service Locations. No Commissions shall be paid to County on amounts relating to taxes, regulatory surcharges such as universal service fund, or other fees and charges not applicable to the billed calls.

ICS will pay Commissions to County on a monthly basis on or before the first business day occurring 45 days following the end of the month in which such Commissions are earned or accrued. Such Commissions shall be sent to the address designated by County or wired to an account designated in writing by County for such purpose.

The parties agree that all financial consideration for services hereunder is predicated on the rates and charges applicable at the time of execution and is, therefore, subject to adjustment based on any changes that may be required by any law, rule, tariff, order or policy (any of which, a "Regulatory Change") of, or governed by, a regulatory body having jurisdiction over the public communications contemplated herein. In the event that a Regulatory Change affects such rates and charges, the parties agree to enter into good faith negotiations to amend this Agreement in a manner that provides sufficient consideration to ICS for ongoing services, as well as complies with the Regulatory Change. If the parties cannot reach an agreement as to the amendment necessary within 30 days of public notice of the Regulatory Change, then either party may terminate this Agreement with an additional 60 days' prior written notice. In addition, Commission rates are predicated on County maintaining an average daily inmate population consistent with the average of the three months preceding the Cutover Date and having access to telephones materially consistent with industry practice.

7. County shall:

- a. Advise ICS of any Services Location or related premise that has been closed.
- b. Throughout the term of this Agreement, including any renewal terms, use ICS as its exclusive provider for all matters relating to inmate telecommunication services.
- c. Reasonably protect the Equipment against willful abuse and promptly report any damage, service failure or hazardous conditions to ICS.
- d. Provide necessary power and power source, at no cost to ICS, and an operating environment with reasonable cooling consistent with general office use.
- e. Provide suitable space and accessibility for inmates' use of telephone services.
- f. Permit ICS to display reasonable signs furnished by ICS and not affix or allow to be affixed any other signs, equipment or information to the Equipment.
- g. Permit reasonable access by ICS to County's Service Locations as reasonably necessary for ICS to install, support and maintain the Equipment.
- h. Comply with all federal, state and local statutes, rules, regulations, ordinances or codes governing or applicable to the telephone services offered by ICS.

8. Law and Venue. The domestic law of the State of Texas shall govern the construction, interpretation and performance of this Agreement and all transactions hereunder. All disputes hereunder shall be resolved exclusively in state or federal jurisdictions located in Bexar County of Texas.

9. Notices. Any notice or demand required hereunder shall be given or made by mail, postage prepaid, addressed to the respective party at the address first set forth or referenced above unless otherwise communicated in writing.

10. **Entire Agreement.** This Agreement constitutes the entire Agreement between the parties and may not be modified or amended other than by a written instrument executed by both parties. Any orders placed by County hereunder shall be incorporated herein by mutual consent of the parties and shall supplement but not supersede the provisions of this Agreement. The County represents and warrants that it has the legal authority to make decisions concerning the provisions of space for telephones placed by ICS at the Service Locations covered by this Agreement and that ICS may rely thereon. This Agreement supersedes any prior written or oral understanding between the parties.
11. **Risk of Loss.** ICS shall relieve County of all risk of loss or damage to Equipment during the periods of transportation and installation of the Equipment. However, County shall be responsible for any loss or damage to Equipment located on the premise caused by fault or negligence of County, its employees or others under County's supervision.
12. **Default.** In the event either party shall be in breach or default of any terms, conditions, or covenants of this Agreement and such breach or default shall continue for a period of thirty (30) days after the giving of written notice thereof by the other party, then, in addition to all other rights and remedies at law or in equity or otherwise, including recovering of attorney fees and court cost, the non-breaching party shall have the right to cancel this Agreement without charge or liability. The waiver of any default hereunder by either party shall not constitute, or be construed as, a waiver of any subsequent default.
13. **Assignment.** This Agreement may be transferred or assigned, in whole or in part, by ICS to any parent, successor, subsidiary, or affiliate of ICS. ICS may sub-contract any portion of its duties hereunder provided, however, it shall remain at all times responsible for such sub-contracted duties. This Agreement may otherwise only be transferred or assigned by a party with the written consent of the other party, which consent shall not be unreasonably withheld or delayed.
14. **Relationship.** The parties hereto are independent contractors and this Agreement shall not be construed as a contract of agency or employment. Each party shall be solely responsible for compliance with all laws, rules and regulations and payment of all wages, unemployment, social security and any taxes applicable to such party's employees. Each party represents and warrants that: (a) it is duly organized, validly existing and in good standing under the laws of the jurisdiction of its formation; (b) the execution, delivery and performance of this Agreement has been duly authorized by all necessary corporate actions; and (c) its performance hereunder shall be in compliance with applicable state and federal legal and regulatory requirements.
15. **Indemnification.** Each party shall indemnify, defend and hold harmless the other party from and against any and all claims, losses, injuries, or demands asserted by third parties (collectively "Claims") arising from the material breach, negligent acts or misconduct of such indemnifying party, its agents or employees, in the performance of any of its obligations hereunder. Except for the foregoing express indemnification, each party shall bear its own liability and costs of defense for any third party claims.
16. **Force Majeure.** Either party may suspend all or part of its obligations hereunder and such party shall not otherwise be held responsible for any damages, delays or performance failures caused by acts of God, events of nature, civil disobedience, military action or similar events beyond the reasonable control of such party.

17. **Severability.** If any of the provisions of this Agreement shall be deemed invalid or unenforceable under the laws of the applicable jurisdiction, such invalidity or unenforceability shall not invalidate or render unenforceable the entire Agreement, but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision or provisions, and the rights and obligations of ICS and County shall be construed and enforced accordingly.
18. **Special ADA.** ICS will install Equipment in accordance with the Americans with Disabilities Act and any related federal, state and local regulations in effect at the time of installation. ICS shall make any alterations to the Equipment as necessary for its correct operation and/or compliance with applicable laws at no cost to County.
19. **Limitation of Liability.** IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY LOSS OF PROFITS, LOSS OF USE, LOSS OF GOODWILL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES REGARDLESS OF THE FORM OF ANY CLAIM, WHETHER IN CONTRACT OR IN TORT OR WHETHER FROM BREACH OF THIS AGREEMENT, IRRESPECTIVE OF WHETHER SUCH PARTY HAS BEEN ADVISED OR SHOULD BE AWARE OF THE POSSIBILITY OF SUCH DAMAGES.
20. **Warranty.** Subject to County's compliance with its obligations hereunder, Equipment shall be free from defects in workmanship and material, shall conform to ICS' published specifications in effect on the date of delivery or as otherwise proposed to County in writing, and shall not infringe any patent or trademark. This warranty shall continue while Equipment is in operation at each Service Location. County shall provide ICS with prompt written notification as to the specifics of any nonconformity or defect and ICS shall have a commercially reasonable timeframe to investigate such nonconformity or defect. As County's sole and exclusive remedy, ICS shall, at ICS' sole option and expense, either: (a) correct any nonconformities or defects which substantially impair the functionality of the Equipment in accordance with the aforesaid specifications; (b) use reasonable efforts to provide a work-around for any reproducible nonconformities or defects which substantially impair the functionality of the Equipment in accordance with the aforesaid specifications; (c) replace such nonconforming or defective Equipment; or (d) promptly refund any amounts paid to ICS by County with respect to such nonconforming or defective Equipment upon ICS receipt of such nonconforming or defective Equipment. ICS does not warrant that the operation of the Equipment shall be uninterrupted or error-free. No warranty is made with respect to the use of Equipment on or in connection with equipment or software not provided by ICS. Equipment may contain recycled, refurbished or remanufactured parts which are equivalent to new parts. ICS makes no warranties or representations that it will solve any problems or produce any specific results.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES AND ICS HEREBY DISCLAIMS ANY OTHER WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. THE FOREGOING SHALL BE THE SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO NONCONFORMING OR DEFECTIVE EQUIPMENT AND SERVICES. NOTHING CONTAINED HEREIN SHALL OBLIGATE ICS TO ENHANCE OR MODIFY THE SERVICES OR EQUIPMENT BEYOND THE SUBSTANTIAL FUNCTIONALITY INITIALLY ACCEPTED BY FACILITY, WHICH ACCEPTANCE SHALL BE DEEMED TO HAVE OCCURRED UPON THE GENERATION OF CALL REVENUE.

21. **No Hire/No Solicit.** During the term of this Agreement, and for a period of six (6) months thereafter, neither party shall solicit or hire the other party's employees, agents or representatives engaged by such party to perform work relating to this Agreement, without the express written consent of the other party.
22. **Confidentiality.** During the term of this Agreement, each party may disclose to the other certain proprietary information including, without limitation, trade secrets, know how, software, source code, techniques, future product plans, marketing plans, inventions, discoveries, improvements, financial data, business strategies and the terms of this Agreement (collectively, "Confidential Information") of a character identified by the disclosing party as confidential and that should reasonably have been understood by recipient, because of legends or markings, the circumstances of disclosure or the nature of the information itself, to be proprietary and confidential to the disclosing party. Each party and each of its employees or consultants to whom disclosure is made shall hold all Confidential Information in confidence, and shall not disclose such information to any third party or apply it to uses other than in connection with the performance of this Agreement. Each party shall use the same degree of care that it utilizes to protect its own information of a similar nature, but in any event not less than reasonable duty of care, to prevent the unauthorized use or disclosure of any Confidential Information. A recipient may not alter, decompile, disassemble, reverse engineer, or otherwise modify any Confidential Information received hereunder and the mingling of the Confidential Information with information of the recipient shall not affect the confidential nature or ownership of the same as provided hereunder. The obligations of this paragraph shall survive termination of this Agreement for a period of three (3) years.

This Agreement shall impose no obligation of confidentiality upon a recipient with respect to any portion of the Confidential Information received hereunder which is: (a) now or hereafter, through no unauthorized act or failure to act on recipient's part, becomes generally known or available; (b) lawfully known to the recipient without an obligation of confidentiality at the time recipient receives the same from the disclosing party, as evidenced by written records; (c) hereafter lawfully furnished to the recipient by a third party without restriction on disclosure; or (d) independently developed by the recipient without use of the disclosing party's Confidential Information.

Nothing in this Agreement shall prevent the receiving party from disclosing Confidential Information to the extent the receiving party is legally compelled to do so by any governmental or judicial agency having jurisdiction.

23. **License to Use Software.** With respect to the Equipment provided under this Agreement, ICS hereby grants to County a nontransferable, nonexclusive license to install, store, load, execute, operate, utilize and display (collectively, "Use") the runtime versions of the Enforcer[®] software in performance of this Agreement including, where applicable to the purposes hereunder, such Use on computers owned by County. Such license is specific to the County and Service Location(s) for which the ICS Services are provided and may not be transferred other than through an authorized assignment of this Agreement. Upon the termination hereof, this license and all rights of County to Use the Enforcer[®] software will expire and terminate. County will not transform, decompile, reverse engineer, disassemble or in any way modify any of the Enforcer[®] software or otherwise determine or attempt to determine source code from executable code of any elements of the Enforcer[®] software.
24. **Third Party Software.** Third-party software licenses may be contained in certain software included with equipment and may therefore require a click-through acceptance by any users. Such software licenses are incorporated herein by reference and can be made available upon request.

25. **Taxes.** Except as expressly provided for herein, each party shall bear responsibility for its own taxes and such other costs and expenses arising in connection with the performance of their respective obligations hereunder.
26. **Insurance.** At all times during the Term of this Agreement, ICS shall maintain in effect the following types and amounts of insurance:
- a. General Liability Insurance: \$1,000,000 per occurrence; \$1,000,000 personal injury; \$2,000,000 general aggregate; \$2,000,000 products/completed operations.
 - b. Commercial Automobile Liability: \$1,000,000 Combined Single Limit.
 - c. Workers' Compensation: ICS shall comply with all workers' compensation requirements for the jurisdictions in which employees/representatives perform applicable duties.

ICS shall provide certificates evidencing the above coverage amounts upon request from County.

{Remainder of page intentionally left blank. Signature page and Exhibits follow.}

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized representatives on the dates set forth below, and represent and warrant that they have full authority to execute this Agreement on behalf of their respective parties:

Inmate Calling Solutions, LLC

(Signature)

(Signature)

(Printed Name)

(Printed Name)

(Title)

(Title)

(Date)

(Date)

Exhibit A – County Addresses

Principle Business Address (used for all notices hereunder):

Facilities & Service Locations:

Facility Name

Service Locations

Equipment to be shipped to:

Commissions to be paid to:

Exhibit B – Equipment

Exhibit C – Rates & Charges

The following rates apply to calls from [specify the facilities and their respective ADP to the extent separate on Exhibit A]:

[facility name] Calling Rates		
<u>Call Type</u>	<u>Per Call Charge</u>	<u>Per Minute Charge</u>
Local	\$0.00	\$0.22
Intrastate/IntraLATA	\$0.00	\$0.22
Intrastate/InterLATA	\$0.00	\$0.22
Interstate	\$0.00	\$0.22
International	\$0.00	\$0.75

[facility name] Calling Rates		
<u>Call Type</u>	<u>Per Call Charge</u>	<u>Per Minute Charge</u>
Local	\$0.00	\$0.22
Intrastate/IntraLATA	\$0.00	\$0.22
Intrastate/InterLATA	\$0.00	\$0.22
Interstate	\$0.00	\$0.22
International	\$0.00	\$0.75

NOTES: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands. All non-U.S. destinations are rated as international.

Call rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Billing Fees:

Payment Processing Fee (Live Agent)..... \$5.95
 Payment Processing Fee (IVR or Internet)..... \$3.00
 Bill Statement Fee..... \$2.00
 (All other fees free or waived)

Exhibit D – Commissions

ICS shall pay to County a Commission of [xx%] of the gross revenue for all call types generated from County's Service Locations. [In the event that County elects to implement the Investigator Pro™ biometric voice recognition technology, by written notice to ICS, then the foregoing Commission shall be reduced to yy%.]

Note: Commissions shall be made payable and sent to the address so designated on Exhibit A to this Agreement.



Section 8

Description of Services

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Description of Services

INMATE TELEPHONES, VIDEO VISITATION AND TABLET SERVICES REQUEST FOR PROPOSAL

PURPOSE: To establish specifications for inmate telephone and video kiosk/tablet services for the Brown County Jail.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

POLICY: It is the policy of Brown County Government to contract for inmate communication products and other related services for the Brown County Jail.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

GENERAL SPECIFICATIONS: Brown County Sheriff's Office is requesting proposals for inmate telephones and any additional services to streamline the operations of the Brown County Jail.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

INTENT: Brown County intends to contract with a vendor in order to provide telephone and video services for inmates at the Brown County Jail.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

SCOPE: The contractor shall provide all labor, supervision, and materials required to install, operate, and maintain all telephone communications equipment necessary for the operation of required telephones, video visitation kiosks/tablets at the specified locations at no charge to Brown County. The contractor shall be responsible for all aspects of the inmate telephone system such as acquisition, installation, operation, service, training, and maintenance. All telephone service related to the inmate telephones and related equipment must be provided at the contractor's own expense and Brown County shall incur no cost for any portion of the installation, service, training, or maintenance throughout the term of the agreement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions is proposing The ENFORCER®, a completely state-of-the-art, turnkey inmate phone system, The Visitor™ video visitation system, and The Bridge tablets at **no cost** whatsoever to the County for this service. Our state-of-the-art inmate communications system offers customizable controls, such as scheduling and inmate restrictions; investigative tools that include reporting, recording and monitoring; as well as the features described in detail in response to the requirements below. Our turnkey proposal includes the equipment, software, acquisition, installation, operation, service, training, and maintenance, all at no cost.

LENGTH OF CONTRACT: Negotiable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

RESULTING CONTRACT: The contractor acknowledges Brown County can terminate this contract with cause with a written notice presented to the contractor with a minimum of thirty (30) day notice. If the contractor fails to perform up to the conditions of the contract, in Brown County's judgment, Brown County will communicate the problem(s) to the contractor in written form. The contractor will have ten (10) days to rectify the problem(s). If the problem(s) are not corrected or reoccur, Brown County may immediately terminate the contract. The contractor will not be relieved of any obligation of payment of commissions earned up to the date of cancellation. The contractor may be in default or excluded by (but not limited to):

- (i) Failure to pay commissions on time;
- (ii) Failure to provide preventive maintenance on the system;
- (iii) Failure to keep equipment repaired in a timely manner, within twenty-four (24) hours of notification;
- (iv) Charging telephone customers rates in excess of agreed upon rates or above allowable rates as set forth by the FCC;
- (v) Other considerations preventing the proper operation of the inmate telephone services.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

EQUIPMENT: This request for proposal shall cover the following equipment at the Brown County Jail:

Inmate Telephones	29
TOTAL INMATE PHONES	<u>29</u>
Visitation Phone Pairs	12
Video Visitation Units	
Inmate Units	23
Visitor Units	<u>0</u>

TABLETS/VIDEO KIOSKS
MONEY KIOSKS

To be
considered

The contractor acknowledges that after the initial installation the number of inmate telephones/video kiosks/tablets may be increased or decreased based on need of the facility and industry standards at no cost to the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions proposes a turnkey inmate communications system at no cost to the County. Detail regarding the standard features, equipment, and value-added services is provided on the following pages. ICSolutions has also provided more information regarding installation in **EXHIBIT E: IMPLEMENTATION PLAN**; service and repair in **EXHIBIT F: MAINTENANCE AND SUPPORT PLAN**; and dedicated staff and their experience in **EXHIBIT G: PROPOSED STAFFING PLAN**. Descriptions related to video visitation, kiosks, and tablets are provided under the appropriate headings in this Section.

Expansions

Given its modular architecture, The ENFORCER® can easily accommodate expansions to the inmate population. ICSolutions will work with the County to accommodate expansions to the communications system consistent with expansions to the inmate population. If, at any point, the County plans to expand the jail or requests additional phones, ICSolutions can add additional phones at any time by simply expanding the Adtran gateways installed at the sites. Additional network capacity requires approximately 30 days' notice for the LEC (Local Exchange Carrier) to deliver additional bandwidth, but does not require any system downtime.

MINIMUM REQUIREMENTS OF INMATE TELEPHONES: The contractor is to provide inmate telephones and related equipment at the specified locations as set forth in this proposal. The inmate telephone system shall only allow prepaid calls except for those telephone numbers designated by the Brown County Sheriff's Office. The system shall allow call blocking to prevent calling to the following:

- 911;
- 800, 888, 900, and other toll free numbers;
- 411 or other directory assistance numbers;
- Sheriff's Office numbers including both office and home telephone numbers of personnel;
- Direct dial long distance services;
- Other telephone numbers at the discretion of the Sheriff's Office.

The system shall allow call passing for free calls to the Local Public Defender, Federal public defender, bail bondsmen, or other numbers at the discretion of the Sheriff's Office. The system shall have call timing to preset the maximum call length time. The system shall have fraud protection against switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc. The system shall not be capable of receiving incoming calls. The system shall be of heavy-duty construction and have equipment designed for the correctional environment. Inmate telephones shall not expose screws, bolts, or other fasteners or any other material which can be removed without special security devices. Vendor shall submit detailed information as to the equipment offered.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

The ENFORCER®

The ENFORCER® has been designed and consistently maintained to deliver all of the equipment, installation, maintenance, repair, and investigative and administrative tools our clients need for operation of the inmate telephone system. ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we welcome your input as a valued technology partner.

Centralized Call Processing & Local Service

The County will be serviced by local technicians and account managers stationed in the local Keefe / ICSolutions Regional Office. Backup service and technology will be provided from our primary data center in San Antonio, Texas. ICSolutions' San Antonio data center houses:

- **Technical Services** – 24 x 7 x 365 live support for facility staff
- **Customer Service** – 24 x 7 x 365 live support for call recipients
- **Engineering & Product Development** – the technical experts who developed, maintain, and continue to enhance our proprietary ENFORCER® calling platform
- **Executive Management** – the leaders who are ultimately responsible for each client's continued satisfaction

Additionally, our San Antonio office is a secure, purpose-built telecom data center that will house failover calling processing and backup copies of all call recordings and call data generated by the Facility's Inmate Telephone System, for the life of your contract.

Primary call processing and data/recording storage will occur at our primary Data Center in Atlanta, Georgia. This system architecture provides for geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, in addition to protecting the Facility from potential data loss.

The centralized, primarily offsite configuration we have designed for the Facility will also benefit the Jail by requiring:

- **Very little onsite space for equipment**
- **Reduced energy consumption**
- **Significantly less onsite installation and maintenance work**

Additionally, spare parts and a "crash kit" of critical onsite components will be stored locally, and certified local technicians will be dispatched any time you need onsite maintenance or repair.

Standard Features of The ENFORCER®

ICSolutions' ENFORCER® Inmate Calling System offers the richest set of features available in the industry today that are easy to use, allowing for quick, accurate and efficient investigations.

- ✓ **System Features:**
 - **Remote access for authorized personnel**
 - **Easy-to-use Web interface**
 - Onsite reporting capabilities
 - Remote information-sharing with offsite investigators and other law enforcement agencies and jurisdictions – at the County's sole discretion
 - Inmate PINs with optional automatic enrollment (no facility staff intervention required)
 - Inmate PANs (personal allow numbers lists) with self-learning capability and paper-free change request options

- ✓ **Administrative Controls:**
 - Multi-site networking & reporting
 - Password-controlled access
 - User permissions – editable per individual user or user group
 - User access log
 - 3-way call detection and tracking

- ✓ **Call Controls:**
 - Blocked number tables
 - Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide
 - Set call duration & velocity limits by call type
 - Inmate call suspension and automatic reinstatement
 - Electronic and/or manual phone shutdown – scheduled & emergency

- ✓ **Investigative Tools:**
 - 100% monitoring & recording of all non-confidential phone calls
 - Verifiable security encryption on call recordings – supported by free expert testimony
 - Free inmate grievance / crime tip / PREA lines – eliminate paper kites
 - Officer check-in (optional)
 - Call alerts (hot numbers, hot PINs)
 - Financial alerts
 - Remote call forwarding to authorized investigators, with options to "barge in" and/or disconnect
 - Searchable call notes
 - Unlimited Reverse Directory with satellite mapping
 - More – if the technology exists, we can make it work with our ENFORCER® calling system!

The centralized ENFORCER® comes with an array of standard features that promote security and efficiency at our clients' facilities:

System Features	
Remote Access	The ENFORCER® is operated through a browser-based GUI (Graphical User Interface). Anyone with a login and password provided by Facility administrators can securely access the system from any computer with internet access and a modern browser as if they were opening a website.
Easy to Use Web Interface	The ENFORCER®'s web interface is intuitive, easy to use and functions like any other website.
Centralized Call Processing	<p>Call processing occurs on servers running in our secure data centers – leaving a much smaller footprint for equipment installed and maintained at your facilities. In addition to guaranteeing always-up service and high-quality calls, centralized call processing provides several benefits to the Facility, including:</p> <ul style="list-style-type: none"> ✓ Less equipment at your facilities ✓ Reduced energy consumption ✓ Less onsite installation and maintenance work <p>As a result, you will enjoy better performance, more space, cost savings, less onsite disruption, and higher facility security.</p>
Unparalleled Redundancy	<p>No other vendor provides as much redundancy for both system operations and data storage.</p> <p>Network Redundancy: For each supported facility, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.</p> <p>Call Processing Redundancy: While the primary call processor is housed in our data center in Atlanta, we also install a fully functional, always-on backup call processor nearly 1,000 miles away at our national headquarters in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.</p> <p>Storage Redundancy: Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in San Antonio and one data center in Atlanta). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, one additional copy of all data and call recordings would still be available for disaster recovery purposes.</p>
Lifetime Online Storage of Call Data & Recordings	ICSolutions will securely store all call data and recordings in fully redundant, geographically separate data centers to protect the Facility from any potential data loss. Call data and recordings will be available online for the life of the contract!
Unlimited Expansion Capabilities	The ENFORCER® has unlimited expansion capabilities and will be able to accommodate any new construction or future growth of your facility, at no cost the Facility! ICSolutions can add storage and phones at any time without affecting the operations of the existing system. Additional network capacity requires 30 days' notice for the LEC to hang new lines and does not require any system downtime.
Onsite Reporting Capabilities	The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by

	defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.
Hardened Corrections-Suitable Equipment	ICSolutions has been providing correctional facilities with inmate telephone systems for more than 18 years. All onsite equipment is hardened and tested for use in correctional facilities.
TDD Equipment Compatibility with Transcription Service	ICSolutions provides our facilities with the Supercom Minicom TDD/TTY unit. The unit itself is compact, lightweight, portable and easy to use. Further, each TDD/TTY call is recorded by The ENFORCER® and converted to text, which is inserted into a Note and attached to the call recording. Recordings can be accessed from the Call Detail Screen, and attached Notes can be printed locally or remotely by users with appropriate security credentials.
Remote Information Sharing	If the Facility desires, ICSolutions can provide the Facility with an easy way to share information with other law enforcement and corrections agencies. Because The ENFORCER® provides flexible and convenient remote access for investigators, multiple investigators can access the system at the same time without impacting on-going system operations or performance. The Facility may grant other law enforcement agencies limited access to inmate information for cooperative investigations.
Service Features	
Lifetime Repair and Replacement Warranty on All Equipment	ICSolutions' warranty ensures that any and all defective components will be replaced at no cost to the Facility throughout the life of the contract.
24 x 7 x 365 Technical Service	ICSolutions' Technical Services Center (TSC) operates 24 hours per day, 365 days per year in support of our customer sites. When calling our toll free number (866-228-4031) you will be connected with a live, U.S.-based Level 1 TSC technician.
24 x 7 x 365 Customer Service	ICSolutions' live customer service is available 24 hours per day, 365 days per year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments and more. Our customer service representatives can offer multi-lingual assistance including both English and Spanish. All of our customer service representatives are U.S.-based.
Ongoing Staff Training & Online System Documentation	ICSolutions provides a customized hands-on training curriculum for each facility that we serve. Initial classes are conducted on-site for multiple user groups. We also provide ongoing refresher and new employee training throughout the life of the contract. Follow-up training is typically delivered once per quarter (but can be customized to meet the Facility's needs), and can be delivered live or over the web. Additionally, all system documentation, including User Manuals, Quick Reference Guides, etc., are provided online as part of The ENFORCER® system.
Inmate and Called Party Instruction	ICSolutions provides informational pamphlets to the inmates and called parties, which explain how calls are placed and how to open accounts. These pamphlets will be provided to the Facility as requested, at no cost. The most detailed instructions describing the use and functions of the inmate telephones will be provided to Facility inmates via the phones themselves, using the customizable automated operator prompts. ICSolutions also typically provides bilingual (English/Spanish) written instructions in a vandal-resistant display area on the face of each telephone instrument, and

	<p>we can provide bilingual instructional posters upon request. Called parties can also contact our Customer Service Department or log onto our website at any time to learn how calls are placed and paid for, and how to open accounts.</p>
<p>Free Software Upgrades</p>	<p>Free, regular software updates are provided at no cost throughout the life of the contract. Whenever an upgrade and/or enhancements to The ENFORCER® finishes testing and is ready for wide release, the Facility will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to The ENFORCER® are predominantly driven by market demand and specific client requests. Typically, large upgrades are released quarterly.</p>
<p>Calling Services</p>	
<p>Collect, Prepaid Collect & Debit Calling Options</p>	<p>ICSolutions will offer the Facility inmate more ways to complete calls with our easy to use prepaid calling options. In addition to traditional Collect calling, ICSolutions also offers our facilities:</p> <ul style="list-style-type: none"> • Family First Prepaid Collect – Family First allows friends and family of inmates with numbers that are traditionally blocked from receiving collect calls (cell phones, business lines, etc.) to set up an account and prepay for inmate calls. When a call is placed to a number that would be blocked for billing reasons, the called party is provided with the option for immediate access to our live Customer Care Call Center to establish billing arrangements. Typically, an account is established in 15 minutes, and inmate calling access is immediately allowed. • Call Center Debit – Call Center Debit allows inmates' loved ones to fund an account associated with a specific inmate's PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate's PIN, so the inmate can use these funds to call any allowed telephone number. Upon the inmate's release, refunds are handled by ICSolutions' call center. • Integrated Cardless Debit – Integrated Cardless Debit is a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. To enable this calling option, ICSolutions will interface with the facility's inmate/records management system or commissary software package to share information between systems and automate the process. If an integration is not possible or if the Facility prefers, ICSolutions can also provide the Facility Facilities with physical debit cards sold through the commissary. • QwikCall – Our QwikCall calling option gives friends and family the ability to accept inmate calls prior to setting up a prepaid account. Also, ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate both of these customer groups, ICSolutions offers our QwikCall program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard IVR funding fee. The Facility will receive a commission percentage on the minute-based revenue, just as you do for all other types of calls.

	<p>QwikCall increases satisfaction with the inmate communications system by providing a greater number of ways for your constituents to pay for inmate calling! QwikCall is made available on The ENFORCER® at no cost to the Facility.</p>
Funding Announcements	<p>The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by the ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.</p>
Inmate PINs with Optional Automatic Enrollment	<p>The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility. This ranges from adopting a number assigned by the facility booking system to assigning a new random unique number for calling to something in between. This will be customized based on the facility's preference and with the goal of minimizing facility personnel time. Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system or through manual entry.</p>
Inmate PANs (personal allowed number lists) with Self-Learning Capability and Paper-Free Change Request Options	<p>The ENFORCER® system may be configured to require a list of Personal Allowed Numbers (PANs). This is a list of defined telephone numbers that each inmate is permitted to call. Each time the Facility activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.</p> <p>Self-Learning Mode: In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful "self-learning" feature. Upon assignment of a PIN, the first telephone numbers to which calls are completed are added to the inmate's PAN list, until the maximum number of PAN entries is made. To be added to the PAN list, a call to the telephone number must be accepted by the call recipient. Once the PAN list is full, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.</p>
Automated Operator Service in Multiple Languages	<p>The proposed ENFORCER® provides fully automated collect, prepaid collect and optional debit calling. Access to live operators is neither required nor permitted at any time. The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. "For English, press 1; for Spanish, press 2." Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, and Hmong.</p>
Custom Call Prompts and Voice Overlays	<p>All call prompts can be customized at no cost to meet the Facility's exact specifications. Also, the system is configurable to play random voice overlay announcements to notify the called party of the call's origin. The announcement content is programmable along with the announcement volume and frequency.</p>
Inmate Name Recording	<p>When each inmate places the first phone call using their assigned ID/PIN, the system will ask the inmate to record his/her name. This recording will be</p>

	<p>stored within The ENFORCER® system and used for all subsequent phone calls made using that ID/PIN combination. This measure prevents inmates from "passing messages" and ensures that the called party is provided with the inmate's name during the call greeting. If desired, inmate names may be recorded by the optional site administrator or by facility personnel at the time each inmate is booked. If there is an error during the recording or too much background noise at the time the name is recorded, facility personnel may reset the name recording function for that particular inmate using any ENFORCER® workstation.</p>
Inmate Voice Messaging	<p>Using the same messaging service developed for The CommunicatorSM, ICSolutions can provide inbound inmate voicemail. Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.</p>
Fraud Controls	
Three-Way Call Detection	<p>The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either:</p> <ul style="list-style-type: none"> a.) flag the call for investigation; b.) flag the call for investigation, and play a warning message to the inmate and called party; OR c.) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.
Hook Switch and Secondary Dial Tone Prevention	<p>Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.</p>
Extra Dialed Digit Prevention	<p>The ENFORCER® monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call.</p>
Chain Dialing Prevention	<p>The ENFORCER® counteracts fraud by preventing chain dialing, allowing completion of only one dialed number per individual attempt. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.</p>
No Incoming Calls	<p>No incoming calls are ever allowed with the ENFORCER call processing system. The ENFORCER system is hosted at the ICSolutions data center in San Antonio. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the onsite IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.</p>
Real-Time Call Validation	<p>ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists. Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to</p>

	commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.
Continuous System Monitoring	As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
Custom Call Restrictions	Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates. Inmates can also be restricted to calling only within a certain facility, or even within a designated area within a facility (such as in his or her housing area only).
Call Controls	
Blocked Number Tables	<p>The ENFORCER® enables authorized users to immediately enter blocked numbers into the system using the user-friendly Administrator interface. Blocks may be added for a specific telephone number or group of numbers. Important Block Features include:</p> <ul style="list-style-type: none"> • Block groups of numbers, such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc. • Block individual numbers – unlimited quantity • Blocks from your existing system will be imported during installation process • Soft Block resulting from multiple refused calls • Real-Time block activation • Simple workstation block entry • Blocked number report <p>Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers, and live operators. In addition, ICSolutions' project team will work with the site to populate the blocked number table with facility personnel telephone numbers, and will work with the outgoing vendor to incorporate any telephone numbers which were blocked due to complaints of harassment.</p>
Configurable Call Duration and Velocity Limits	Call duration and velocity limits can easily be set by dialed number, individual inmate, inmate classification, inmate group, call type, pod, facility or system-wide.
Inmate Call Suspension and Automatic Reinstatement	The ENFORCER® supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system. There are two categories of Suspension. Full means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. Standard is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers.
Phone Shutdown	The ENFORCER® system is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system.

	<p>Electronic Phone Shutdown: A single station, multiple stations or individual calls may be quickly switched on/off through the workstation. All administrative changes made in The ENFORCER® system occur instantaneously in real time, so the time required for this action depends only upon the speed of the operator. Taking a station offline can easily be accomplished in less than one minute. Once the operator clicks Cutoff and Disable, the station is immediately taken offline and any call in progress is terminated. To allow calls in progress to complete, the operator can instead click Disable; this action will allow any call in progress to complete before disabling the phone station from making further calls.</p> <p>Mechanical Phone Shutdown: Mechanical cut-off switches may be provided as an alternative to phone shut down using the system workstation. These manual overrides or "kill switches" are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the facility.</p>
Customized Call Branding	<p>The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with <i>"Hello, this is a collect call from [inmate name], an inmate at the (FACILITY NAME) Detention Center."</i></p>
Phone Scheduler	<p>The ENFORCER®'s Phone Scheduler feature lets you pre-set any on/off times for the phones that you choose. The ENFORCER® can accommodate different schedules for days of the week, dates of the month and year, etc. Hours can be set as follows:</p> <ul style="list-style-type: none"> • By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours.) • For all phones in the facility • Unique hours for defined holidays • Unique hours by day of week • Unique hours for specified called numbers
Positive Acceptance	<p>The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system "listens" for either the appropriate DTMF or the correct count of rotary-dial pulses.</p>
Answer Detection	<p>The ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.</p>
Administrative Controls	
Multi-Site Networking and Reporting	<p>The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Depending upon the user's privileges, they are able to pull reports either for their specific facility or for all facilities in a network of jails.</p>

Report Scheduler	The ENFORCER® allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.
Password Controlled Access	The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. Each username is linked to a customized set of privileges established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.
User Permissions – Editable Per User or Group	Each username is linked to a customized set of privileges established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all Facility users, but Facility staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).
User Access Log	The ENFORCER® offers an extensive list of standard and query based reporting options to fit every administrative and investigative need. A User Access Log Report details system access by user and lists changes made during a defined date range. The high-level report shows the username, user level and the last login date. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the Facility's needs.
Court-Sealed Records	In a court case, a judge can order the non-availability or "sealing" of all inmate records or selected inmate call information. The ENFORCER® enables an authorized user to perform a full or partial records seal, either permanently or within a specified date range. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the Agency.
Investigative Tools	
100% Monitoring and Recording of Non-Confidential Calls	<p>Real-Time Monitoring - Call monitoring is accessed through the Monitor tab of The ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the Connect button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.</p> <p>Critical Call Monitoring Functions include:</p> <ul style="list-style-type: none"> • Silent, undetectable monitoring • Allows multiple simultaneous monitoring sessions • Search function to isolate calls of interest • Monitoring has no impact to recording function • Ability to monitor from a remote workstation or PC via LAN, WAN or Internet • Protection of privileged calls from monitoring • Ability to disconnect call in progress while monitoring • Ability to "barge in" to calls in progress and speak to both parties

	<p>Recording and Playback: The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phone numbers selected for recording. Call recordings are digitally stored online and will be available to the facility for immediate access throughout the contract duration.</p> <p>Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. The ENFORCER® streams and copies recordings to system users through its monitoring and playback functions.</p>
<p>Verifiable Security Encryption on Call Recordings – Supported by Free Expert Testimony</p>	<p>The ENFORCER® system utilizes its Pikamux call processing program to generate the call recording in a raw proprietary format. The system then utilizes its AU comp program to decode the Pikamux raw file and convert the recording into a Speex compressed format which supports playback utilizing various utilities. The AU comp program also creates an MD5 checksum of the Speex file. MD5 Sum is an open source program which will create a MD5 checksum of any file.</p> <p>The process that has been implemented to confirm authenticity mandates that the MD5 checksum created by the AU comp program be recorded in a secure location. At the time of the authenticity test, the "expert" can use the MD5 Sum program on the recording and compare the resulting checksum to the checksum retrieved from the secure location. If the checksum comparisons are equal, this will confirm that the recording has not been tampered and is therefore authentic.</p> <p>ICSolutions will also volunteer an expert to testify in any court proceedings regarding the security and verity of our call recordings.</p>
<p>The Informer Crime Tip and PREA Lines</p>	<p>The ENFORCER® system can be configured to support as many tip-lines and voice message lines as each facility requests. If an external tip line exists that the Facility prefers to retain, ICSolutions will simply program that number in for free calling and speed dial access (it can also be set as a privileged if the Facility would like only those staff members with access to the destination voicemails to be able to hear inmates leave messages). Otherwise, any and all message lines the Facility would like to create will simply be voicemail boxes on The ENFORCER® itself. Each will have a speed dial code clearly posted for the inmates and will be free (and privileged if the Facility so requests).</p> <p>Each voicemail's number (#123 for instance) can also have an alert set on it so that a designated facility investigator or administrator is notified immediately whenever an inmate dials the line. At the Facility's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA—Prison Rape Enforcement Act for instance).</p>
<p>Officer Check-In (Optional)</p>	<p>ICSolutions is proud to offer the Facility ICStrackingSM, our Officer Check-In service. While many inmate telephone service providers are now offering similar services, ICSolutions was actually the first in the industry to provide Officer Check-In services to our clients!</p> <p>ICStrackingSM was launched in the summer of 2007. It offers the ability to capture and record corrections officers' location via the inmate telephones</p>

	<p>using an ID/PIN assigned to the officer. Each officer will use a nearby inmate telephone to log in to the system and verify that they are working in that part of the facility. The check-in event is logged by the system as a call record and can be reviewed, reported, or generate an alert just like any other inmate phone call. There are no charges associated with this feature.</p> <p>As an optional, added security feature, if your facility is utilizing The Verifier Voice Biometric feature the system will verify the officer's voice against the voice print stored within the system associated with the Officer's ID/PIN. This ensures that another officer or inmate is not attempting to check in on his/her behalf.</p>
<p>Call Alerts (Hot numbers, hot PINs)</p>	<p>The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:</p> <ul style="list-style-type: none"> • Monitoring Alerts - The ENFORCER® can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. • Email/SMS Alerts – The ENFORCER® can send email or SMS message to an administrative workstation or any public email address when an alert is triggered. • Paging Alerts - The ENFORCER® can issue numeric messages to paging services to alert an investigator.
<p>Funding Alerts</p>	<p>Our system allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier's check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.</p>
<p>"Find Me, Follow Me"</p>	<p>Find Me, Follow Me allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.</p>
<p>Gang Management</p>	<p>Reports on numbers dialed by multiple inmates or by multiple inmates out of a pre-defined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of The ENFORCER®'s Gang Affiliation tracking tools. The ENFORCER® can also provide a Gang Call Analysis function, which shows additional members of the same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.</p>

<p>Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call</p>	<p>When a Number or PIN alert has been set, The ENFORCER® will call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Once patched into the call, the investigator has the ability to silently monitor, barge into the call and speak to both parties, or disconnect the call.</p>
<p>Searchable Call Notes</p>	<p>Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date & Time, or by any text entered into the note.</p> <p>The ENFORCER® is configured to automatically add notes to a Number Detail Record when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the Number Detail Record, and appear at the bottom of the record.</p>
<p>Frequent Calling Reports</p>	<p>The ENFORCER® comes programmed with a High Volume Users Report and a Frequently Called Numbers Report. The High Volume Users Report shows which inmates are placing an unusually high volume of calls. This may be indicative of fraudulent use. The Frequently Called Numbers Report shows which phone numbers have been receiving an unusually high volume of inmate calls, sometimes from multiple inmates. This can also be indicative of fraud or criminal activity occurring.</p>

The ENFORCER® Platform

The ENFORCER®'s primary call processing platform is housed at a data center in Atlanta. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at our San Antonio data center – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.

Because our primary and secondary sites are more than 900 miles apart, even a catastrophic event in one location would not affect the performance of the other. If our primary site in the Atlanta data center experiences a catastrophic event, all call processing would seamlessly transfer to our San Antonio data center, resulting in zero downtime and continuous call processing and recording.

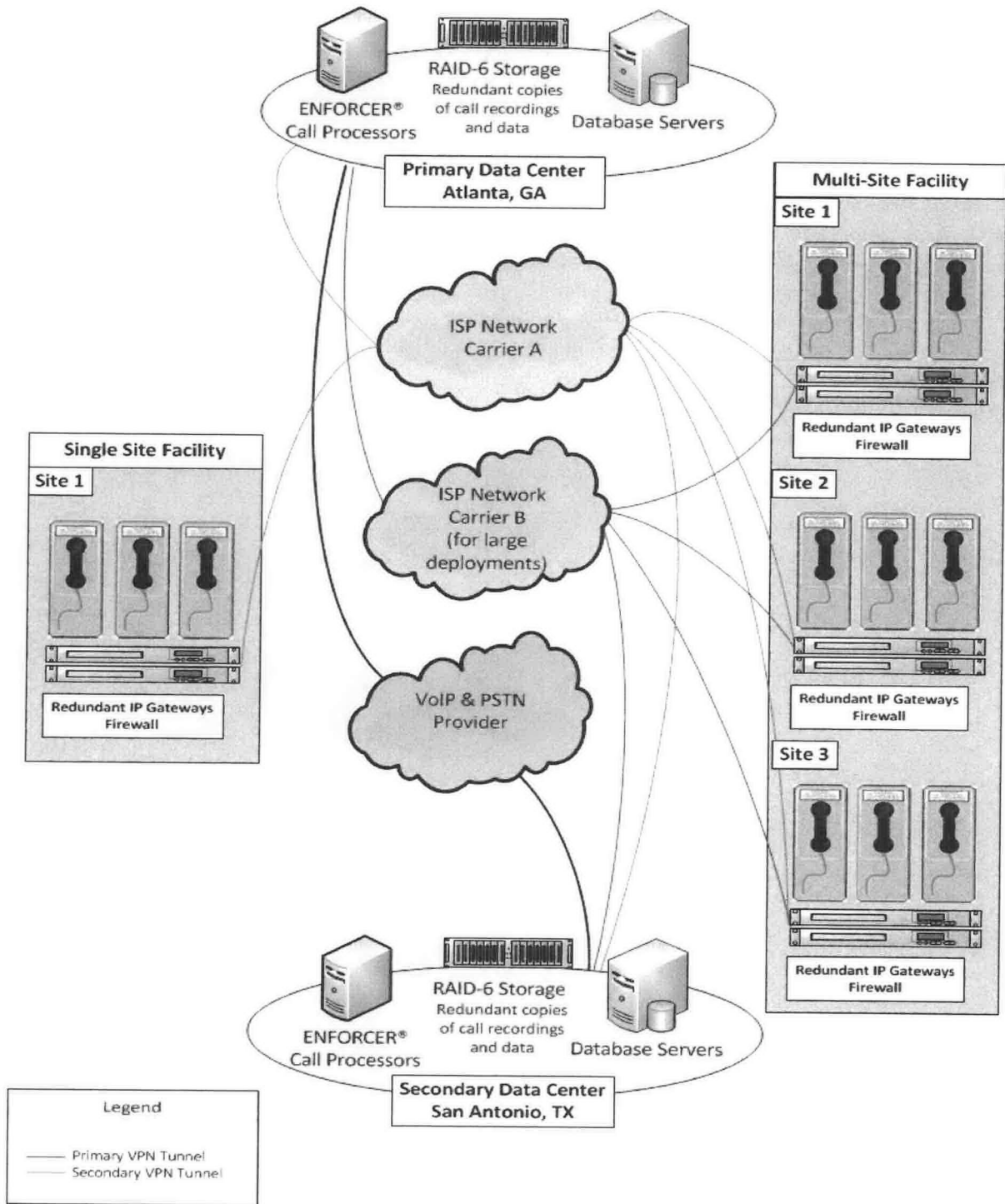
The County's facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365. We can perform all system maintenance, install software updates, expand capacity etc. all without ever having to disturb your regular operations by performing any work onsite at the facility.

The primary Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. Access to the data center is controlled by an electronic keypad system, and all movement is captured by event logs and closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which includes both internal and external security cameras.

Our San Antonio data center is classified as a Tier IV facility supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado resistant. In addition to the aforementioned redundancies, the data center is located in the same commercial power grid as the San Antonio International Airport and, as such, can expect a rapid recovery in the event of a major power outage. ICSolutions conducts weekly tests of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover.

For large deployments, ICSolutions has contracted with two Tier 1 carriers, AT&T and Time Warner, to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. This configuration ensures high availability and maximum redundancy of the entire service solution.



Sample System Architecture

Benefits of a Centralized Architecture

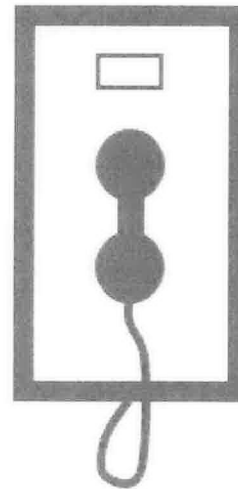
The centralized ENFORCER® features a primarily offsite configuration that houses critical system components at our secure data centers. This centralized configuration will provide several benefits to the County, including:

- Eliminates most potential problems that are possible with an onsite system, including server and telephony board failures
- Reduces operating costs, resulting in a more attractive financial offer for the County
- Reduces the amount of equipment at your Facilities
- Reduces Facility energy consumption
- Reduces the amount of onsite installation and maintenance work
- Provides multiple layers of call-processing and storage redundancy in offsite, geographically separate Data Centers, enabling ICSolutions to guarantee 99.999% system uptime and no loss of data or recordings

Onsite Equipment

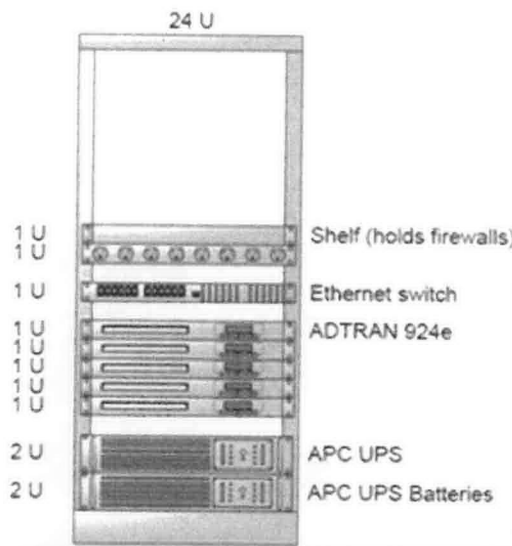
ICSolutions proposes to service the County using our centralized ENFORCER® platform, installed at the primary data center in Atlanta. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at our secondary data center in San Antonio – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss. This centralized network architecture requires considerably less hardware at the facility.

The onsite phone room equipment will consist of ADTRAN IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power.



Equipment

Additionally, this hardware is temperature-tolerant and will operate flawlessly in environments ranging from 35-110 degrees Fahrenheit. The rack configuration of the onsite equipment is provided below.



Onsite Equipment in a Rack

With this configuration, the County will benefit from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment. ICSolutions ENFORCER platform boasts a 99.999% up-time. The equipment installed onsite at the facility consists of the following:

- Inmate Phones
- TDD/TTY Phones
- Video Relay Service Phones
- Kill-Switches
- Uninterruptible Power Source
- ADTRAN IP Gateways
- Workstations
- Rollaway Inmate Telephone Cart
- Pay Phones

The manufacturer's specification sheets for the inmate telephone system are provided in **EXHIBIT B**.

Inmate Phones

ICSolutions proposes to install inmate phones from Wintel, or a functional equivalent. All proposed phones will be installed at current and future locations designated by the County. The phones are constructed of heavy gauge steel, with shockproof keypads, a shatterproof Lexan handset, and no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.



- Lexan handsets
- Factory-Sealed with no removable parts
- Hearing Aid-compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- **Adjustable handset cord lengths** (12," 18," 36" or custom)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- Optional external **volume control**
- Heavy duty chrome keypad
- Product dimensions:
 - Typical model: 4.75" x 11.125"
 - Alternate model: 7.3125" x 20.5"

These phones have internally adjustable background noise-suppression switches that will be customized to an appropriate setting, depending on the exact surroundings (indoor or outdoor, concrete walls or not, other phones nearby or private booth, etc.) at each phone location specified by the County.

Visitation Phones

ICSolutions is proposing two phone types to enable visitation phone monitoring and recording.



Wintel 7005SS
(inmate side)

The phones used will be Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side. Both are stainless steel miniphones, but the 7005SS has a keypad for the inmate to enter their PIN during the setup for the conversation for call tracking, monitoring and recording purposes.



Wintel 7429VST
(visitor side)

The call recording system will operate and interface with the visitation telephone instruments the same as the inmate phones – which includes enabling live monitoring and call recording of all non-confidential visitation calls. Tracking will be accomplished by inmate PIN, as the inmate will be prompted to enter their inmate PIN at the beginning of the call. Each phone will be identified by pod or visitor location in the system, just as it is for the inmate phone system.

System failure is virtually impossible due to the redundant configuration of our centralized ITS; however, in the event of network connectivity problems, the visiting room phones will continue to work as standard inmate visit telephones. This is possible because the visiting room phones will receive talk battery from the Adtran, so they will continue to receive power even if they lose connectivity to, or functionality of, the centralized ITS. In this state, the visiting room phones would receive no prompts or controls to input PINs, but inmates and their visitors would still be able to talk to each other.

The manufacturer's specification sheets for the inmate telephone system are provided in **EXHIBIT B**.

TDD Phones

Ultratec Minicom TDD/TTY

ICSolutions proposes the Ultratec Minicom IV TDD/TTY, or a functional equivalent. The unit is compact, lightweight, portable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer.

Ultratec



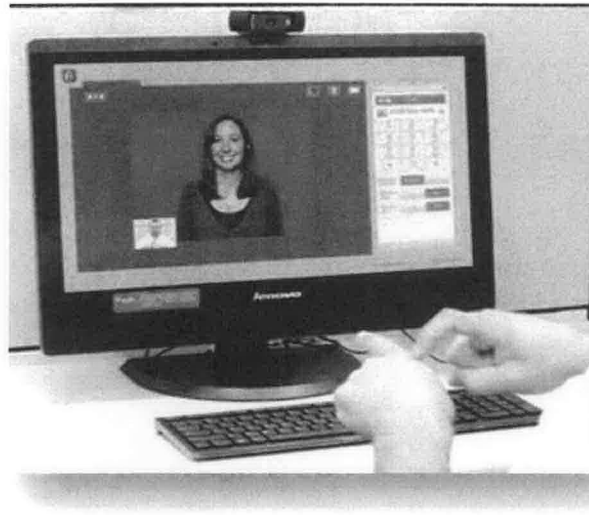
- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)
- Product Dimensions: 10" x 9.5" x 3"

The manufacturer's specification sheets for the inmate telephone system are provided in **EXHIBIT B**.

Video Relay Service through Purple Communications

ICSolutions is pleased to offer – at no cost to the County – a videophone device, coupled with Purple Communications Video Relay Services (VRS). Purple Communications is dedicated to delivering the highest-quality and most innovative communication services to meet the unique needs of the deaf and hearing-impaired. Purple Communications has been serving the deaf and hearing-impaired since 1982.

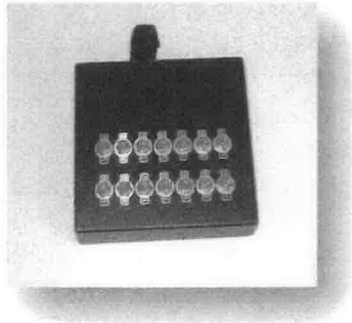
The VRS is a stand-alone service, independent from the ITS, that supports a secure connection between the inmate, the relay center, and the consumer. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party. Video Phones will be equipped with a 21-inch monitor and can operate on a PC or Android tablet that is connected to the internet.



Purple Video Phone

The manufacturer's specification sheets for the inmate telephone system are provided in **EXHIBIT B**.

Phone Shut-Down – Mechanical



Telcom Marketing Group
KS-6100 Kill Switch Box

Mechanical cut-off switches may be provided as an alternative to phone shut-down using the system workstation. These manual overrides or "kill switches" are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the facility. Typical product dimensions are as follows:

- 6-Port: 4" x 7.5" x 3"
- 12-Port: 9.75" x 7" x 3"
- 24-Port: 18" x 7.5" x 3"

The manufacturer's specification sheets for the inmate telephone system are provided in **EXHIBIT B**.

Uninterruptible Power Source (UPS)

The ENFORCER® system will be equipped with a 2.2 KVA rated UPS which will provide continuous power during commercial power outages and will permit "graceful" shut down of system operations and calling functionality for longer duration power outages. Upon restoration of power, the system will automatically re-start without any need for onsite intervention. This product measures 3.5" x 19.3" x 17", and will sit in the 19" Equipment Rack. The manufacturer's specification sheets are provided in **EXHIBIT B**.

ADTRAN IP Gateways



The ADTRAN IP Gateway delivers voice over a stream of data, applying standard data-encryption methods used to implement a VPN. The router converts and encapsulates the voice data into IP packets.

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions' secure, private network. The ADTRAN Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to County staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines. This product measures 10.5" x 17.2" x 1.7" and will sit in the 19" Equipment Rack. The manufacturer's specification sheets for the inmate telephone system are provided in EXHIBIT B.

Workstations

ICSolutions will provide workstations at no cost to the County. All system functions can be performed from any internet-enabled computer, by any approved user who presents the proper user ID and password during Administrator login. These functions include:

- Report Generation
- PIN Administration
- Allowed Number List Administration
- Blocked Number Administration
- Call Record Queries
- Silent Monitoring
- Call Alert Administration
- Privileged Number Administration
- Call Recording Control
- Call Recording Search and Playback
- Call Recording Export to CD or DVD
- Phone Shut Down
- Call Terminate
- Inmate Calling Privilege Management

If dedicated onsite workstations are provided by ICSolutions, each workstation will be equipped with a CDR-W drive or DVD+R drive, color monitor, high-speed printer, keyboard, mouse and UPS power and surge protection. The screen size will be 20". The size of the CPU will vary based on the model. ICSolutions installs the current model at the time of installation.

Rollaway Inmate Telephone Cart

ICSolutions proposes mounting a standard inmate telephone to the TM-24-7 Mobile Inmate Telephone Cart. This cart is a rolling pedestal designed to move a phone quickly and easily. The handset cord can be positioned at an appropriate height to allow for many custom configurations.

This rolling cart can be used in many locations:

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

Specifications

- Body: High Security, 14 Gauge Steel
- Post Size: 51 ¾" H x 10" W x 4" D
- Foot Size: 7" H x 23 ¾" W x 22" D
- Paint: Scratch-Resistant Black Powder Coat
- Weight: 65 lbs.
- Mounting: Allows installation of Mini or Standard Size Inmate Phones
- Stability: Large Heavy 4-wheel base to prevent tipping



The manufacturer's specification sheets for the inmate telephone system are provided in **EXHIBIT B**.

Value-Added Tools & Features

ICSolutions is pleased to offer the following value-added tools and features.

- The Word Detector Keyword Search Module
- The CommunicatorSM Paperless Inmate Communications Portal
- The AttendantSM Automated Information Line
- Inmate Voice Messaging
- Message of the DaySM
- Funding Announcements
- Records Seal
- Unlimited Reverse Lookup
- ENFORCER[®] Real Time Status (ERTS) Monitoring
- Voice Biometrics
- The Analyzer (data mining & link analysis)
- Call Analysis
- Money Kiosks

The Word Detector

Keyword Search Powered by Nexidia

With our Word Detector keyword search tool, included in our offer at no cost to the County, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. The Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering The Word Detector as an integrated application on The ENFORCER[®] in 2012, which is currently in use at nearly three dozen facilities.

Keyword Search – Expanded Capabilities

The Word Detector can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, we are building a generic “Association Table” that contains common search terms and their associated words or phrases. We are using information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.



Client Testimonial Spalding County, GA

“Using the [Word Detector] function of The ENFORCER[®] system, staff members were able **to identify particular inmates** who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate’s girlfriend, who was dropping off the contraband at one of the work detail sites.”

- Warden Carl Humphrey, SSCI

The indexing engine that powers The Word Detector, Nexidia, has always had the ability to use an Association Table; we have re-designed and expanded The Word Detector user interface in order to offer

Search complete: Found 4 matches in 994 records "attorney"

Score	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration	Occur.
97	690238	BERGER, MEGAN	5A -3 (ANNEX)	1-210-900-5964	74518583	09/28/2016 18:49	6:19	16:30	1
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1

this feature through the ENFORCER®'s GUI.

With this feature in place, investigators can run a search for a specific word, and The Word Detector will return results that contain that word *or any associated terms*. For example, a search for the word "attorney" would find conversations that contain the word "attorney" *or* the word "lawyer."

Additionally, The Word DetectorSM module enables you to build and save lists of words or phrases called *Watchlists* to perform the same detection on an ongoing basis. Each created watchlist is set up to search for one or more specific words or phrases. The Word DetectorSM watchlist function also enables you to set up automatic email notification to ENFORCER® users and external resources on the following calendar day after a watchlist detects the defined word or phrase in an inmate phone conversation.

Every month, The Word Detector indexes an average of 7.8 million minutes of recordings. That's **over 90 million minutes** of valuable investigative data per year!



Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ENFORCER® The Word Detector interface – that is available facility-wide; or, each user can create his or her own custom tables containing a personal list of word associations.

In addition to the functionality above, The Word Detector users will also be able to run advanced searches for more than one specific word using "and / or" statements. For example, an authorized user could search for "drugs and sell," and The Word Detector would return results in which both words appear in the same sentence.

Thesaurus

The Word DetectorSM Thesaurus enables you to define one or more synonyms for a word or phrase which you use frequently in a Word DetectorSM search. By defining these synonyms, you can easily search for all occurrences of the word or phrase as well as *all of its synonyms* in the same search.

When you select (click) the THESAURUS link in the SEARCH window, The Word DetectorSM Thesaurus Manager displays. The Word DetectorSM Thesaurus Manager contains the list of all words and phrases (in alphabetical order) which have been added previously to The Word DetectorSM Thesaurus.

Search Help ▾

● North American English ● Latin American Spanish

attorney

01/30/2020 00:00:00 02/06/2020 23:59:59

Use thesaurus: Start seconds before: 5

Create Watchlist Filter Search Search Reset Search

The Word Detector Thesaurus Manager

Showing 1 to 5 of 8 entries Previous 1 2 Next Search:

Action	Word	Synonyms
↻	attorney	lawyer
↻	court date	court time
↻	court time	court date
↻	help	
↻	lawyer	attorney public defender

Showing 1 to 5 of 8 entries Previous 1 2 Next Show 5 entries

New Word Close

The Word Detector Thesaurus Manager

Especially for words or phrases that imply criminal, fraudulent, or suspicious activity by an inmate, The Word DetectorSM Thesaurus lets you define shortcuts for future searches by grouping words or phrases. You can add as many synonyms as desired to each word or phrase.

After you have added synonyms for a word or phrase in The Word DetectorSM THESAURUS MANAGER window, you can easily specify the original word or phrase *and* all its defined synonyms for The Word DetectorSM search or The Word DetectorSM watchlist by selecting (clicking) the USE THESAURUS check box in the SEARCH window.

Watchlists

The Word DetectorSM module enables you to build and save sets of search criteria called *watchlists*. When a search is defined and then saved to a watchlist, The Word DetectorSM will perform *ongoing* detection of the criteria specified in the watchlist. The watchlist detects the specified criteria *only* in future calls, whereas a search executed from the SEARCH window is a dynamic search that applies to *previous* calls only. After you create a new watchlist, it is added immediately to the WATCHLIST window displaying to the left of the SEARCH window. The following example shows that six watchlists currently exist; however, only five of the watchlists are displayed by default.

Action	Creator	Title
	bclark0	marijuana
	bclark0	Gun Pistol Piece
	agoya	find_money
	bclark0	references to Gangs
	bclark	mention of brother

Watchlists in The Word Detector

Watchlist Email Notifications

You can trigger an automated email notification to be sent to one or more defined recipients each time a watchlist word or phrase is detected in an inmate call. These recipients are specified during the creation of a watchlist, allowing you to designate one or more users of The ENFORCER® and/or external individuals to receive the email notifications.

The following example shows the NEW WATCHLIST window used to create a new watchlist. The field used to specify email notification recipients is shown in the red box in the following example. You can specify email addresses for ENFORCER® users as well as external email recipients.

The Word Detector

New Watchlist

Title: _____

North American English Latin American Spanish

SEARCH word: _____

06/06/2019 00:00:00 07/06/9999 00:00:00

Use thesaurus: [icon]

Called Number: _____

Station Group: _____

Station ID: _____

Inmate ID: _____

Email Notifications (separate with commas or new line)

Save Cancel


















The CommunicatorSM Paperless Inmate Communications Portal

The CommunicatorSM completely eliminates the need for the Facility to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

Inmate ID Last Name or CSN + OR Search Clear

Last Week 04/01/2015 00:00:00 04/30/2017 23:59:59 More Search Criteria

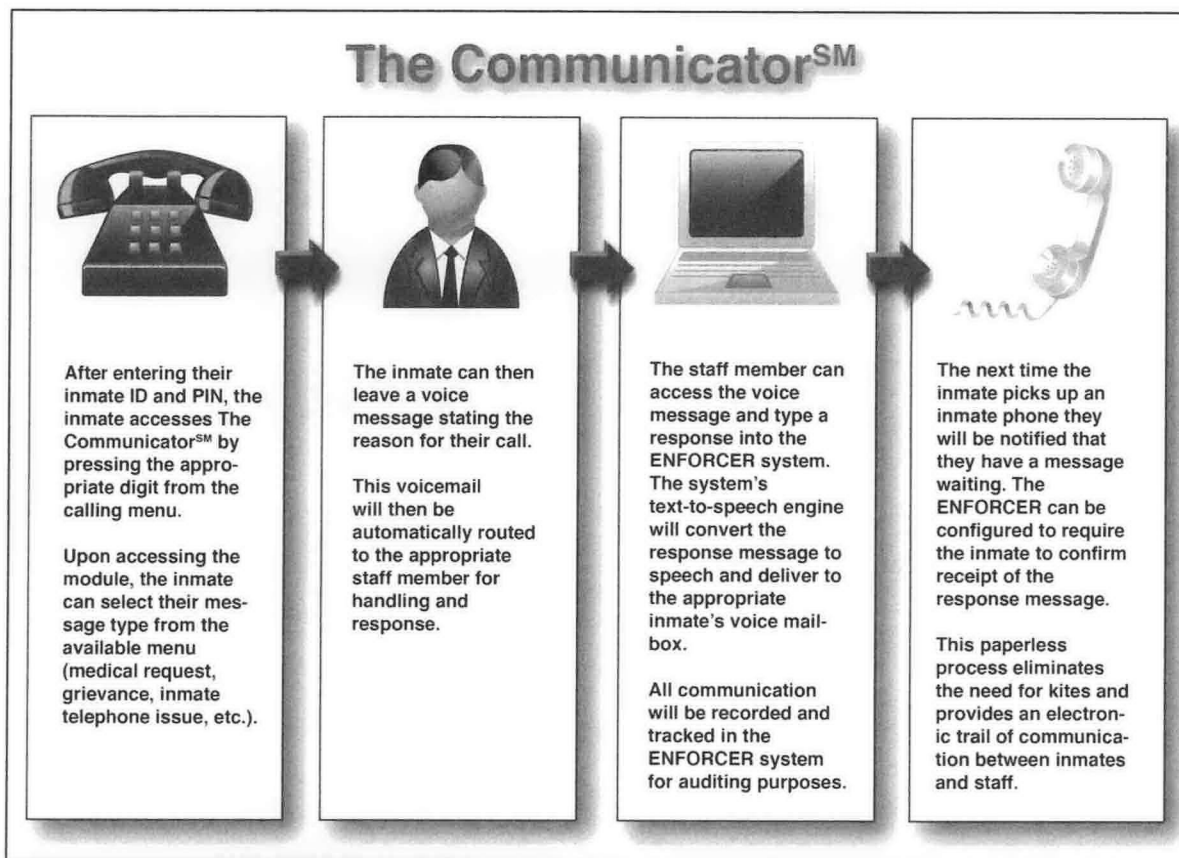
[Create New Message](#)

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
  	Notification	361498	63158631	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/19/2017 14:06	Never	New
  	Notification	361498	63158620	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/13/2017 14:15	Never	New
  	Notification	361498	63158605	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/17/2017 14:06	Never	New
  	Notification		63158480	2 inmates			jweland	03/14/2017 15:13	Never	
  	Notification	361498	63158466	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/14/2017 11:09	Never	New
  	Notification	361498	63158244	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/06/2017 14:04	Never	New

The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER®, and the response will be delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of The ENFORCER® calling system and is provided at no cost to the Facility, and with no impact on our financial offer.



The AttendantSM Automated Information Line

At no cost to the Facility, ICSolutions can implement our Interactive Voice Response (IVR) system, The AttendantSM, to provide public and inmate callers with automated information. This can include basic jail information (location, visitation hours, etc.) and, with a JMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature can be made available if the Facility JMS will support the data exchange necessary. The AttendantSM is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.



ICSolutions Client Testimonial

“‘The Attendant’ has provided many benefits...”

“‘The Attendant’ has provided many benefits, not the least of which is **increased efficiency** and **reduced labor overhead** for the Jail. It has also **eliminated public frustration** caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.”

Captain Shane Barker – Summit County, Ohio

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touch-tone phone. Freed from the task of answering multiple phone inquiries, jail staff can be more productive. Inmates will also have access to the system by dialing a speed dial. The AttendantSM is delivered with pre-recorded instructional voice prompts in both English and Spanish and allows touchtone or speech recognition selection. Language is selected by the inmate as part of the call setup process. *“For English, press or say 1; for Spanish, press or say 2.”*

Call prompts are fully customizable according to Facility requirements. Call prompt options and associated text provided by the Facility will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- Inmate Information such as Court Dates, Release Dates, etc.
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options
- Commissary Balances and Trust Account Deposit Methods
- Medication/Prescription Information

Public and inmate access will be available through a single phone number provided by the facility. After The AttendantSM dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable inmate and facility information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

The AttendantSM is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific detainees. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.

Inmate Voice Messaging

Using the same messaging service developed for The Communicator, ICSolutions can provide *inbound* inmate voicemail. Messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes.

The voicemail system requires the outside party to have an established Family First Prepaid Account prior to accessing the system.

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their Prepaid Account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Message of the DaySM

Using the same voice messaging system described above, authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER®, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

The screenshot shows a web interface for managing inmate messages. At the top, there is a search bar for 'Inmate ID' with the value '00010903' and a 'Find' button. To the right is a 'Create Message' link. Below the search bar are filters for 'Show message type' (set to 'All') and 'with status' (set to 'All'), with a 'Submit' button. The main area contains a table with the following columns: Play, MSG, Type, Inmate ID, Inmate Name, Location, BTN or Create User, Call or Create Timestamp, First Listen Timestamp, Listen Count, and Status. The table lists several messages, including voicemails and notifications. A call player pop-up is open over one of the messages, displaying the sender 'bclark @ 2011-06-07 13:41' and the message text: 'Effective Monday, June 20, 2011 visitation hours will be extended to 8:00 pm on Friday, Saturday and Sunday only. New hours will remain in effect until further notice.' A 'close' button is at the bottom of the pop-up. An arrow points from the text 'Opens Standard Call Player' below to the play button icon in the table row.

Play	MSG	Type	Inmate ID	Inmate Name	Location	BTN or Create User	Call or Create Timestamp	First Listen Timestamp	Listen Count	Status
		Voicemail	00010903	DENISE SMERCHEK	POD 3	1-408-362-4183	2011-06-08 15:06	Never	0	New
		Notification	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 16:37	Never	0	New
		Notification	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 13:42	Never	0	New
		Voicemail	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 13:23	Never	0	New
		Voicemail	00010903	DENISE SMERCHEK	POD 3	bclark	2011-06-07 11:37	2011-06-07 13:42	0	New

Opens Standard Call Player

Inmate Messaging Screen – Message of the Day text

The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

Funding Announcements

The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by The ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.

Records Seal

ICSolutions has several methods for protecting sensitive inmate information from general access. These methods include finite control over user roles and access privileges; the ability for authorized users to "hide" one or more recordings from general access; and a "high-profile inmate" status – which restricts access to a particular high-profile inmate's records to only selected users.

To these solutions, ICSolutions has also recently introduced our Records Seal function. In a court case related to a criminal charge against an incarcerated inmate, a court judge can order the non-availability or "sealing" of all inmate records or selected inmate call information. To enable a correctional facility to comply with such a court order, The ENFORCER® enables an authorized user to perform two different types of record sealing requests:

- **Full Records Seal** – Seal *all* records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, *every* piece of inmate information in The ENFORCER® is sealed completely.
- **Partial Records Seal** – Seal *CDRs and call recordings only* for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. (All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.

Authorization to request either type of record seal must be set up by The ENFORCER® Site Administrator for a designated user. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the customer.

Reverse Lookup


ICSolutions can provide the facility with integrated Reverse Lookup at no cost to the Facility. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

Action	Score	Phrase	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration
	88	attorney	55287	SCHWAN, SHERRY	D BLOCK 3	1-256-341-8304	399470	04/27/2017 19:35	23:53	24:37
	87	attorney	82653	COX, JACQUELYN	D BLOCK 2	1-404-510-5377	424198	05/03/2017 22:33	2:58	9:00

General Information

Number: 

Speed Dial:

Dial Pattern:

Site:

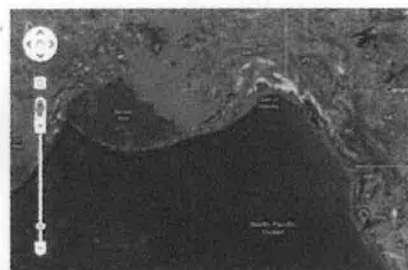
Category:

Inmates w/PAN:

Last Updated: 05/03/2017 16:20 By: bduzinbere

Reverse Lookup information can be displayed in the Number Record by clicking the binoculars or from the Call Detail and PAN list by clicking the Called Number hyperlink.

The address can be clicked to reveal a map and recent satellite photo of the location.



Reverse Lookup

ENFORCER® Real Time Status (ERTS) Monitoring

System monitoring is part of the fundamental design of all components of The ENFORCER® system. All key applications send heartbeat messages to ICSolutions' central monitoring system ERTS (ENFORCER® Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire. All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring, which is ongoing, ICSolutions has created the utility "ADTEST" that proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Real-Time ENFORCER® Voice Biometrics

At no cost, ICSolutions offers the latest ENFORCER® voice biometric technology to cover all aspects of the call and enable investigator case management, including The VerifierSM pre-call biometric identity verification and Imposter real-time continuous voice detection and imposter identification during the call.

The VerifierSM – Pre-Call Voice Biometrics

At no cost to the Facility, ICSolutions will install The ENFORCER's VerifierSM real-time inmate voice verification module. The VerifierSM matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. The VerifierSM requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in The ENFORCER®.

The VerifierSM utilizes self-enrollment technology, whereby The ENFORCER® prompts the inmate to repeat certain phrases to build the voice model for each inmate. Self-Enrollment saves the facility the step of enrolling the entire inmate population's voices manually upon deployment of The VerifierSM.



Unique ICSolutions
Feature!

Built-In Voice Biometrics with Self-Enrollment

With ICSolutions, our voice biometric features are built directly into the ENFORCER®, AND we feature **self-enrollment of inmate voices** upon booking to cut down on staff administration time!

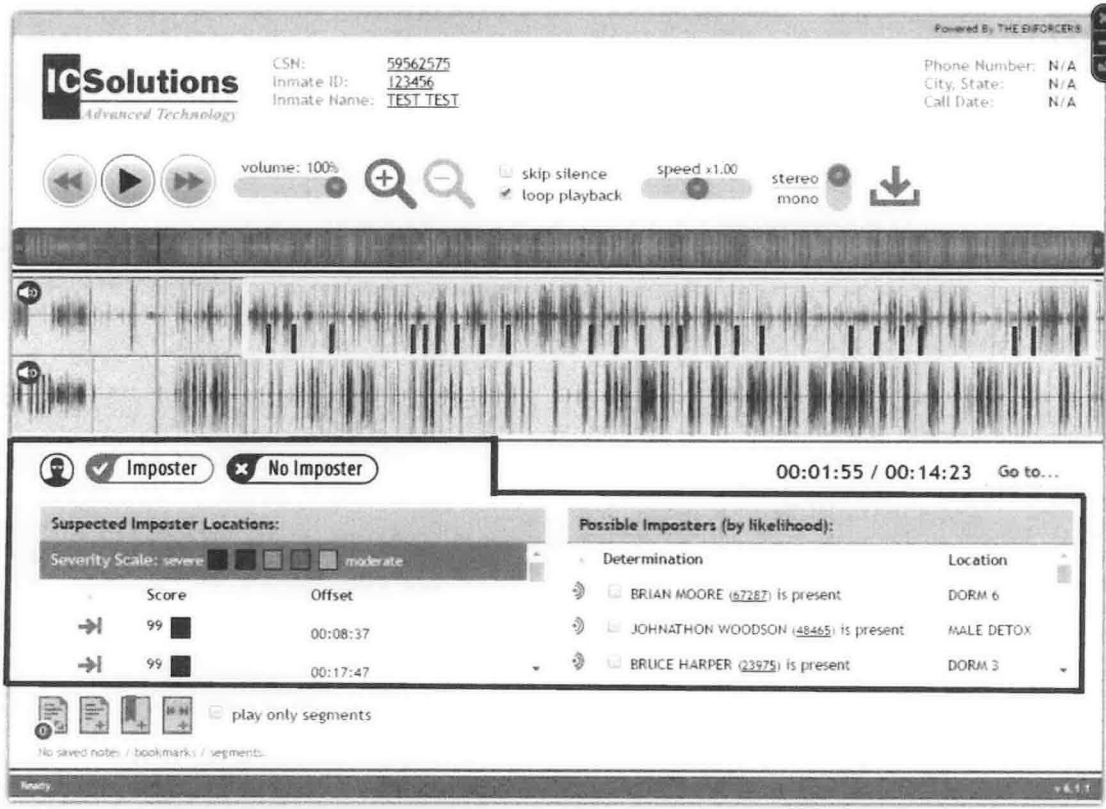
The Imposter – In-Call Voice Biometrics

The Imposter module in The ENFORCER® provides comprehensive, real-time continuous voice detection, imposter identification, and other analysis capabilities that enhances our voice biometrics capabilities. These features enable you to reduce and/or control fraudulent calling activity by inmates. For example, when an inmate places a call on behalf of another inmate and hands the phone off after the call has connected, *The Imposter* will identify and log the event for *real-time* and *future* use by an ENFORCER® user.

The Imposter leverages the same inmate voice enrollment recordings (voice prints) required at facilities that use The ENFORCER® voice verification module, The Verifier. For all calls placed by inmates at the facility, *The Imposter* module compares stored inmate voice enrollment recordings to voices on live calls to detect any voice mismatch(es), identifying potential "imposters" on the call. And, because the detection occurs in real time, an alert can be sent to interested investigators while the call is still in progress.

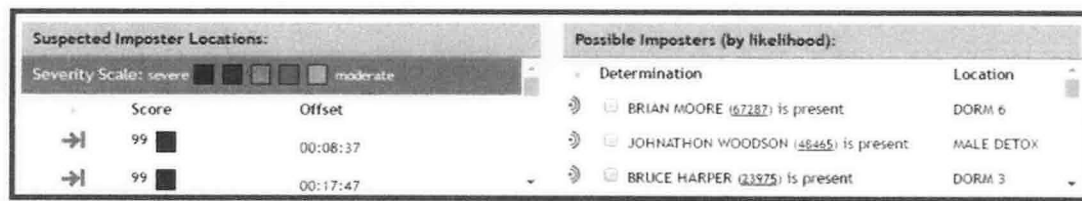
With the alert feature, the system can immediately patch the investigator into an ENFORCER® monitoring session once provided with an approved pass code, for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

When fraudulent activity is suspected on an inmate call, The Imposter will display an icon ⓘ for easy identification in THE OBSERVER live monitoring screen in *real time* and marked in the call record to view after the call is completed. When the user clicks this icon, the WEB PLAYER opens and displays detailed "suspected imposter" information for user retrieval and analysis.

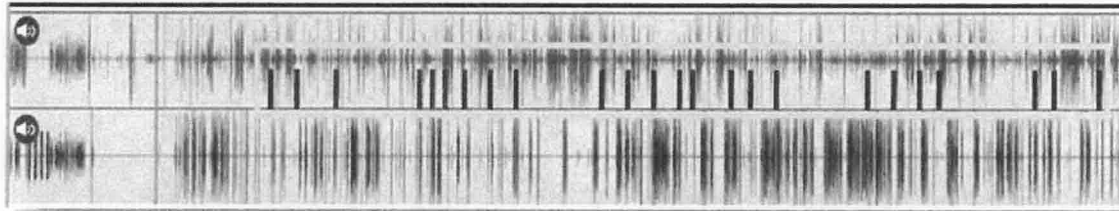


Imposter Identification on the Web Player

A numerical confidence rating, known as the Severity Scale, can be determined using The Imposter Detector through The ENFORCER®. An example of the severity scale is displayed in the screenshot below.



The box colors shown in the Severity Scale fields correspond to the colors displayed at the detected offsets in the inmate waveform graph. Each time point (offset) where a suspected imposter voice is detected is marked in a color corresponding to the severity scale (probability) of imposter activity.



The *Imposter Detector* displays the Possible Imposters (by likelihood). For each possible imposter, the inmate name and Inmate ID is listed. You can use this list to

- Listen to the voice print for the suspected inmate
- Select (check) a check box to identify one or more suspected inmates as an imposter based on your analysis
- Save these inmates in the final verdict if you elect to do so

If a call has been identified by The Imposter Detector to have potential imposter activity, you can use a set of special imposter-related information displaying in the Web Player window to perform the following actions:

- Request and listen to playback only of offsets in the recording where a suspected imposter was detected
- Review a list of suspected imposters by listening to the inmate voice print stored in the ENFORCER for each inmate
- By comparing suspected imposter offsets and voice prints, *optionally* select and save the name of the imposter that you believe to be present on the call
- Reach a verdict, i.e., make and save a final determination of whether or not imposter activity took place on the call

Authorized users can access inmate information while performing an analysis by clicking the Inmate ID number. Once imposter activity is determined in the call, you can click either the **IMPOSTER** or **NO IMPOSTER** button to permanently save imposter information in the **WEB PLAYER**.

The ENFORCER® Voice Biometrics Reporting

Voice biometric enrollment, pass/fail activity, and imposter detection can be queried to detect illicit activity and PIN sharing. A call detail record is created for all calls, so a report can be created that includes call detail records for all calls that are processed using voice biometrics. Some of the standard voice biometrics reports available on-demand through The ENFORCER® include:

- **Enrollment Status** – provides a listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.
- **Verification Activity** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities according to a specified date range.
- **Suspected Imposter** – provides a listing of all calls in which a suspected imposter was detected. Reports can be customized and filtered based on any combination of parameters, such as date/time, Inmate ID, Inmate first/last name, completion code, called number.

More Search Criteria ✖

General

Completions	CSN Range	DNR
Duration	End Type	Privileged
Show Alerts only	Show DTMF only	

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

<input type="checkbox"/> Imposters only	<input type="checkbox"/> Validation	
---	-------------------------------------	--

Billing

Billing ID	Call Type	Card Number
Cost Range	LIDB Code	Tariff Band

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

Search Criteria for Imposters detected and other Parameters Available for Customization

These features are built right in to The ENFORCER® platform, offering the Facility a voice biometric tool **that does not require separate software.**

Investigator PRO™

As an additional, value-adding option, ICSolutions is pleased to offer Investigator PRO (IPRO) voice biometrics from JLG Technologies. The voice biometric identification capabilities in IPRO will give the Facility a well-integrated and focused tool to uncover and identify inmate attempts to hide their identities.

The following overview of features is included here to describe the capabilities of IPRO and how they benefit investigators.

- **Far More than Just a Voice Biometric Technology:** Investigator Pro is not just a voice biometric tool, it's a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate's voice by name.
- **A Well-Established and Accepted Product Country-Wide:** IPRO has a 12-year track record of providing pinpoint voice accuracy capability. It is currently installed at more than 200 agencies across the country, including several state departments of corrections.
- **Continuous Call Monitoring - No Gaps at Any Point in Coverage:** 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.
- **Automated Voice Scoring Provides Both Speed and Accuracy in Investigations:** Accurate call scoring of each inmate's voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO's scoring shows investigators the probability of an inmate's voice is the voice heard on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.
- **Automated Identification of Each and Every Call Where an Inmate's or Called Party's Voice Appears:** Ability for investigators to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call. Investigators can also search on a called party's voice and identify the calls on which that voice appears. This feature enables the investigator to search for calls to released inmates.
- **A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons:** Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary call replay speed and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.
- **Time Saved by IPRO's Automated, Yet Flexible Reporting Capabilities:** Investigation time will be significantly reduced by taking advantage of the system's automated reporting capabilities or by submitting an ad hoc query to find each occurrence of an inmate's or called party's voice at any time on any calls.

- **Choice of Inmate Enrollment Methods:** Enrollment creates a voice-ID/PIN pair for each inmate. Investigator Pro offers agencies a choice of inmate enrollment methods: supervised or covert. It also gives them the option of switching from one method to another at any time if they want to do so.
 - An agency can also use a mixed enrollment model where existing inmates go through supervised enrollment and new ones are enrolled covertly.
 - Supervised inmate enrollment is IPRO's traditional method and is the default enrollment mode for new agencies. Supervised enrollment is required for any agency that wants to use IPRO's pre-call PIN check feature.
 - Covert enrollment is a process in which IPRO learns a voice and associates it with an inmate ID/PIN. No human intervention is required and inmates are not asked to record their voices.

- **Managing IPRO Use Within the Department – a Valuable Option:** As with any well-developed and mature investigative tool, IPRO offers a host of internally- managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.

Investigator PRO™ Highlights – Powerful, Investigator-Requested Tools

- QuickFind™ puts the smartest, most requested analytics on inmates, phone numbers and calls at your fingertips.
- High-Target Calls for Your Review presents the calls inmates most want to hide—ideal for random listening requirements.
- CallPlayer Pro™'s unique investigator-friendly screen features key information along with the ability to control the playback speed, skip over silent portions of the call and make notes.
- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.
- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.
- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.
- Suspicious CallFinder™ helps you uncover PIN abuse by naming the likely imposters on suspicious calls.
- NoteManager™ lets you organize, view and report on notes across calls.
- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.
- IPRO flags and tracks inmates and phone numbers in high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks, and mail- monitored inmates. You can create custom high interest groups for your agency.

IPRO has an M.S.R.P. of 2¢ per analyzed minute of calling.

Call Transcription & Translation

ICSolutions can offer the **Argus Transcription** tool as an option – enabling transcription of call recordings for investigative purposes. The Argus transcription Engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users have the ability to select which calls should be transcribed by selecting individual calls or by having calls that meet certain criteria tied to the voice biometric engine/keyword search engine. For example, a user could set up transcription for calls that meet the following criteria: 1) Voice of inmate X was identified; 2) Was speaking to a Female called party; 3) And said "x" Word (if Argus's Keyword Technology is enabled).

The transcription engine is unmatched in its accuracy. Utilizing calls from Alabama Department of Corrections, the engine reported accuracy on average of 90%. These results were achieved with no calibration of the transcription engine, meaning that higher accuracy may be possible, as the engine teaches itself the various calls/accounts for call quality, using state-of-the-art machine learning/artificial intelligence. Argus's transcription engine can transcribe more than 25 languages.

The Analyzer Link Analysis Tools

In order to bring the latest in intelligence gathering to client facilities using our calling and payment services, ICSolutions offers The Analyzer link analysis, our data mining solution specifically developed for our services.

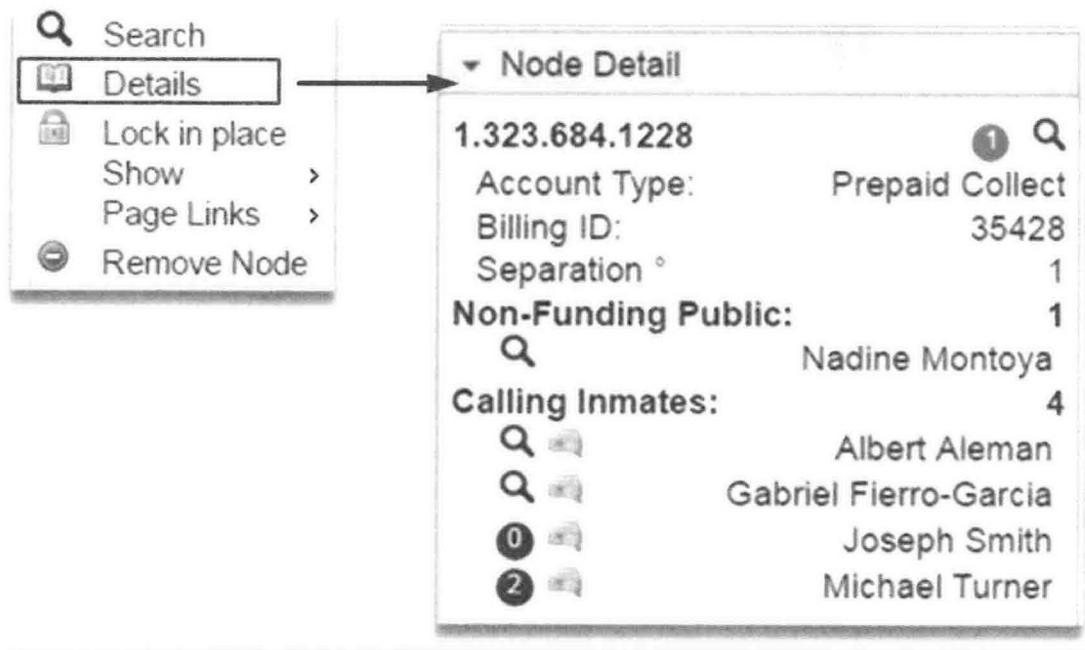
The AnalyzerSM module is a powerful data mapping tool that enables you to graph complex data relationships based on **inmate calling activity** and **account funding activity** in The ENFORCER[®], as well as **visitation activity** in The Visitor[™] (when deployed). The information displayed using The AnalyzerSM can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through The ENFORCER[®], conducting visitation through The Visitor[™], and funding events through ICSolutions' Prepaid Account system as well as third party Point of Sale systems.

Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER[®] system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- Receiving phone calls
- Depositing funds into an inmate's account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER[®] for monitoring/recording)

The AnalyzerSM builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns.

- A specific inmate
- A phone number which could represent a called telephone number, a number associated with an ICSolutions Prepaid Account, a Direct Billed account or a Payment account through a third party
- The name of a public user (called party) outside of the correctional facility who funded an inmate's debit account or an ICSolutions[®] prepaid collect account



The Analyzer – Displaying Detail for a Specific Record

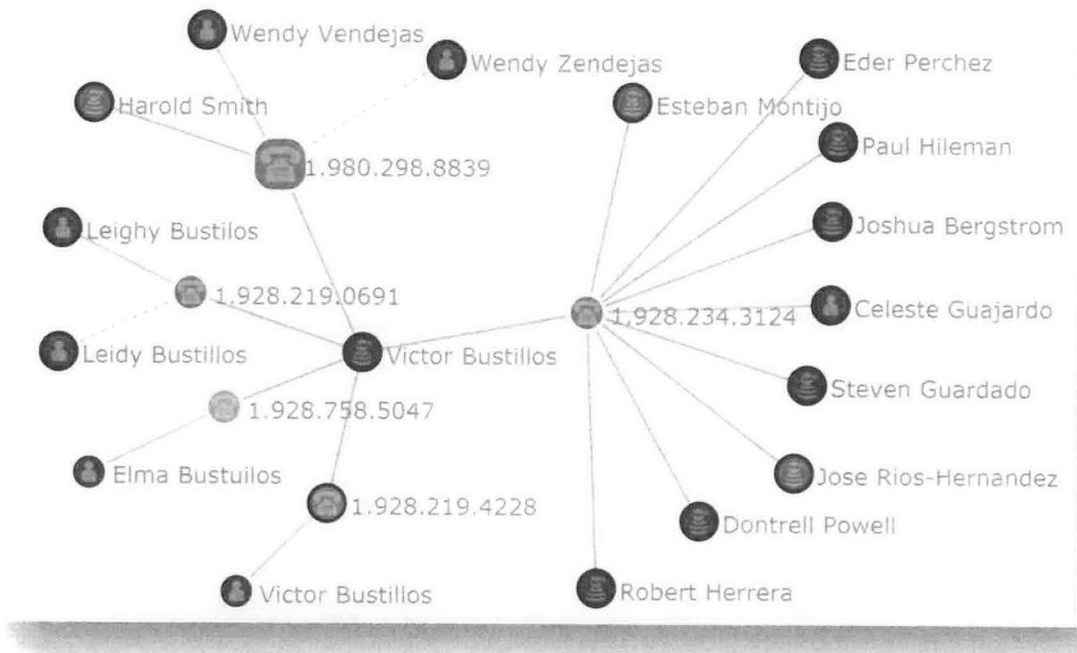
Key Features of The Analyzer

- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Since The Analyzer is a module that is fully integrated with The ENFORCER[®], The Analyzer is entirely web-based. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information. The Facility will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party's (or depositor's) address.

The Analyzer Map

The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



The Analyzer Visual Map

The AnalyzerSM builds and displays detailed "force graphs" based on user-specified input. These graphs show commonalities in calling, funding and visitation patterns among *Nodes*. Investigators may manipulate the data in The Analyzer Map by specifying any combination of search parameters:

- **Degree of Separation** – Decreasing the value will help reduce the levels the search will execute automatically.
- **Minimum Distinct Inmates** – Increasing the value will have a moderate to significant effect on the size of the graph (the smaller this number is the more phones would be allowed into the graph in addition to phones having a large number of inmates)
- **Completed Calls Only** – Enabling this feature will have a moderate to significant effect on the size of the graph
- **Call Types** – Decreasing the number of Call Types to be included in the search can have a moderate to significant effect on the size of the graph. A phone may be called by multiple Call Types and may or may not be included in the graph depending on which Call Types are specified
- **Date Range** – Decreasing the range to be searched will have a significant effect on the size of the graph based on the interactions which occurred within a shorter time span

The screenshot shows a 'Search Limits' window with the following fields and callouts:

- Call Types:** A list box containing 'Debit', 'Debit card', 'Collect', 'Prepaid collect', and 'Free'. Callout: 'Modifies the search parameters to a specific call type(s).'
- Deg. of Separation Search:** A dropdown menu set to '1'. Callout: 'Limits the minimum number of degrees (or relationships) separating the Primary Node from other Nodes included and graphed in the automated search.'
- Min. Distinct Inmates:** A dropdown menu set to '2'. Callout: 'Modifies the minimum number of inmates to have called a phone (unless that phone has been called *and* is also associated with a public user) to be included and graphed in the automated search and graph.'
- Completed Calls Only:** A checked checkbox. Callout: 'Enable/disable the parameter to only include completed calls and completed visits.'
- Date Range:** Two date pickers showing '10/13/2016' and '04/13/2017'. Callout: 'Specify the date range to begin and end the search (default time for start is midnight and for the end is 11:59:59).'
- Search:** A button at the bottom of the window.

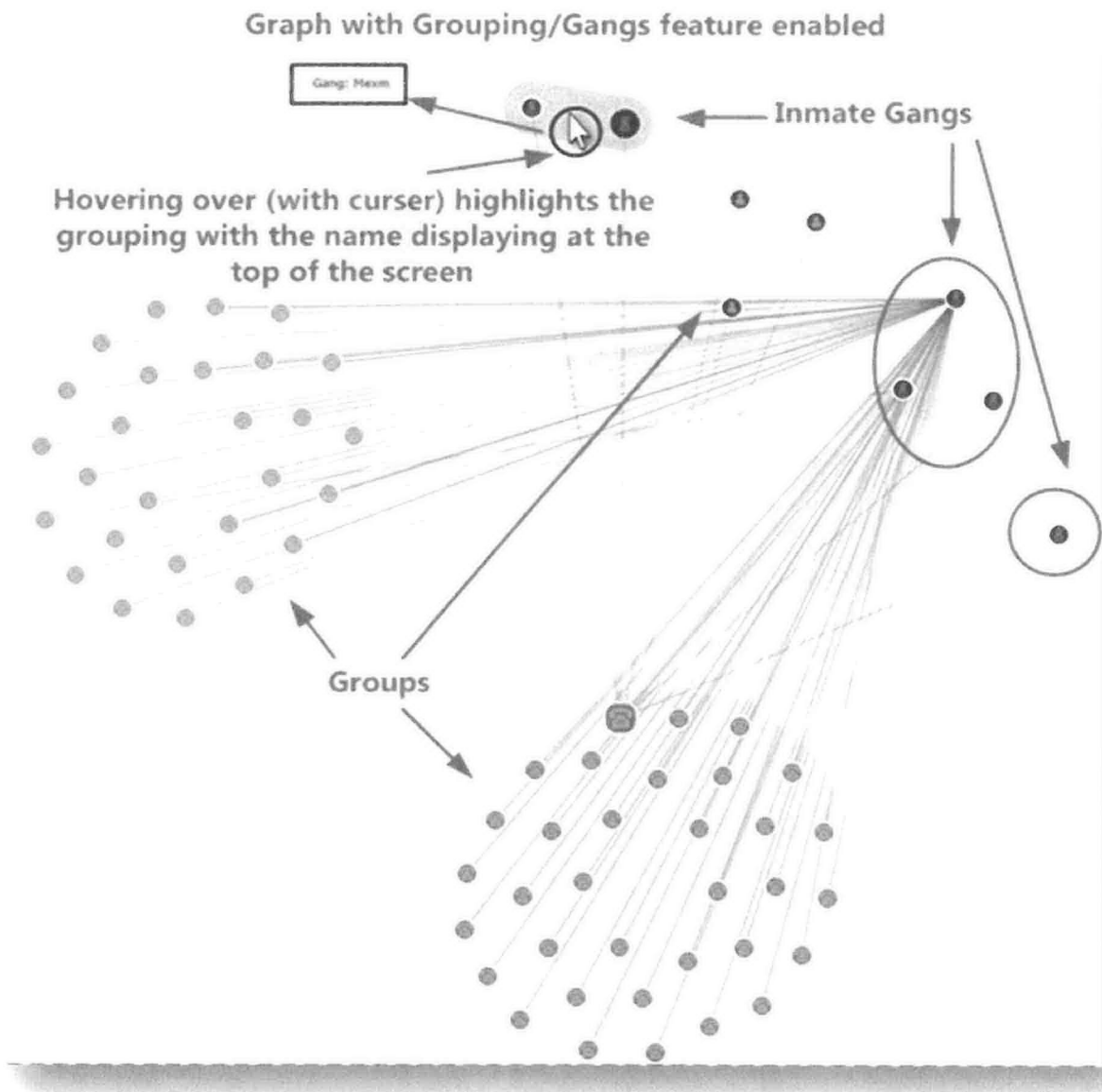
Group/Gang Affiliations

Authorized users may search by GANG if The ENFORCER® is integrated with a Jail Management System (JMS) feed that provides gang information. When the ENABLE GROUPING/GANGS check box has been selected, The AnalyzerSM graph will automatically rearrange the nodes into groups/gangs if this information is available.

The screenshot shows a 'Graph' window with a single checkbox labeled 'Enable Grouping/Gangs' which is checked.

The following example illustrates how The AnalyzerSM adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the GROUPING/GANGS feature enabled.

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



Call Analysis

The ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. Call Analysis has been available on The ENFORCER® since 2011. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
<input type="button" value="Find"/>	Min. Additional Inmates: 0		Completed Only: <input type="checkbox"/>	Call Type: Any

Click this icon to open The Analyzer. **Calling Matrix**

Click here to view Call Detail and Recordings.

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMMON	1-202-313-3133	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-248-313-3133	No	1	1	1 inmate	<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-248-313-3139	No	0	1		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313-313-3134	No	0	5		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313-313-3137	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMMON	1-313-313-3139	No	0	2	8 inmates	<input type="button" value="Show CDRs"/>

Click this number to view other inmates who have called the same number.

Inmate Calling Analysis feature

The search results display the inmate's name, all phone numbers called (including attempted and completed calls) and a link to display other inmates who have called the same number. Some additional options available to limit the search criteria may include the following:

- Search by a specific inmate (by first name, last name or ID)
- Search by a specific phone number
- Search by a date range
- Display a minimum number of *other* inmates who called a phone number
- Display a minimum number of sites within a facility from which the phone number was called
- Display all complete and/or attempted calls
- Include or omit Global Numbers from the search parameters
- Expand All Usage to display all call details in the search results
- Select specific Call Types to be included such as Debit, Debit card, Collect, Prepaid and Free Calling

The user may click the **SHOW CDRs** button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

Money Kiosks

ICSolutions works with multiple partners to offer money kiosks, including lobby deposit kiosks, booking kiosks, and a full range of web- and phone-based deposit services – often at no cost to the correctional agency. ICSolutions would be happy to provide more information about these services upon request. With a better understanding of the County's needs and Trust Account system, we can select a provider that will best satisfy your requirements.

PIN OPERATION: The proposed inmate telephone system shall have the capability to be a PIN based system using a "Prisoner Identification Number" (PIN) for telephone operation. The system shall be designed to operate with or without PINs on a per telephone basis. The PIN system shall have the ability to provide statistical reporting on calls made using the PINs. The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information. PINs will be automated with jail management system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

The proposed inmate telephone system has the capability to be a PIN based system using a "Prisoner Identification Number" (PIN) for telephone operation. ICSolutions will provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information.

PINs

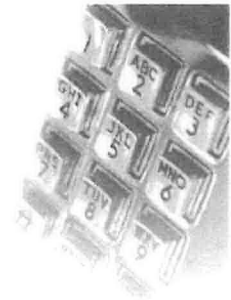
The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking and control. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility. This ranges from adopting a number assigned by the facility booking system to assigning a new random unique number for calling to something in between. This will be customized based on the facility's preference and with the goal of **minimizing facility personnel time**. The ENFORCER® accommodates various PIN lengths ranging from 4 digits to 20 digits. This enables us to fit The ENFORCER® to any existing inmate identification method in use at the facility today.

Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system to automate PIN administration. With the interface option, the information entered during the booking process is shared with the phone system automatically, and no additional entry is required. All active and inactive PINs will be updated automatically in real time.

The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems to automate processes, such as PIN administration. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

If necessary, PINs can also be entered manually. With the manual process, the inmate name and other information can be entered on an INMATE PROFILE from an administrative workstation. This is a simple process requiring approximately one minute for each inmate.

When the INMATE PIN feature is used, a PIN will be required and included in each call record. This enables searching and reporting on call records on an inmate-specific basis. The system can be configured to create the PINs at time of booking and eliminated at time of discharge. In addition, the system supports the retention of specific inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. The following screenshot reflects the Administrative interface that is utilized in the ID-PIN process.



Inmate Detail

100206 (SMITH, PAMELA) Search Back Add Note Share Calls Visitation Cancel Save

General Information

Status	Last Name	First Name	Middle Name
Active	SMITH	PAMELA	DAWN
ID	Location	Facility	Recorded Name
100206	BOOK	ICS Demo 01, TX	Transfer No Recording
PIN	Passcode	Pin Reset	TDD / VRS
0020	<input type="text"/> Edit	High Profile	Edit

Calling Rules Activity Voice Verification Balances Class of Service Alerts Suspensions PANs Visitation Schedule Notes

Calling Rules

Free Calls	Allowed	Last Reset
<input checked="" type="checkbox"/> Enabled	2 Remaining: 2	11/23/2018
PANs Required	Max PANs Allowed	Default: 20
<input type="checkbox"/> Enabled	<input type="text"/>	

Station Group Restrictions

Balances

Debit Acct
\$0.00
Debit Acct

Activity

Last Call

Attempt	11/24/2018 07:12:41	Success	04/11/2019 11:31:56
Reject	04/11/2019 11:31:56	Fail	11/24/2018 07:12:41
Bad PIN	04/11/2019 11:31:56		

Last Activation Last Release

2019-04-04 10:18:19	2018-11-24 08:05:45
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Voice Verification

The Verifier	Status
Enabled	Not Enrolled

Verification Stats

Attempt	0	Retry Request	0	Rejected	0
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Inmate Profile – Assign PINs

For greater flexibility, ICSolutions offers **the option to activate PIN on some phones and not on others.** For example, it may be desirable to require PIN in all common area phones, but not in the booking or intake area.

The ENFORCER® also accommodates voice identification technology to biometrically ensure that each inmate placing a call is in fact the inmate assigned to the PIN they've entered for the call.

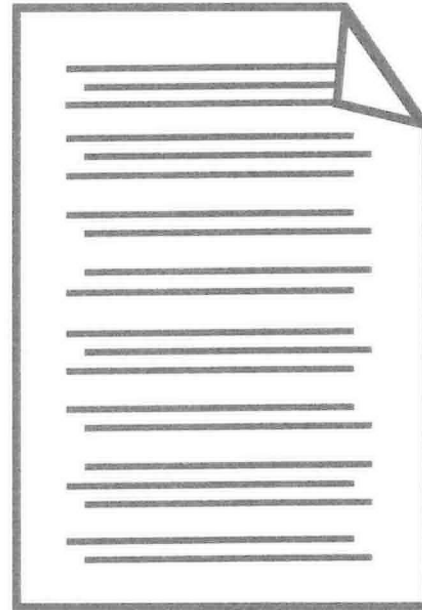
Reporting

The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate pre-configured and custom reports in **real-time, with no intervention necessary** from ICSolutions.

Customized Reporting

A facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing **instant access** to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**



Reporting

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call that can be queried, including:

- Date of Call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete, etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

The ENFORCER® has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

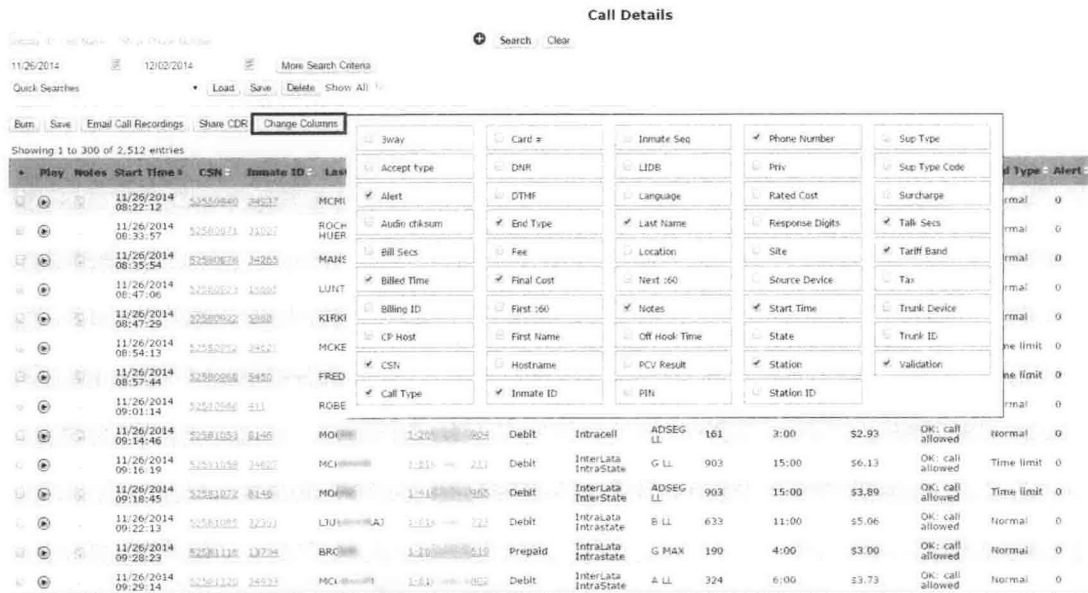
The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in EXHIBIT C of this proposal.



Call Detail – Search Call Records

Numerous additional fields are stored within each call record, and can be used to further customize reports and recording searches.



Call Detail – Search Results – Select CHANGE COLUMNS to View More Parameters

The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, Inmate Name, etc. By clicking CHANGE COLUMNS in the results screen or MORE SEARCH CRITERIA in the search screen, the user is provided with an extended list of call recording search options as shown below. Selecting MORE SEARCH CRITERIA will display a drop-down list (dialogue box) to define a value or range for the parameter, allowing further customization options of call detail queries.

Call Details

Inmate ID Last Name CSN or Phone Number

09/01/2015 09/08/2015

Quick Searches

More Search Criteria

General

Completions	CSN Range	DNR
Duration	End Type	Privileged
Show Alerts only	Show DTMF only	

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

Imposter	Validation
----------	------------

Billing

Billing ID	Call Type	Card Number
Cost Range	LIDB Code	Tariff Band

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

Users can add additional parameters to a call detail query under **More Search Criteria** to display a pull-down list or dialog box to define a value or range for the parameter.

Call Details

Inmate ID Last Name CSN or Phone Number

09/01/2015 09/08/2015

Quick Searches

Call Type: <input type="text"/>	CSN Range: <input type="text"/> Min <input type="text"/> Max <input type="text"/>
Duration: <input type="text"/> Min <input type="text"/> Max <input type="text"/>	End Type: <input type="text"/>
Response Digits: <input type="text"/>	Cost Range: <input type="text"/> Min <input type="text"/> Max <input type="text"/>

Call Detail Report – Select Criteria for Custom Query

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Select All Displayed CDRs

Add Call Note View Call Notes Play Call Recording View Inmate Profile Sort Column

Showing 1 to 100 of 7,369 entries

Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Ingr.acts	Billed Time	Final Cost	Validation	End Type	Alert	DIR	CSN	Start Time
<input type="checkbox"/>	<input type="checkbox"/>	48728	MILBERT	1-928-327-4512	Prepaid	Local	K-2	0	0:00	\$0.00	OK call allowed	Max ring time	0	0	93790	06/23/2014 09:20:15
<input type="checkbox"/>	<input type="checkbox"/>	22134	PERRAULT	1-928-327-4512	Prepaid	IntraState	K-4	0	0:00	\$0.00	OK call allowed	Station Hangup	0	0	93790	06/23/2014 09:26:43
<input type="checkbox"/>	<input type="checkbox"/>	366448	FARMER	1-928-327-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK call allowed	Max ring time	0	0	93790	06/23/2014 09:27:24
<input type="checkbox"/>	<input type="checkbox"/>	322541	PERRAULT	1-928-327-4512	Prepaid	IntraState	K-4	0	0:00	\$0.00	OK call allowed	Max Accept Time	0	0	93790	06/23/2014 09:27:33
<input type="checkbox"/>	<input type="checkbox"/>	279184	PERRAULT	1-928-327-4512	Prepaid	IntraState	K-4	0	0:00	\$0.00	OK call allowed	Refused	0	0	93790	06/23/2014 09:28:37
<input type="checkbox"/>	<input type="checkbox"/>	271131	PERRAULT	1-928-327-4512	Prepaid	IntraState	K-4	0	0:00	\$0.00	OK call allowed	Max ring time	0	0	93790	06/23/2014 09:28:49
<input type="checkbox"/>	<input type="checkbox"/>	366722	FULKERSON	1-928-327-4508	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK call allowed	Normal	0	0	93790	06/23/2014 09:29:35
<input type="checkbox"/>	<input type="checkbox"/>	293129	HAKES	1-928-327-4511	Prepaid	IntraState	K-3	401	0:00	\$2.07	OK call allowed	Normal	0	0	93790	06/23/2014 09:21:40
<input type="checkbox"/>	<input type="checkbox"/>	465247	FARMER	1-928-327-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK call allowed	Max ring time	0	0	93790	06/23/2014 09:29:48
<input type="checkbox"/>	<input type="checkbox"/>	266544	FULKERSON	1-928-327-4508	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK call allowed	Max ring time	0	0	93790	06/23/2014 09:18:43
<input type="checkbox"/>	<input type="checkbox"/>	20118	FASSLER	1-928-327-4508	Prepaid	Local	A-1	0	0:00	\$0.00	OK call allowed	Max ring time	0	0	93790	06/23/2014 09:06:18
<input type="checkbox"/>	<input type="checkbox"/>	10118	FASSLER	1-928-327-4508	Prepaid	Local	A-1	0	0:00	\$0.00	OK call allowed	Max ring time	0	0	93790	06/23/2014 09:05:12

Select Calls for Save, Copy, or Share View List of Users Who Have Listened to Call Look Up Called Party Name/Address View Call Log

Call Detail – Search Calls – Standard Results

Standard, Pre-Configured Reports

The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. **The system comes preconfigured with an extensive list of standard reports.** Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

Additionally, a facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it’s easy to define your own report parameters in The ENFORCER®, **ICSolutions is happy to assist by creating any new, customized reports that are desired.** Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

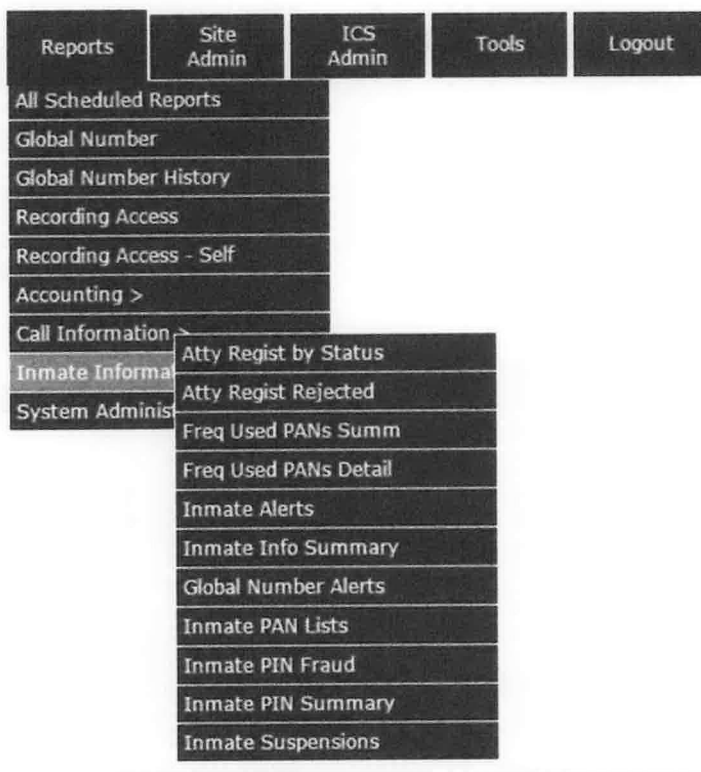
The following is a list of the standard reports available on The ENFORCER®. Samples reports can be found in **EXHIBIT 3: ENFORCER® SYSTEM REPORT SAMPLES.**

Report Name	Description
Admin Setup Only	Provides a listing by inmate name of all "admin setup only" (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.
Attorney Registration Status	Provides counts for attorney phone numbers in The ENFORCER® global number list. For attorneys who have been approved, rejected, or are pending approval, the report provides a quantity, percent of total, and total quantity of attorney phone numbers in ENFORCER.
Attorney Registration Rejects	Provides a list of all inmates for which a requested registration of an attorney phone number has been denied by administrative personnel at the site. This assists the site in determining inmates who may be fraudulently attempting to set up a non-recorded call to a number that is actually not to an attorney's office.
Call Detail	Provides detailed information pertaining to called numbers, including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Debit Balance	Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.
Debit Statement	Shows all transactions for debit card and PIN-based debit, including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account.
Debit Activity	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates .
Debit Transaction	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range.
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate Personal Allowed Number (PAN) list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.

Report Name	Description
Global Number	Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all Do Not Record (e.g., attorney) numbers, all notes, random note text searches, and all alerts.
Global Number History	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes.
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Inmate PANs	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, Do Not Record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.
Inmate Status	Provides a listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. The report can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.
Number Alerts	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
PIN Fraud	Provides a listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.
Prepaid Balance Summary	Provides account numbers (phone numbers) for all called numbers that have an established Prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.
Recording Access	Provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.
Revenue	Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month, either in PDF, Excel, or CSV format.
Revenue Summary	For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.
Station Activity	Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.

Report Name	Description
Station Group Privileges	Provides a listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls). The system default is to assign Inmates to use all station groups unless specific assignments were made by the user.
Inmate Suspensions	Provides a listing of all inmate suspensions. The report lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).
Trunk Usage	Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed calls, accepted calls, and the percentage of accepted calls.
Volume Users	Provides a summary of high- volume telephone usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

By clicking the Reports tab, users can view standard pre-configured reports which are grouped into multiple categories, such as Accounting, Call Information, Inmate Information, etc.



Reports – Select the Desired Report to Display

RECORDING OF CALLS: The inmate telephone/video kiosk system shall have the ability to record all telephone calls placed by inmates in the Brown County Jail for the duration of the term of any contract awarded. The recording system shall allow for recording, archival, and playback of telephone calls. The contractor shall provide all necessary hardware and software required, to access, retrieve, and playback recorded telephone calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

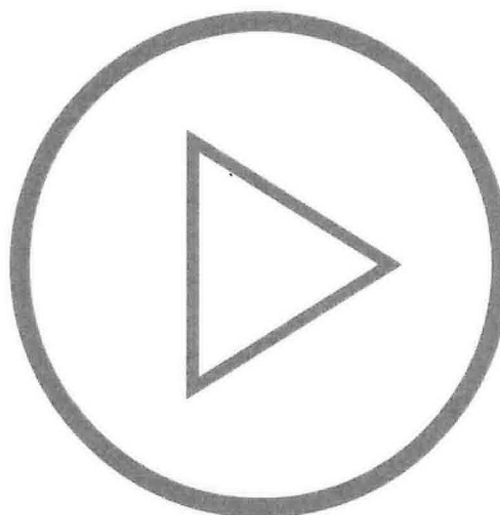
ICSolutions will provide all necessary hardware and software, including any required computer workstations, to access, retrieve, monitor, and play back recorded calls.

Call Recording and Playback

The ENFORCER® system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to The ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility. Specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded.

Call recordings are digitally stored on an array of secure hard disks and will be available to the facility for immediate access throughout the contract duration.

Any individual desiring access to the recording playback or call monitoring must have a valid username with sufficient privileges and a valid password. The ENFORCER® streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court, the ENFORCER® allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed.




Call Recordings

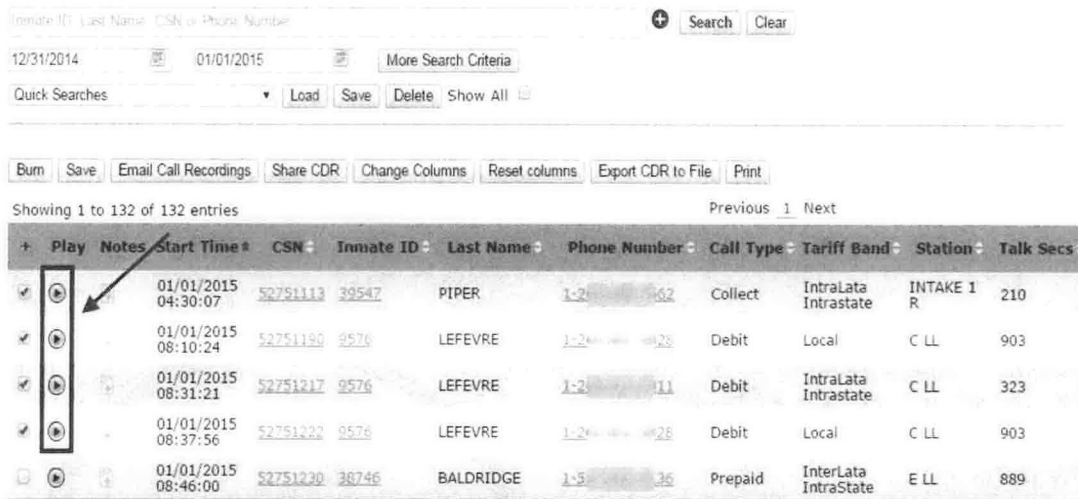
The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following parameters and more:

- Inmate PIN/ID
- Date Range
- Called Number
- Facility
- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type






Playback Recordings

Recordings may be played back directly from the Call Detail screen or downloaded to the investigator's hard drive or other external media for review at a later time. In either case, the investigator may slow down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

All this can be accomplished via the ICSPPlayer. The user simply selects the call from the call detail screen or clicks the **PLAY**  icon to the left of the call detail record and the ICSPPlayer will appear.



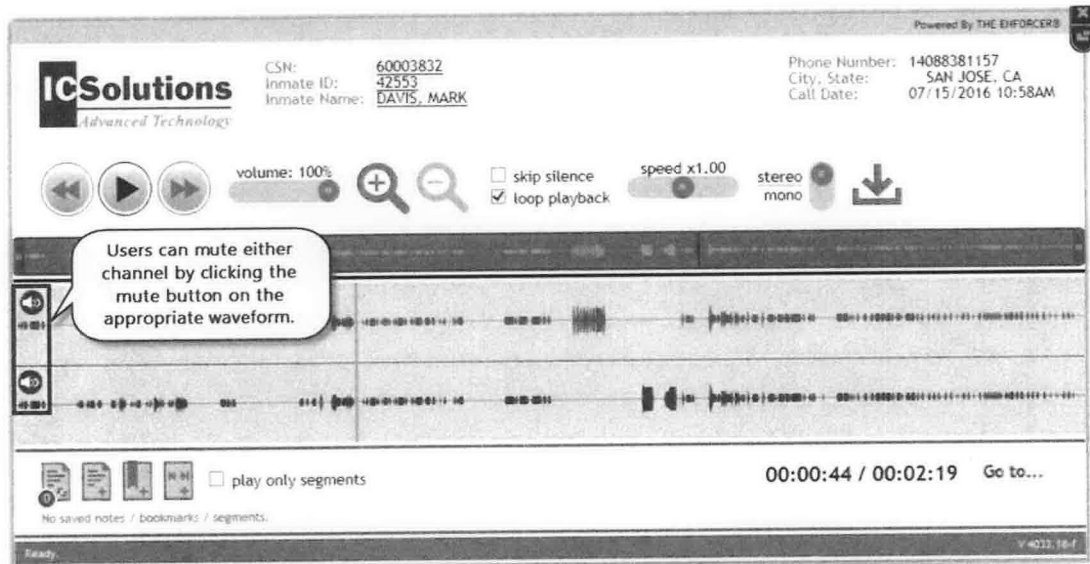
The screenshot shows a web interface for call detail results. At the top, there is a search bar with a plus icon, a search button, and a clear button. Below the search bar are date filters for '12/31/2014' and '01/01/2015', and a 'More Search Criteria' link. A 'Quick Searches' dropdown menu is also present, with 'Load', 'Save', 'Delete', and 'Show All' buttons. Below the search area are several action buttons: 'Burn', 'Save', 'Email Call Recordings', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', and 'Print'. The main content area shows 'Showing 1 to 132 of 132 entries' and navigation links for 'Previous', '1', and 'Next'. The table below has columns for '+', 'Play', 'Notes', 'Start Time', 'CSN', 'Inmate ID', 'Last Name', 'Phone Number', 'Call Type', 'Tariff Band', 'Station', and 'Talk Secs'. The first row is highlighted, and its 'Play' button is circled in black with an arrow pointing to it. The table contains five rows of call data.

+	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	52751113	39547	PIPER	1-2-...-62	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-2-...-28	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-2-...-11	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	52751232	9576	LEFEVRE	1-2-...-28	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-5-...-36	Prepaid	InterLata IntraState	E LL	889

Click Play to Listen to a Recording from the Call Detail Results Screen

The ICS Player, shown below, provides several advanced listening features, including:

- "Bookmarking" a time point in a call recording with a name or comment
- Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback
- Saving bookmarks for future use when you or other users access the call recording
- Adding locally saved recordings to the playlist for playback (for comparison purposes)
- Slowing down or speeding up the playback of a recording
- Muting the playback of either party on the call



ICS Web Player

Exporting Call Detail and Recordings

From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**. CDRs and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

The Call Detail results screen has a column at the left in which you can select any recording or group of recordings, and options at the top to **BURN**, **SAVE** (use this select a drive with a USB or zip drive or your PC), and **EXPORT CDR TO FILE**. The last option lets you choose a particular audio file type (WAV, MP3, or Speex) in which to save the recordings.

	+	Play	Notes	Start Time *	CSN	Inmate ID	Last Name
<input checked="" type="checkbox"/>				01/01/2015 04:30:07	52751113	39547	PIPER
<input checked="" type="checkbox"/>				01/01/2015 08:10:24	52751190	9576	LEFEVRE
<input checked="" type="checkbox"/>				01/01/2015 08:31:21	52751217	9576	LEFEVRE
<input checked="" type="checkbox"/>				01/01/2015 08:37:56	52751222	9576	LEFEVRE

Select Call Records to Export

Inmate ID: Last Name: CSN or Phone Number:

12/31/2014 01/01/2015

Quick Searches

Export Options – Burn, Save, and Export Calls

The Firecracker feature within The ENFORCER® optimizes the process of burning and saving call recordings. Personnel have the option to download files in either the default speex (.spx) or MP3 format, move the recordings to different discs, and perform multiple burns.

From the Call Detail page, authorized personnel need only select BURN or SAVE.

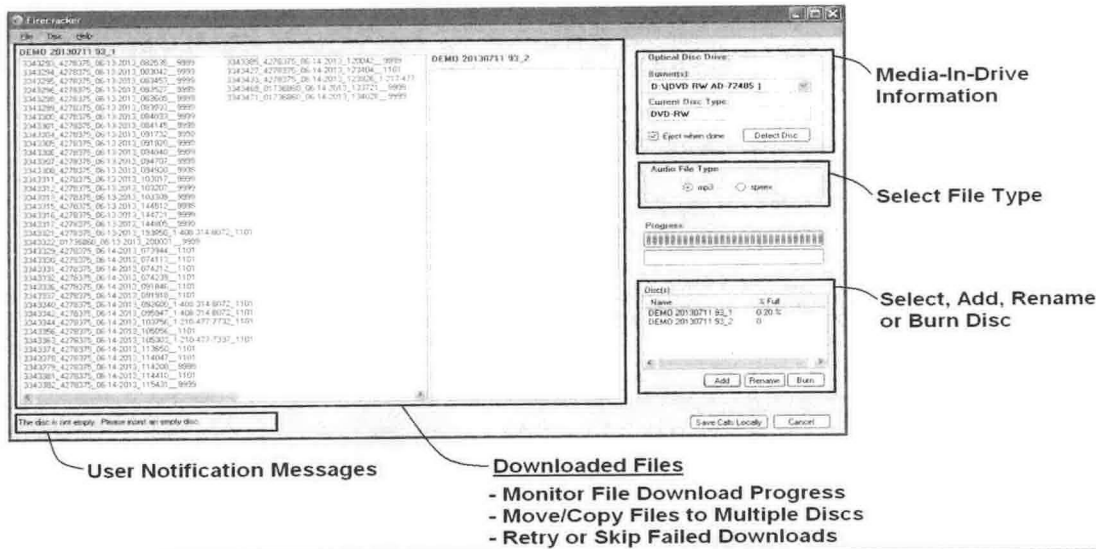
The screenshot shows a web interface for call details. At the top, there are search filters for Inmate ID, Last Name, CSN, or Phone Number, with a search button and a clear button. Below this are date range filters (12/31/2014 to 01/01/2015) and a 'More Search Criteria' link. A 'Quick Searches' dropdown menu is also present with 'Load', 'Save', 'Delete', and 'Show All' options. A row of action buttons includes 'Burn', 'Save', 'Email Call Recordings', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', and 'Print'. The main area displays a table of call records with columns for Play, Notes, Start Time, CSN, Inmate ID, Last Name, Phone Number, Call Type, Tariff Band, Station, and Talk Secs. The first four rows are selected, indicated by checkmarks in the Play column.

Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>		01/01/2015 04:30:07	52751113	39547	PIPER	1-2-62	Collect	IntraLata IntraState	INTAKE 1 R	210
<input checked="" type="checkbox"/>		01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-2-08	Debit	Local	C LL	903
<input checked="" type="checkbox"/>		01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-2-11	Debit	IntraLata IntraState	C LL	323
<input checked="" type="checkbox"/>		01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-2-28	Debit	Local	C LL	903
<input type="checkbox"/>		01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-5-36	Prepaid	InterLata IntraState	E LL	889

Exporting Multiple Calls to MP3 Format from the Call Detail results screen

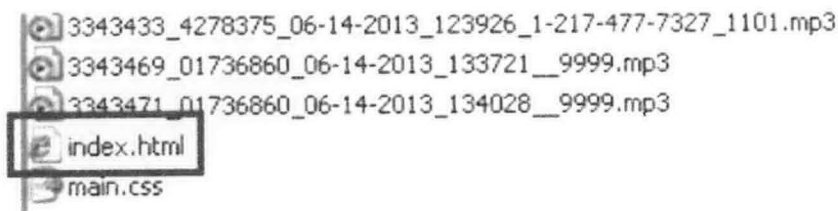
Once selected, The ENFORCER® opens the Firecracker application window. From the application window, personnel have the option to:

- Burn recordings to CDs or DVDs, which provide much larger storage capacity
- Download files in either MP3 or Speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save MP3 or Speex files to your local computer



Firecracker Application Window

Regardless of which method you use to save call recordings (burn or save locally), Firecracker creates an index.html file in the destination folder or on the disc.



Index File Saved with Call Recordings

This index provides the call detail records associated with the recordings. Recordings can be identified by their file name, which uses the name convention 'CSN_InmateID_Date_File-ID_Called Party Number.file type.' When the index file is opened, the call detail appears, as shown below.

ICS Player Control

Recording Index

CSN	Billing ID	Site Name	Off Hook	End Type	Inmate ID PIN	Lastname Firstname	Sap type	Phone number	Card Number	Bill Start Time	Call Type	Bill Secs	Billed Time	Surcharge	Station ID	Station Name
33434710	2851	Demo County	2013-06-14 13:40:28	Normal	01736860	SMITH ANTHONY	0	1-210-477-7399		2013-06-14 13:40:28	37	0	2.25	9999	TEST STATION	0
33434690	2851	Demo County	2013-06-14 13:37:21	Normal	01736860	SMITH ANTHONY	0	1-210-477-7399		2013-06-14 13:37:21	37	0	2.25	9999	TEST STATION	0
33434330	2851	Demo County	2013-06-14 12:39:26	Call Disconnected	4278375	1234TEST	ICS	1	+2174777327	2013-06-14 12:39:41	3	0	3.95	1101	DORM 103 RIGHT	9900101
33434270	2851	Demo County	2013-06-14 12:34:04	Preamble Hangup	4278375	1234TEST	ICS	1		2013-06-14 12:34:04	36	0	0.00	1101	DORM 103 RIGHT	0
33433850	2851	Demo County	2013-06-14 12:00:42	Normal	4278375	TEST	ICS	0	1-210-477-7399	2013-06-14 12:00:42	37	0	2.25	9999	TEST STATION	0

Call Detail Accessed Through the Index File

ICSolutions would like to point out that call recordings do not require archiving because The ENFORCER® enables immediate, online retrieval of any recording at any time with no change of storage media. The ENFORCER® includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical disks, because **all recordings are stored online for the life of the contract.**

Storing your call recordings – as well as the call data – online for the life of the contract ensures that you will always have quick access to all of your call recordings and data. You will never need to archive calls or data, nor will you have to rummage through archives to find the investigative information you need.

Live Call Monitoring

The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the MONITOR tab of the ENFORCER®. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the LISTEN button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.



ICSolutions Client Testimonial

Intelligence Gathering Through the ENFORCER®

“Osceola County Corrections Department’s Internal Affairs Unit has capitalized in the benefits of ICSolutions by **gathering intelligence** resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.”

Captain Yuberke Almonte - Internal Affairs Unit, Osceola County, FL

Authorized County personnel can monitor live calls in progress with a high level of audio quality **from any location, whether remote or onsite.** The ENFORCER® is operated through an easy-to-use, browser-based GUI (Graphical User Interface). Anyone with a password and login ID granted from County administrators can access the system from any computer with an internet connection, as if they were visiting a website.

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The operator simply clicks on a call in progress, or telephone station port, and the system begins streaming the audio to the workstation and plays through the workstation speakers or attached headset.



Live Call Monitoring

The Observer

Offhook:38 Talking:28 Alert:0 DNR:1

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
▶ ①	Greeting	B-4	1-480-928-4069	0:00	\$3.45	347122	ALVES, CORAN	none
▶ ①	Talking	E-2	1-775-287-7127	8:24	\$3.15	410656	WILLIAMS, NIKI	none
▶ ①	Talking	C4	1-316-218-5613	13:41	\$2.38	084183	OSIL, ROBERT	Inmate
▶ ①	Dialing	F-1	1-230-230-5330	0:00	\$0.00	067122	LANG, MARK	none
▶ ①	Greeting	G-1	1-928-486-8148	0:00	\$3.45	363912	ESTEFAN, ETHAN	none
▶ ①	Talking	J-4	1-928-230-5335	4:49	\$1.15	057606	BAILEY, EMILY	none
▶ ①	Talking	K-4	1-480-348-5401	12:59	\$2.99	393912	DUNCAN, WILL	none
▶ ①	Talking	L-1	1-210-555-9999	2:30	\$5.00	185675	MCKAY, MARK	none

Call details

Destination:	SANANTONIO TX	Answer Type:	Speech detected
Start:	Wed, 31 Dec 2013 16:00:00 -0800	Answer Delay:	45
Duration:	-2:30	Phone Number:	12105559999
Time Available:	16:30	Tariff Band:	Local
Cost:	\$5.00	Site:	Jason County Jail Facility, TX
Balance:	1023.11	CSN:	8751150
Station:	L-1	Call Type:	Debit
Dialed Digits:	2105559999	Trunk:	400130

Monitoring Live Calls - Calls in Progress screen with Call Detail displayed

When the live monitor screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the Live Monitor screen, the authorized user can click **CHANGE COLUMNS** to add or delete columns that contain specific parameters in The Observer.

Critical Call Monitoring Functions include:

- Silent, undetectable monitoring
- Allows multiple simultaneous monitoring sessions
- Search function to isolate calls of interest
- Monitoring has no impact to recording function
- Ability to monitor from a remote workstation or PC via LAN, WAN or Internet
- Protection of privileged calls from monitoring
- Ability to disconnect call in progress while monitoring
- Ability to "bargue in" to calls in progress and speak to both parties

The Observer

Action Buttons

Pause Comment **Cutoff** Disable Add Listener Show Map

Customization

All Active All Stations All Facilities Agency time

Offhook:54 Talking:41 Alert:0 DNR:3

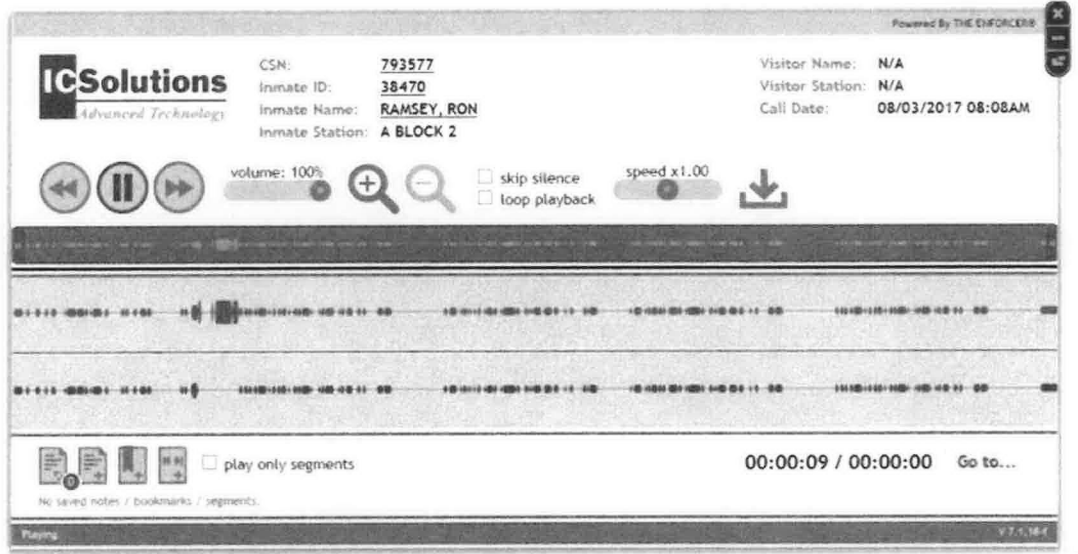
Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
	Dialing	STATION 7107	1-208-3				H, CLAYTON	ctlati05	none
	Talking	REC ROOM PH B	1-417-5				VIN, LYLE	ctlati01	none
	Talking	LAUNDRY PH 1	1-208-3				EN, MICHAEL	ctlati06	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208-3				CON, JESUS	ctlati04	none
	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208-3				LAH, AZAD	ctlati02	none
	Talking	A TIER 3 CORDLESS PHONE 2	1-208-7				ER, CASEY	ctlati01	none
	Talking	A TIER 2 CORDLESS PHONE 1	1-385-626				ORNEJO, RICARDO	ctlati06	none
	Talking	E BLOCK TIER 2 PHONE 2	1-208-785-5781	28:23	\$4.06	107564	RODRIGUEZ, PATRICK	ctlati02	none
	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208-571-8275	20:41	\$3.08	103803	TORSTENBO, JOHN	ctlati02	none
	Talking	STATION 13101	1-208-899-6846	21:30	\$3.22	78515	TRINKAUS, DUSTIN	ctlati01	none

Call Station List

A call in progress may be disconnected by authorized personnel by clicking the Cutoff button.

Display of Calls in Progress

Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real time. All audio is buffered, so even if the call had started before the user started monitoring, the user may scroll back to any point in the call and listen to the audio.



Web Player

Add Listener

The Observer is equipped with a remote monitoring feature that allows users to add a listener to the call while the call is in progress to allow for true remote call forwarding and monitoring. The user simply types in the phone number to which the call will be forwarded in the ADD LISTENER field, as shown below.

The Observer

Pause Comment Cut off Disable **Add Listener** Show Map

All Active All Stations All Facilities Agency time

Offhook:55 Talking:40 Alert:0 DNR:3

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
⏪	Greeting	STATION 7107	1-208	26	0:00	\$4.20	80360 NULPH	ctlati05	none
⏪	Talking	REC ROOM PH 8	1-417	47	5:36	\$0.98	65571 NEV	ctlati01	none
⏪	Talking	LAUNDRY PH 1	1-208	20	14:21	\$2.10	10572 HARND	ctlati06	none
⏪	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208	23	5:22	\$0.98	72862 CHAC	ctlati04	none
⏪	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208	12	19:40				none
⏪	Talking	A TIER 3 CORDLESS PHONE 2	1-208	03	5:33				none
⏪	Talking	A TIER 2 CORDLESS PHONE 1	1-385	06	18:13				none
⏪	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208	75	21:30				none
⏪	Talking	STATION 13101	1-208	46	22:19				none
⏪	Dialing	UNIT 1 - PH 1			0:00				none
⏪	Talking	UNIT 1 - PH 9	1-208	04	-1:07	\$0.14	76956 WET	ctlati05	none
⏪	Talking	CLASS ROOM A - PH 4	1-208	90	5:10	\$0.98	92919	ctlati03	none
⏪	Talking	STATION 14117	1-208	2:53	0:56	\$0.56	71811	ctlati05	none

Add Listener

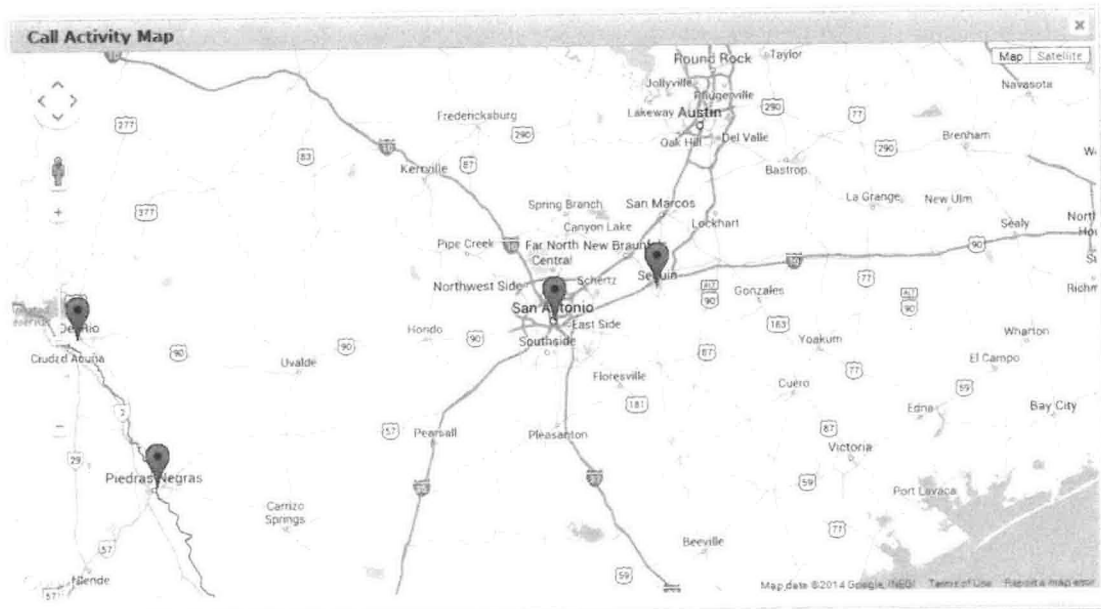
Phone Number:

Connect Cancel

In addition, live calls can be forwarded to other phones using our Alerts feature. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number.

Displaying a Geographical Map

By clicking the **SHOW MAP** button, The Observer displays a map that shows the location of the site/facility as well as the destination of all calls (both in-progress and completed calls). Users can limit the calls displayed by selecting the call type from the drop-down menu (Active, Inactive, Alerts, Visitation, etc.).



Live Monitoring Call Activity Map

This page is intentionally left blank.

VIDEO VISITATION: The contractor shall provide a Video Visitation system including all components, software, and hardware necessary for the system to function. Please include in your response detailed information as to the system offered.

ICSolutions Response:

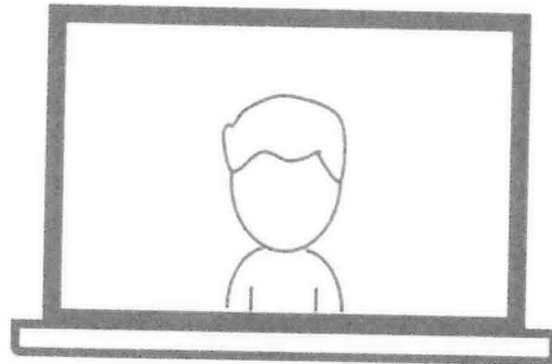
ICSolutions has read, agrees, and will comply with the requirements as stated.

We have provided an overview of our proposed Visitor™ video visitation system below, followed by detailed point-by-point responses to the County's individual requirements.

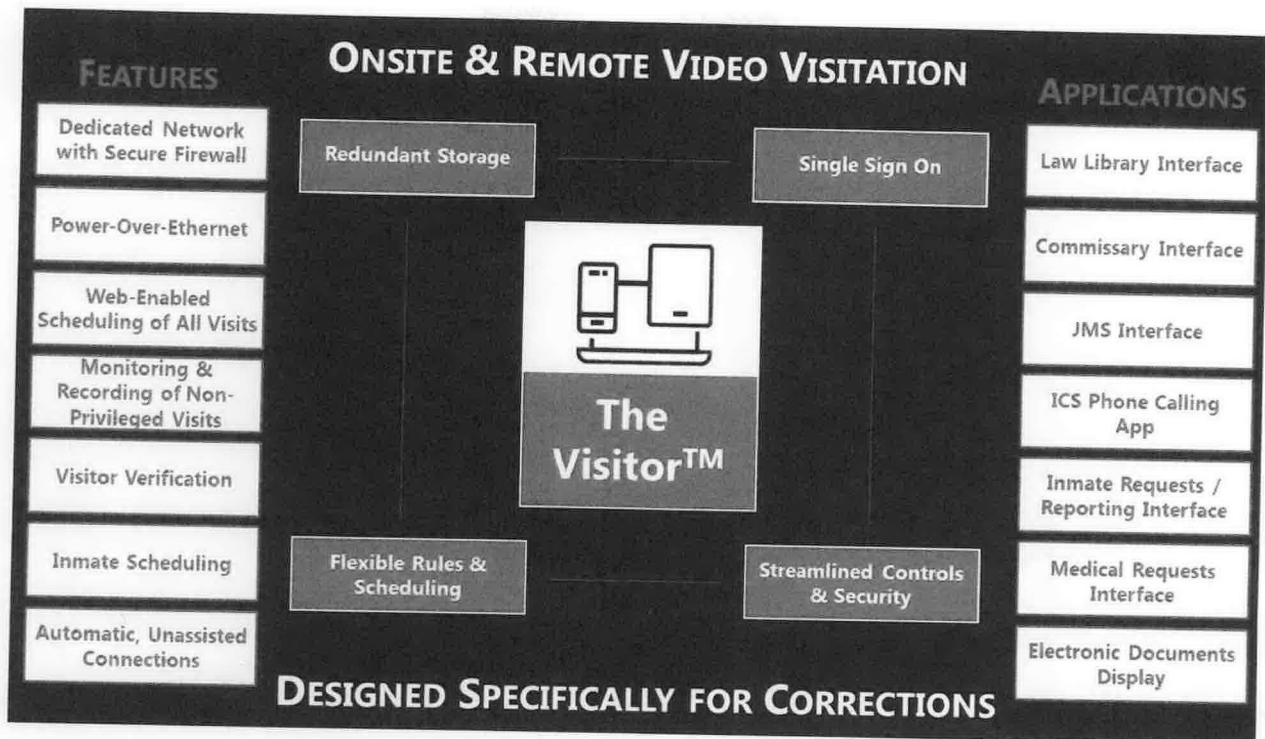
The Visitor™ Video Visitation System

ICSolutions is pleased to offer THE VISITOR™, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER® for ultimate convenience. The proposed solution **is completely turn-key**, and as such, ICSolutions will provide all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with THE VISITOR™ video visitation system (VVS).

THE VISITOR™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, THE VISITOR™ can interface with any third-party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the facility's needs.



Video Visitation



Interface with the Jail Management System

The Visitor™ video visitation system will interface with the Jail Management System (JMS) via THE ENFORCER®, **at no cost to the County!** THE ENFORCER® will interface with the current Jail Management System (JMS) provider in order for the its database to have the most-up-to-date list of all inmates, their location within the facility, their current visitation privilege status. Leveraging this interface, we will also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.

Because THE VISITOR™ is a module of THE ENFORCER®, this integration will also update the data and restrictions necessary for THE VISITOR™. Depending on the information stored within the JMS, THE VISITOR™ will be able to automate many controls that are currently performed manually, including but not limited to automatically:

- Utilizing the same inmate identification number assigned by the JMS
- **Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Importing inmate and visitor information maintained in the JMS, such as:
 - Approved visitors
 - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
 - Events that may affect inmate availability, such as medical appointments or court dates
 - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate's visitation privilege status changes or if they are released
- **Rescheduling visits for moved inmates, so long as there is an available video station at the time scheduled**
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

Should a scheduled session be cancelled for any reason, THE VISITOR™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

Interface with Current or Future Commissary Service Provider

THE VISITOR™ video visitation stations are capable of interacting and sharing data with other applications via a browser or web service. We are frequently asked to enable interfaces between the video visitation station and third parties, such as the JMS, inmate banking provider, and commissary provider. These interfaces allow inmates to login to his/her account, check the inmate information provided by the Facility or available within THE ENFORCER® (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. **This eliminates the need for the facility to provide additional specific-use inmate/commissary kiosks separate from the video visitation stations.**

Standard Features of The Visitor®

THE VISITOR™ video visitation comes with the below standard features:

Standard System Features	
Single Sign-On	<p>THE ENFORCER® inmate call processing system and THE VISITOR™ Video Visitation System are embedded within the same comprehensive inmate communications system. Authorized users log in to THE ENFORCER®, where they can access all aspects of THE VISITOR™ video visitation system.</p> <p>THE ENFORCER® allows for easy access to all ITS and VVS through a single sign-on for users, while also ensuring the Facility's rules and parameters, such as inmate restrictions, are consistent for both inmate telephone services and video visitation services. All of THE VISITOR™ data, such as policies, approved visitors or visitor bans, and any other safety and security settings updated from the integration with the JMS, is available through THE VISITOR™ tab within THE ENFORCER®.</p> <p>The incorporation of the VVS into the ITS, coupled with the integration with the JMS, allows for easy and secure access while providing a streamlined controls process, eliminating the need for staff to enter inmate or visitor statuses multiple times.]</p> <p>Consumers benefit from the single, comprehensive system, as well. Funding both ITS and VVS services is handled through a single Prepaid account for all communications needs, thereby eliminating the need for consumers to fund separate accounts for various aspects of inmate communications services.</p> <p>In addition, approved visitors from the public, attorneys, and authorized staff will be able to schedule and complete onsite and remote video visitations using our system.</p>

<p>Web-Enabled Registration and Scheduling</p>	<p>Visitors will enjoy the convenience of registering and scheduling any visits anywhere using any web-enabled device, reducing the need for visitors to have to stay in lobby while waiting to visit and allowing the staff to better plan the visitation traffic for all visitation types, video or non-video.</p>
<p>Comprehensive Visitation Management for All Types of Visits</p>	<p>THE VISITOR™ system provides the Facility with a comprehensive visitation management tool, offering the ability to automate controls that are often time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and video visits.</p> <p>Public and professional visitors can use any standard browser to register and schedule visits from any web-enabled device, including desktops, laptops, and Android or Apple mobile devices. Unlike traditional video visitation systems, The Visitor's features and controls extend beyond video visitations, so the Facility can have consistent administration over video visits, as well as traditional contact visits, face-to-face, and across-the-glass visits alike, all at no cost to the Facility!</p>
<p>User-Friendly, Multi-Lingual Website</p>	<p>ICSolutions' easy-to-use public website allows visitors to fund their prepaid account, agree to terms and conditions, register and schedule for visitations, and view the Facility's policies and procedures for visitation.</p>
<p>Easy 3-Step Registration and Scheduling</p>	<p>Persons wanting to visit inmates may register and schedule visits remotely at www.icsolutions.com or the VISITOR Registration & Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate's facility at www.icsolutions.com, which will contain step-by-step instructions on how to register for visits.</p> <p>Registration and scheduling consist of choosing the desired action under "What would you like to do?" after logging in to the customer account; reading and accepting the Facility's visitation rules; filling in all the required fields, such as the visitor's personal information, inmate identity, location, date, time, and any other information required by the facility.</p> <p>At the Facility's option, registrants can also be required to wait for facility staff approval before being able to schedule visits. Privileged visitors must have their credentials (such as bar number) verified and approved prior to being allowed to have privileged, unrecorded visits.</p>
<p>Automatic Email Notifications</p>	<p>Upon the scheduling or cancelation of a visit, THE VISITOR will automatically email the scheduled visitation details to the visitor. In addition, The Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation or remotely via a browser from any internet-connected device so long as the user has a valid username and password for THE ENFORCER®.</p>
<p>Staff Scheduling</p>	<p>The system allows authorized users to schedule new visits from the Schedule New Visit screen. To schedule a visit, the user must supply:</p> <ul style="list-style-type: none"> • Inmate name • Visitor – Populated automatically with the visitors registered with that inmate • Group – Type of visit, such as onsite (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. Populated with only types of visits available for that visitor and inmate • Day of visit – Populated with only dates available in compliance with Facility's policies. However, admin users are able to override the

	<p>standard visitation schedule and force a visit by choosing any day or time outside the default schedule</p> <ul style="list-style-type: none"> • Time of visit – Populated with only times available in compliance with Facility’s policies. However, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
<p>QuickConnect Feature</p>	<p>The QuickConnect function enables the manual connection of video visitation sessions between visitors and inmates. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors. The QuickConnect function accommodates any of the following circumstances:</p> <ul style="list-style-type: none"> • The facility has opted to not utilize the full registration process for visitors in THE VISITOR™ module • The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice • The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records • The facility does not require the pre-session participant validation process • The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them
<p>Visitor Account Management</p>	<p>The Visitor Accounts screen shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users can view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts. THE VISITOR™ will indicate if any visitors are Pending Approval. Users can also add and view notes, set suspensions and require visitors to reset their passwords.</p>
<p>Visitor Suspensions</p>	<p>From the individual Visitor Detail, accessible from the Visitor Accounts screen, authorized users can set up indefinite or temporary suspensions. These suspensions can be for all visitation types or only specific visitation types, such as only onsite video visitation or only remote visitor video visitations. In addition, the suspension can be for specific inmate(s) or all inmates.</p>
<p>Inmate Suspensions</p>	<p>From the Inmate Profile screen, authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension.</p>
<p>Visitor Blacklist</p>	<p>The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court’s No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether they have visitor accounts.</p> <p>The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and/or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a “pending” status, and can then be approved or denied by an authorized user.</p>

	<p>When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.</p>
Visitor Profile	<p>From the Visitor Profile, authorized users can view a visitor's visitation status, staff notes, recording settings, and a list of recent visits.</p>
Visitor Account Class	<p>Each visitor is assigned a visitor account class, which will determine various critical characteristics of the visit, such as whether the visit is unrecorded, whether the visit can be scheduled even when the inmate has met his or her limit on visits, and whether the visits are free. The visitor account classes are developed by authorized users. The assignment of visitors to visitor class types that have certain features, such as "DNR" or unrecorded visitation, requires approval by authorized staff.</p>
Upcoming Visits Schedule	<p>Inmates – Inmates have three ways to receive notification of upcoming visits:</p> <ul style="list-style-type: none"> • Upcoming Schedule for the Entire Housing Unit on Inmate Stations Not in Use – On the 10" vPhones, the next twelve visits are shown as a default. • Voicemail Notification – THE VISITOR™ will send a voicemail to inmates notifying them that visitations have been scheduled or canceled. Inmates can access the voicemail from any phone using their PIN. • Logging into the Resident Portal – Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference. <p>Visitors – Visitors can view the upcoming visits from the home page of their customer account, as well as expand the view to see their visitation history and other visitation account information.</p> <p>Facility Staff – Authorized facility staff can view the visitation schedule at any time and identify an inmate's upcoming visitors. To help ensure compliance with the Facility policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, THE VISITOR™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no video stations are available. THE VISITOR™ will automatically send an email notification of the cancellation to the visitor.</p>
Staff Ability to Modify Visits	<p>Authorized facility staff can modify the visitation schedule at any time through the Visitation Schedule. To help ensure compliance with the Facility's policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. Authorized staff can easily cancel pending or in-progress visits with the click of a button. Staff will be required to enter a note to explain the cancellation. THE VISITOR™ will automatically send an email notification of the cancellation to the visitor.</p>
Alerts	<p>The alerts function links to the scheduling module and provides alerts for when: a particular visitor has scheduled a visit; a particular inmate has a scheduled visit; a particular visit has connected; a particular inmate visit has</p>

	connected. The alerts are provided by email. Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike.
Adding Notes	Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account.
Flexible and Customized Visitation Rules	THE VISITOR™ has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, and other policies and rules. Only the times available according to the system settings, as well as the times with available resources (e.g., video station, inmate availability), are available for visitors to schedule visitations.
Keep Separates	If the Facility has two or more inmates that cannot be in the same room, The Visitor's "Keep Separate" feature will accommodate such restrictions to ensure that those inmates do not have visitations scheduled in the same visitation area at the same time. Utilizing the same functionality, THE VISITOR™ is capable of keeping two specific visitors from visiting at the same time. When this feature is used, the schedule automatically makes the appropriate times unavailable for scheduling for the affected inmates or visitors to ensure compliance with the Keep Separates rules.
The Visitor™ Mobile Application	Visitors can visit onsite or remotely, using an offsite desktop or mobile device through our free Windows, Android, or iOS app. THE VISITOR™ app is available for free download from your regular app store and can be used by any registered visitor to conduct offsite video visitation from their personal device. The public can register as a visitor, schedule visits, recover passwords and conduct remote visits.
Touchscreen Technology	The onsite video stations utilize user-friendly, intuitive touchscreen technology, easily navigable even for those unfamiliar with modern technology.
Visitor Verification	THE VISITOR™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor. All visits that are denied due to Visitor Verification are designated as such in the Visitation Schedule.
Live Monitoring	<p>THE VISITOR™ is delivered with a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen, with a default of up to twenty visits viewed simultaneously. The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded.</p> <p>All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.</p>

	<p>The Monitor module enables real-time monitoring of visitation sessions, allowing users to:</p> <ul style="list-style-type: none"> • Observe all active visitation sessions for the entire facility • Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor • Monitor video and audio for a specific visitation session • Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature • Transmit customized warning message(s) to display on participant's screens and become part of the recording • Terminate (cut off) a session due to inappropriate conversation or activity
<p>1-Click Instant Disconnect</p>	<p>If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen. After canceling the visit from the live monitoring screen, the authorized user must provide a reason for the disconnection and, with the appropriate access, the Monitoring Officer can even temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.</p>
<p>Confidential Visits</p>	<p>Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit. The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number and wait for approval prior to scheduling privileged visits.</p>
<p>Officer Messaging</p>	<p>THE VISITOR™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish, and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link.</p>
<p>Scheduled Station Shutdown</p>	<p>The Facility has ultimate control over the operation of the video visitation stations, with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility's visitation policy and authorized schedule. Authorized users can schedule when the video visitation stations operate through THE VISITOR™. Visits will only be available for scheduling when the stations are scheduled to be on.</p>
<p>Video Visitation Recording</p>	<p>THE VISITOR™ includes a recording feature, allowing investigators to view visitations after they occur. With the storage server provided by ICSolutions, authorized users can access recorded visits onsite or remotely via secure web connection. THE VISITOR™ will record all video visitations with visitors who are not marked as "DNR" (Do Not Record). Authorized users can see</p>

	<p>which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen.</p> <p>The recording setting is automatically applied to the visitor's visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.</p>
<p>Do Not Record Options</p>	<p>The traditional <i>Do Not Record</i> option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the <i>Visitation List</i> will include this visit in red letters, but live monitoring or playback will not be available. If the AUDIO NOT RECORDED option is selected as the facility's global setting for privileged visits, all of these visits will have only the video portion of the session recorded. There will be no audio recording.</p> <p><i>Audio not recorded</i> visits will be included in the <i>Visitation List</i>, and will be selectable to view the <i>video only</i>. These visits will be marked to identify the audio is not recorded with a red band and "Audio not recorded."</p>
<p>Search & Download Recordings</p>	<p>Authorized users will be able to search visitation data and download and export recorded files in .mp4 format from the Visitation Records screen.</p> <p>Visitation records are searchable by any factor of the visit, such as:</p> <ul style="list-style-type: none"> • Inmate ID • Inmate or Visitor Last Name • Visitor ID • Visitor's Email • Date ranges • End Status • End Type • DNR settings • Privileged settings • High Profile settings • Duration • Visitation location • Visit Type • Station Group • Station Name • Visitor Location
<p>Exporting Recordings</p>	<p>Video recordings can be saved to the hard drive or to an external device, such as a flash drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.</p>
<p>Recording Storage</p>	<p>Video recordings are stored on fault-tolerant, enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.</p> <p>The servers proposed by ICSolutions comprise the same storage solution already in use for large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.</p> <p>Keeping Recordings – All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the "Keep Video" function, authorized Facility users can also</p>

	<p>choose to retain some visitor's visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant will be stored indefinitely.</p>
<p>Secure Access & Roles</p>	<p>With the single sign-on feature offered with THE ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through one login ID and password being assigned a series of account privileges in THE ENFORCER® system, as well as THE VISITOR™ module. When the browser-based graphical user interface (GUI) is launched, the user must log into the system with a valid username and password. Each username is established with a pre-configured set of privileges in the GUI. These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.</p> <p>The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to the ITS team's network monitoring staff. Should the Facility wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.</p>
<p>Remote Access</p>	<p>THE VISITOR™ is a module of THE ENFORCER® system, which is operated through a browser-based GUI. Anyone with a login and password provided by Facility administrators can securely access the system from any computer with internet access and a modern browser, as if they were visiting a website.</p>
<p>Reporting Capabilities</p>	<p>THE VISITOR™ provides centralized reporting capabilities. Authorized users are easily able to perform detailed searches and run reports immediately and in real time. While our existing search and reporting features are robust, we will be happy to create any reports the Facility needs. Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file.</p>

Video Technical Requirements and Specifications: The following identifies the minimum requirements of the desired Video Visitation system:

1. Base your proposal on 23 fixed wall mounted units.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will provide the required number of fixed wall-mounted vPhone units, described below.

State-of-the-Art IP-Based Video Visitation Stations

ICSolutions will provide multi-functional vPhones to serve as the video visitation system stations for inmates and visitors. The vPhones offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The vPhone: A Multi-Functional Touchscreen Video Visitation Station

The proposed vPhone serves as an all-in-one video visitation station that provides both inmate calling and video visitation on one wall-mounted device. vPhone runs THE VISITOR video visitation and visitation management module, as well as allowing inmate calls through THE ENFORCER®. Because this solution is built right into THE ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The vPhone supports not only video visitation and inmate calling, but can also interface with any third-party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone**.



vPhone 17" Color Monitor

- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive emails
- Power-over-Ethernet
- 17" Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

The vPhone is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.

Once deployed, THE VISITOR™ immediately begins to provide value and security to the facility – inmate movement is limited, human resource costs decreased, and security improves for facility personnel and the public.

2. The System must be "State of the Art" technology and web based. The architecture shall be expandable to allow future growth.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

THE VISITOR™ is a state-of-the-art, completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER® for ultimate convenience. The system architecture, which we have described below, is expandable to allow for future growth.

System Architecture

THE VISITOR™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into THE ENFORCER®. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to THE ENFORCER®.

Video processing and recording is handled on enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment will include the following:

- Multi-Functional Video Processing & Recording Servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

Multi-Functional Video Processing & Recording Servers

THE VISITOR™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording will be handled on the enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with enterprise-grade SAS drives and redundant gigabit network ports to deliver **99.999% system uptime**.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant enterprise-grade servers. These same servers that process the video visitation sessions also stores the video recordings. Once the inmate and the visitor log in, the visitation processing server verifies a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server connects the visit at the scheduled start time.

For the onsite video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

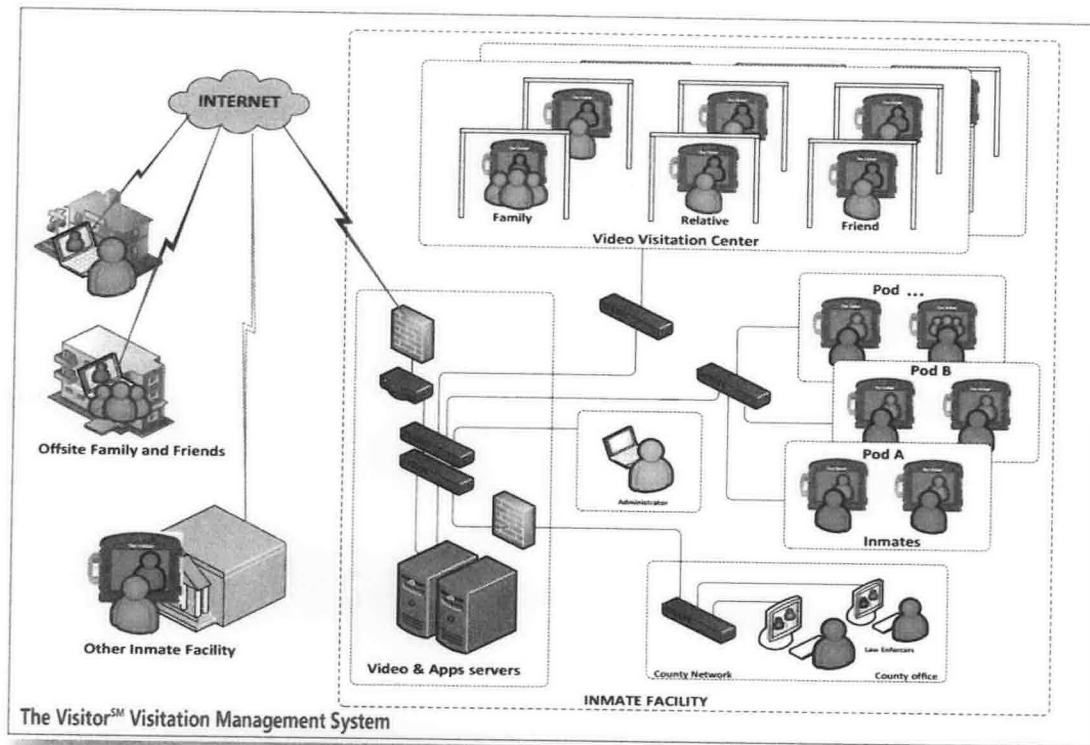
The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Firewall

ICSolutions will provide the Juniper Networks NetScreen-5GT firewall onsite for ultimate security. The NetScreen-5GT appliance is a feature-rich, enterprise-class, network security solution that integrates multiple security functions, such as Stateful and Deep Inspection firewall, IPSec VPN, denial of service protection, antivirus, and Web filtering. For application-level protection, the NetScreen-5GT appliance supports embedded virus scanning to help eliminate virus threats from the network.

Network Architecture

THE VISITOR™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER®. ICSolutions will deploy a private, dedicated network that is totally isolated from and will never traverse the County's network. Because THE VISITOR™ is a module embedded in THE ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting THE VISITOR™ Video Visitation System is pictured below.



Sample Network Architecture

State-of-the-Art IP-Based Video Visitation Stations

ICSolutions will provide multi-functional vPhones to serve as the video visitation system stations for inmates and visitors. The vPhones offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels. Additional information on the video visitation stations has been provided in response to the PREVIOUS REQUIREMENT.

Visitor Registration & Scheduling Terminals

THE VISITORTM video visitation solution comes with a Visitor Registration & Scheduling Terminal for the lobby. This terminal enables visitors to register and schedule visits onsite. In addition, customers wanting to register or schedule visits can do so offsite from **any web-enabled device**, such as a home computer, tablet, smart phone, etc.

Workstations

Monitoring Workstation

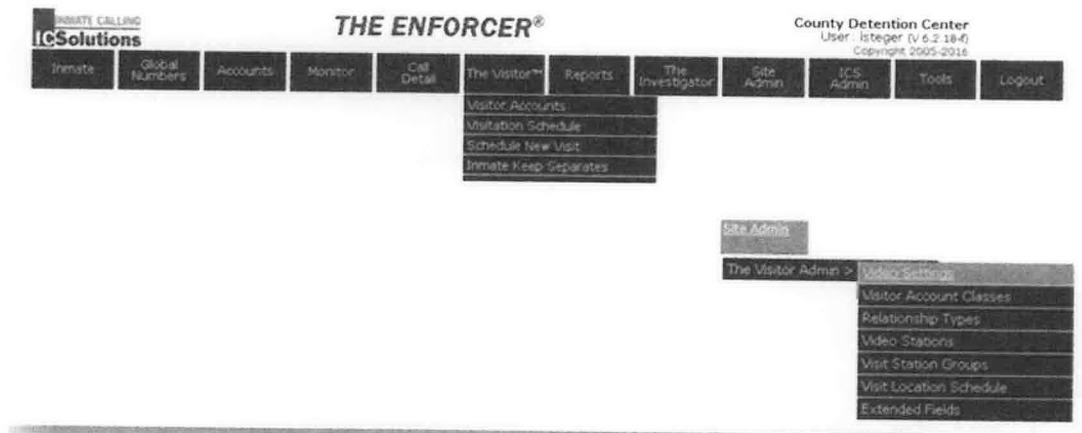
Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail

policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

Administrative Functions: Control Workstation or Remote Access

THE VISITOR™ is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for THE ENFORCER® their administration functions on a daily basis. Alternatively, as a module of the entirely web-based THE ENFORCER®, authorized users may access THE VISITOR™ remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

- Access inmate as well as visitor records
- Access visitation history records
- Schedule new visits
- Create pre-populated messages for visitations
- Cancel scheduled visits
- Generate reports, including scheduling automatic report generation
- Access the visitation schedule
- Download recordings for replay



The Visitor™ Administrative Functions

3. The System must have the capability to perform real time recording and monitoring of all video visitations during a single session. Proposal should include the storing of recordings up to one year.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

The Visitor™ features visitation monitoring and recording capabilities, as described below. ICSolutions can store the recordings for up to one year, as requested.

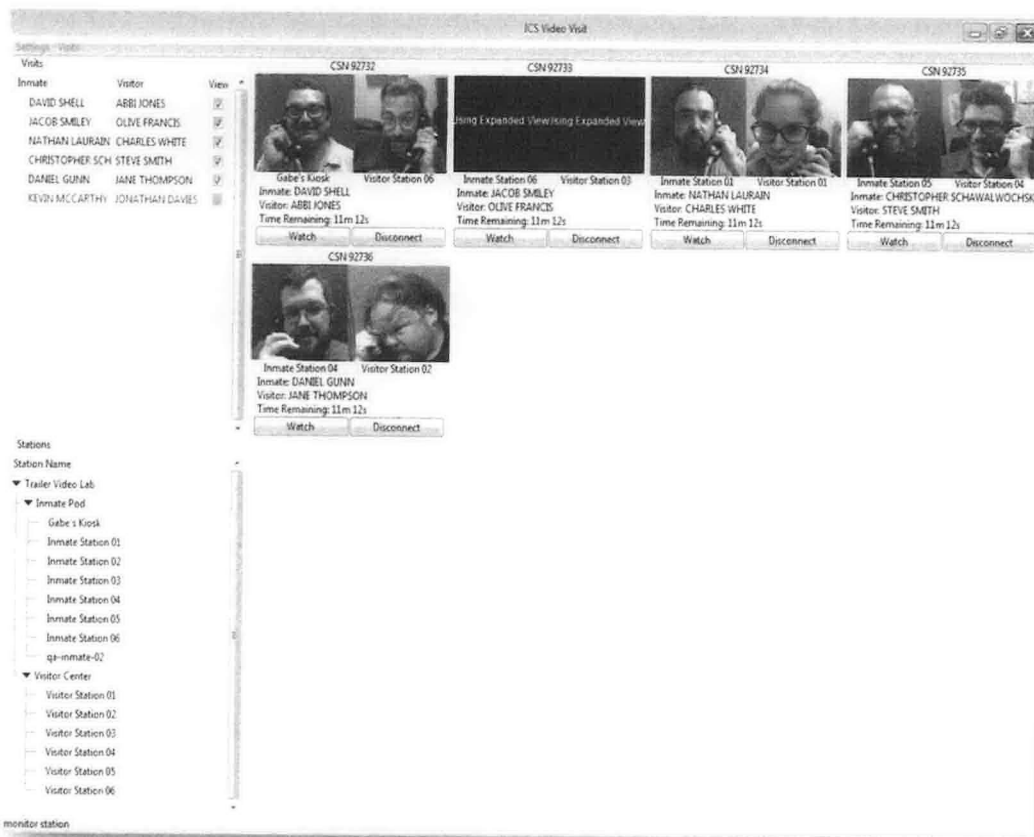
Live Monitoring Video Visits

THE VISITOR™ includes a live monitoring feature. ICSolutions' proposal includes a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen in THE VISITOR™, with a default of up to twenty visits viewed simultaneously.

All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.



Live Monitoring of Visits



Live Monitoring of Video Visitation Sessions

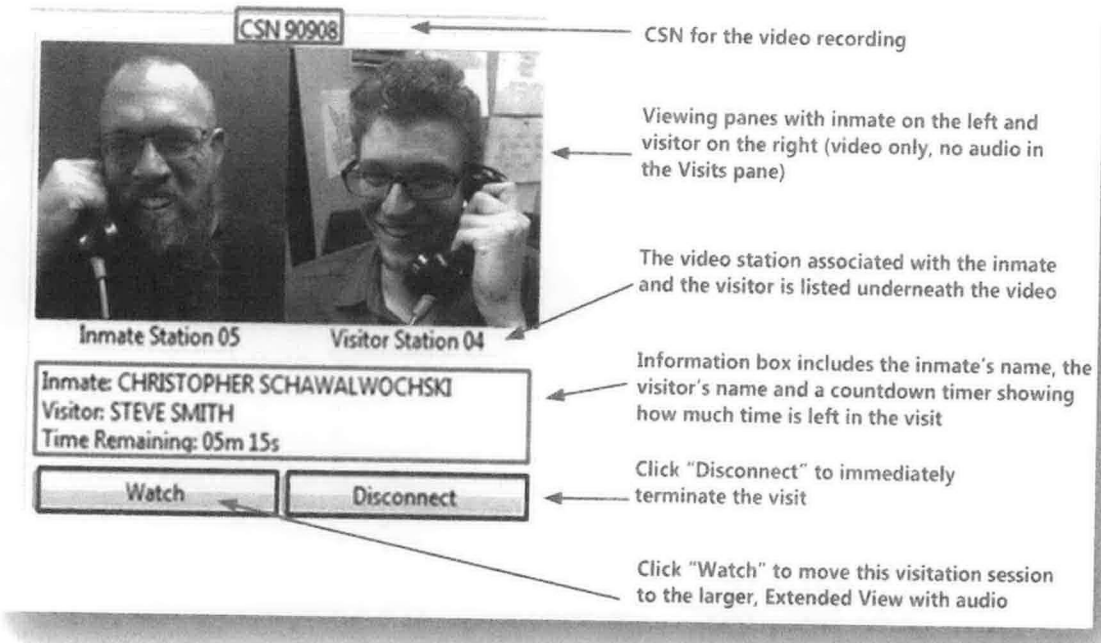
The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded. The Monitor visitation monitoring module enables real-time monitoring of visitation sessions, allowing users to:

- Observe all active visitation sessions for the entire facility
- Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor
- Monitor video and audio for a specific visitation session
- Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature
- Transmit customized warning message(s) to display on participant's screens and that become part of the recording
- Terminate (cut off) a session due to inappropriate conversation or activity

Visitation List
 - select the check box of a visit to add the visit to the monitoring window panes

Visits Pane
 - monitor video (no audio)
 - disconnect individual visits
 - move a visit to the larger, Expanded View

Monitoring Screen



Visits Pane – Individual Visit with Details

When the carousel feature is enabled, the user can set the rotation interval in seconds. The default interval is 10 seconds.



Monitoring Screen – Carousel Settings

1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations that will be supplied by ICSolutions.

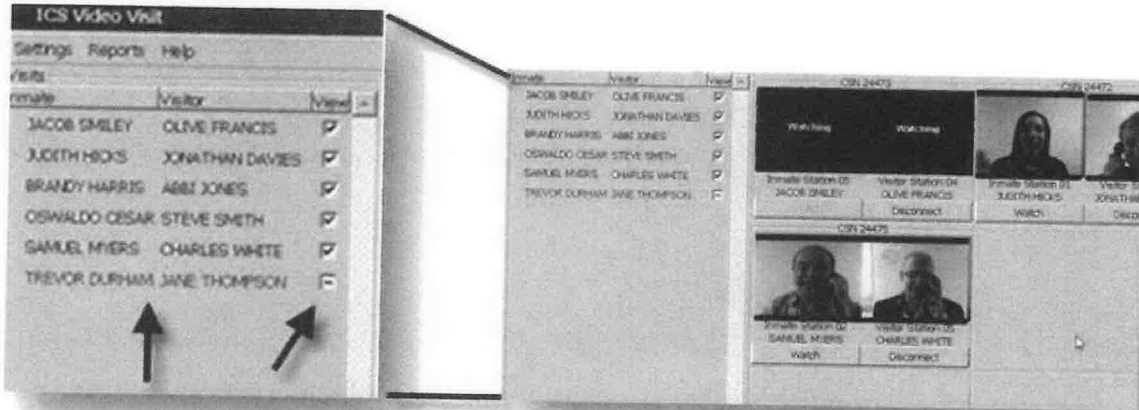


Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, the user will be required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

Confidential Visits Monitoring & Recording Options

Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit.



Monitoring Screen

The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number, and wait for approval prior to scheduling privileged visits.



Visitor Pane View – Audio Not Recorded

Officer Messaging During Video Visitation Sessions

THE VISITOR™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording.

INMATE CALLING
ICSolutions

THE ENFORCER®

ICS Enforcer Demo
User: caumiller (V 8.0.66-f)
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[Inmate](#)
[Global Numbers](#)
[Accounts](#)
[Monitor](#)
[Call Detail](#)
[The Visitor™](#)
[Visitation Detail](#)
[Reports](#)
[Echo](#)
[Site Admin](#)
[Tools](#)
[Logout](#)

Live Monitor Warning Messages

ID	Message Text	Remove
13013	Harassment and Sexual Harassment are not allowed	
13012	Inmate - Inappropriate dress (coveralls / uniform to be work correctly)	
13008	No phone use is allowed during visitation	
12002	Profanity is not acceptable and continued use will result in visit termination	
13009	Sexually related activities are prohibited	
13011	Visitor - Inappropriate dress	
12003	Visitor should remain seated at all times	
12004	Warning inappropriate behavior will cause your visit to be terminated	
13010	Warning use of any item in an unsafe or unauthorized manner will result in your	
12005	Warning Will terminate on next infraction	

- Users
- Roles
- Phone Schedule
- Commissary Schedule
- Phone Shutdown
- Phone Disable
- Station Edit
- Change Inmate ID
- Merge Inmate Records
- Enrollment Admin
- MOTD Admin
- The Communicator Admin
- The Informer Ad
- The Visitor™ Ad
- Visitor Account Classes
- Relationship Types
- Video Stations
- Visitation Station Groups
- Visitation Locations
- Visitation Location Schedule
- Visitor Registration Fields
- Live Monitor Warning Messages**
- Visitation Blackout

Message Feature – Administrator's Screen



Message Feature – Live Monitoring Screen

Video Visitation Station Shutdown

The Facility has ultimate control over the operation of the video visitation stations with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility's visitation policy and authorized schedule.

1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations that will be supplied by ICSolutions.



Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, the user will be required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

Scheduled Shutdowns

Authorized users can schedule when the video visitation stations operate through THE VISITOR™. Visits will only be available for scheduling when the stations are scheduled to be on.

Visit Location Schedule

Facility:

Search:

Showing 1 to 1 of 1 entries Previous 1 Next

Location Group Name*	Inmate Location RegEx	Station Group	Schedule	Remove
Block 3 C	A*\$	Default Inmate	07:00 - 21:00	

Edit Schedule: Block 3 C

Schedule Settings

Start: Hrs Stop: Hrs

Effective from: To: Forever

Set an effective end date:

Schedule Priority:

Apply these settings to the following days:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save Close

Showing 1 to 1 of 1 entries Previous 1 Next

Visit Location Schedule

Video Visitation Recording

THE VISITOR™ includes a recording feature, allowing investigators to playback visitations after they occur. With the storage server provided in ICSolutions' proposal, authorized users can access recorded visits onsite or remotely via secure web connection.

Recording Settings

THE VISITOR™ will record all video visitations with visitors who are not marked as "DNR" (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen. Both are easily identified by a green checkmark.

THE ENFORCER®

ENFQA02-STK0H-181108-190206
User: jhard
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Navigation: Inmate | Global Numbers | Accounts | Monitor | Call Detail | **The Visitor™** | Visitation Detail | Reports | Site Admin | Tools | Logout

Sub-menu: Visitor Accounts
 Visitation Schedule
 Schedule New Visit
 Inmate Keep Separates
 Approve Privileged Accounts
 Visitor Blacklist
 Location Schedule

Search filters:
 LAST name, first name, phone or email
 Account status: Approved, Pending Approval
 Search [Clear] More Search Criteria

Visitor Accounts

Search filters:
 LAST name, first name, phone or email
 Account status: Approved, Pending Approval
 Search [Clear] More Search Criteria

Change Columns | Reset Columns | Export | Print

Showing 31 to 40 of 2,439 entries Previous 1 2 3 4 5 ... 244 Next

Action	Name	DOB	Number	Email	DNR	Privileged	Created	Status
	BALLARD, ROSETTA	06/12/1992 (26)	1-246-410-2234	icsqa@icsolutions.com			03/13/2017 22:05:40	Approved
	BROWN, WILLIAM	12/07/1985 (33)	1-360-230-5831	icsqa@icsolutions.com	✓	✓	03/13/2017 22:06:25	Approved

Visitor Accounts Screen

The recording setting is automatically applied to the visitor's visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.

Visitor Detail – Visitor Class Information and Overrides Section

A checkmark in the "DNR" box indicates that the visitor's visitations will go unrecorded for audio and, if the DNR for audio and video option is selected, video as well.

Do Not Record Options

In addition to the traditional *Do Not Record* option, where neither the video nor audio is recorded, THE VISITOR™ Monitor offers facilities an additional option for handling the *Do Not Record* classification. The alternative available for privileged visitors with a *Do Not Record* classification is the *Audio not recorded* option, in which the video is recorded but the audio is not recorded.

Do Not Record Audio or Video

The traditional *Do Not Record* option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the *Visitation List* will include this visit red, but live monitoring or playback will not be available.

Inmate	Visitor	View
DENNIS JEFFREY	CHARLES WHITE	<input checked="" type="checkbox"/>
NATHAN LAURAIN	OLIVE FRANCIS	<input checked="" type="checkbox"/>
TREVOR DURHAM	ABBI JONES	<input checked="" type="checkbox"/>
OSWALDO CESAR	JANE THOMPSON	<input type="checkbox"/>
JUDITH HICKS	JONATHAN DAVIES	<input checked="" type="checkbox"/>
SHANA BROWN	STEVE SMITH	<input checked="" type="checkbox"/>

Monitoring Screen – Do Not Record Audio or Video

Audio Not Recorded

If the *Audio Not Recorded* option is selected as the facility's global setting for privileged visits, all of these visits will have only the video portion of the session recorded. There will be no audio recording.

Audio Not Recorded visits will be included in the *Visitation List*, and will be selectable to view the video only. These visits will be marked to identify the audio is not recorded with a red band and "Audio not recorded."



Audio Not Recorded Option

Visitor Requests for Confidential Visits

During the registration process, professional visitors can request to conduct legally privileged visits that will go unrecorded and remain confidential. The system requires the professional to enter their bar number with their request and to wait for Facility approval prior to scheduling a visit. After the visitor submits their registration, authorized users will be able to approve or deny the request on the Visitor Accounts screen. THE VISITOR™ is configurable to require approval for all visitors, or only those who are requesting privileged status.

Register to Agency

Select an Agency: Rhode Island - Video County Project

Select an Inmate: Test Inmate (999999)

Your relationship with inmate: Attorney

Check this box if you wish to request a privileged account. This will require your account to be approved by the facility before visits can be scheduled.

Register Cancel

Attorney Registration

Search & Download Recordings

Authorized users will be able to search visitation data and download and export recorded files in .mp4 format from the *Visitation Records* screen.

THE ENFORCER
Boone County Sheriffs Office
User: kauffman | 10:11:20 AM
Copyright 2009-2011

Navigation: Home, Global Numbers, Accounts, Monitor, Call Detail, The Visitor, Visitation Detail, Reports, Site Admin, ICS Admin, Tools, Logout

Visitation Records

Search: Last Name, First Name, Last Initial, Email, OR, Search, Clear, More Search Criteria

Date Ranges: 05/11/2017 00:00:00 to 05/18/2017 23:59:59

End Type: Visit stopped by time limit, Visit stopped by visitor

More Search Criteria:

General	End Status	End Type	OSN Range
	Visit ID Range	DNR	Privileges
	Duration	High Profile only	
Origin	Site	Visit Type	Station Group
	Station Name	Visitor Location	

Action	CBN	Visit ID	Scheduled Start	Actual Start	Duration	Scheduled End	Actual End	Visitor ID	Visitor	Visitor Station	Inmate ID	Inmate	Inmate Station	Additional Visitors	End Status	Visitation End Type
	61430272	34179	05/18/2017 10:30	05/18/2017 10:30	24:12	05/18/2017 10:55	05/18/2017 10:55	14890	ANTHONY, KYLE	V04	150020112	Michael, Dallas	A		Visit completed	Visit stopped by time limit
	61430274	34147	05/18/2017 10:30			05/18/2017 10:55	05/18/2017 10:59	11600	CLONKER, CHRIS	V04	148011057	Richard, Brandon	E	Visit missed	Visit stopped by inmate	
	61430280	33754	05/18/2017 10:00	05/18/2017 10:00	25:02	05/18/2017 10:25	05/18/2017 10:25	14631	SOLOMON, JESSIE	V04	148022185	Marquise, Dallas	D	Visit completed	Visit stopped by time limit	
	61430283	34127	05/18/2017 10:00	05/18/2017 10:00	25:02	05/18/2017 10:25	05/18/2017 10:25	14637	SARITA, MARY	V01	15002011813	Lee, Houston	A	Visit completed	Visit stopped by time limit	
	61430277	34180	05/18/2017 09:30	05/18/2017 09:30	18:52	05/18/2017 09:55	05/18/2017 09:55	14630	STEVEN, DAVID	V01	148020224	Wesley, Dallas	F	Visit completed	Visit stopped by time limit	
	61430273	34386	05/18/2017 09:00	05/18/2017 09:00	19:33	05/18/2017 09:25	05/18/2017 09:25	14643	NICHOL, JASON	V03	148013200	Prudence, Texas	C	Visit completed	Visit stopped by time limit	
	61430270	34183	05/18/2017 08:30	05/18/2017 08:40	14:58	05/18/2017 08:55	05/18/2017 08:55	14630	STEVEN, DAVID	V04	148020460	Galena, Texas	C	Visit completed	Visit stopped by time limit	
	61430292	34549	05/17/2017 21:30	05/17/2017 21:30	25:02	05/17/2017 21:55	05/17/2017 21:55	12280	ORLANDO, ROBERT	V01	148021483	Charles, Houston	E	Visit completed	Visit stopped by time limit	
	61430213	34150	05/17/2017 21:30			05/17/2017 21:55	05/17/2017 21:55	11471	BILL, MCKENZIE	V04	15010022148	Gerard, Texas		Visit missed	Visit stopped by visitor	
	61430201	34133	05/17/2017 21:30	05/17/2017 21:30	25:02	05/17/2017 21:55	05/17/2017 21:55	14626	WILEY, DONALD	V03	148020325	William, Texas	C	Visit completed	Visit stopped by time limit	
	61430268	34127	05/17/2017 21:00	05/17/2017 21:00		05/17/2017 21:25	05/17/2017 21:00	14830	MILLER, STACY	V04	148021430	Crystal, Arkansas		Visit missed	Visit stopped by visitor	
	61430266	34122	05/17/2017 20:00	05/17/2017 20:00	23:14	05/17/2017 20:25	05/17/2017 20:25	11600	WILLIAMS, KAREN	V03	148021167	Richard, Brandon	E	Visit completed	Visit stopped by time limit	
	61430217	34146	05/17/2017 19:30			05/17/2017 19:55	05/17/2017 19:40	12022	FREDERICK, CAROLANN	V04	148020964	Robyn, Texas		Visit missed	Visit stopped by visitor	
	61430263	34138	05/17/2017 19:00	05/17/2017 19:00	25:02	05/17/2017 19:25	05/17/2017 19:25	12361	WILLIAMS, WILEY	V04	15002014970	Gregory, Texas	A	Visit completed	Visit stopped by time limit	

Download Visit Recordings – Visitation Records Screen

Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visitor ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

Exporting Recordings

Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.

Visitation Records

Inmate ID Last Name Visit ID or Email

Date Ranges

Quick Searches

End Type:

Showing 1 to 100 of 240 entries Previous 1 2 3 Next

+	Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration	Scheduled End	Actual End	Visitor ID	Visitor	Visitor Station	Inmate ID	Inmate	Inmate Station	Add
<input checked="" type="checkbox"/>		81561178	38558	07/24/2017 21:00	07/24/2017 21:06	18:48	07/24/2017 21:25	07/24/2017 21:25	11407	BIRGE, ASHLEY	V04	000000017383	Black, Travis	E	
<input type="checkbox"/>		81561020	38527	07/24/2017 20:30	07/24/2017 20:30	25:02	07/24/2017 20:55	07/24/2017 20:55	12103	SMITH, LISA	V04	200700021812	Smith, Brandy	B	
<input type="checkbox"/>		81561071	38525	07/24/2017 20:30	07/24/2017 20:30	25:02	07/24/2017 20:55	07/24/2017 20:55	15133	HENDRY, KYLIE	V02	140032708	Tharp, Justin	E	

Visitation Records – Download Recordings

The video can also be downloaded directly from the playback screen:

Powered By THE ENFORCER

ICSolutions *Advanced Technology*

CSN: 7323545
 Inmate ID: 45592
 Inmate Name: BARKER, KEVIN
 Inmate Station: Inmate Kiosk 1

Visitor Name: DUSIN, BEN
 Visitor Station: Visitor Kiosk 1
 Call Date: 07/27/2016 06:00PM

volume: 100% speed x1.00

00:17:27 / 00:24:29 Go to...

No saved notes / bookmarks.

Playing

Recorded Video Visitation - Playback

Keeping Recordings

All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the "Keep Video" function, authorized Facility users can also choose to retain some visitor's visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant will be stored indefinitely.

Class Information and Overrides [-]

Current Class: Keep Video:

Privileged:

Do Not Record:

Charge Type:

Visitor Account Detail – Keep Video by Visitor

Inmate ID:

Status	Location	Last Name	First Name	Middle Name
Active	R7	Abston	Donald	Edward

PIN: High Profile: TDD

ID: Passcode:

Recorded Name:

Class: Billing ID:

Restrict: Calls Every: Cycle:

Always Keep Video:

ALERTS

Email Address(es): Attach

Pager Number(s):

Monitor Number(s):

Payment Email(s):

General

Max PANs Allowed: Default: 20 PANs enabled

Free Calls: Allowed Remaining: Disabled Last Reset:

Last Activation: 2016-07-07 08:48 **Last Release:**

Balances: Debit Acct: \$ 0.00

[Click here to skip down to: Notes](#) [Suspensions](#) [Station Groups](#) [PANs](#)
 Other helpful links: (no cards) [Show Debit Acct](#) [Show Call Records](#)

Visitor Account Detail – Keep Video by Inmate

INMATE CALLING
ICSolutions

THE ENFORCER[®]

boone County Sheriffs office
User: caumiller (V 7.0.20-f)
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Inmate Global Accounts Monitor Call Detail The Visitor[™] Visitation Detail Reports Site Admin ICS Admin Tools Logout

Visitation Records

Inmate ID, Last Name, Visit ID or Email + OR

Date Ranges 05/11/2017 00:00:00 05/18/2017 23:59:59

Quick Searches Show All

End Type: Visit stopped by time limit, Visit stopped by visitor

Showing 1 to 100 of 268 entries Previous 1 2

+ Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration
<input checked="" type="checkbox"/>	61430375	34179	05/18/2017 10:30	05/18/2017 10:30	24:12
<input type="checkbox"/>	61430376	34147	05/18/2017 10:30		

More Search Criteria

General

End Status	End Type	CSN Range
Visit ID Range	DNR	Privileged
Duration	High Profile only	

Origin

Site	Visit Type	Station Group
Station Name	Visitor Location	
10:55	10:55	
10:55	10:39	
11860	CLOUSER, CHAD	140031062
	KAYLA	
		Rutherford, Nathan
		Rutherford, Brandon

Visitation Records Screen – Keep Video

Recording Storage

Video recordings will be stored on fault-tolerant enterprise-grade Dell servers using RAID 5 configuration. The proposed storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution will be configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

- The System must have the capability to perform off site visitations to laptops, smart phones, etc without the use of third party entities. Account funding options should be handled solely by the provider and it is not preferred by the County to have the inclusion of 3rd parties for such funding options.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Remote Visitor Visitation with Revenue Generation Capability

THE VISITOR[™] Video Visitation provides an additional revenue generation opportunity with remote video visitation, available to both laptops and smart phones. For details of the proposed financial offer, please refer to **SECTION 9: COMMISSIONS & RATES**.

With The Visitor's remote visitation capability, the visitor is not geographically limited. The visitor may decide to travel to the jail and visit from one of the visitor video stations furnished and installed at the Jail, or they may choose to visit from a home or office computer, from any location, if the County desires this feature.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with THE VISITOR™ iOS or Android app installed, and have advanced purchased their visitation time when scheduling the visit via an internet browser. ICSolutions will provide a **free downloadable application** to facilitate the connection between the visitor's computer and the jail.

Account funding is handled by ICSolutions. Friends and family can fund video visits utilizing their Family First Prepaid account, thereby minimizing funding fees and streamlining the process. Inmates can also initiate and fund visits using their Debit phone account.

5. Visitation Units must be constructed of high impact material including a steel lanyard and security grade handset.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Our vPhone visitation units are hardened and designed specifically for corrections. We have described our visitation units in detail in response to REQUIREMENT #1 earlier in this section.

6. Please describe the type of internet connection that will be supplied by the Vendor to effectively operate the Video System.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will deploy a private, dedicated network that is totally isolated from and will never traverse the County's network. Because THE VISITOR™ is a module embedded in THE ENFORCER®, less hardware is necessary to support video visitation.

7. Please describe types of services, features and account funding options offered on the video units.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Special Features Available with The Visitor™

In addition to providing video visitation, the vPhone station can serve as an inmate kiosk when not in use for visitations, which can save valuable facility staff time and streamlining processes such as commissary ordering and grievance filing. THE VISITOR™ is a module of THE ENFORCER®, which features an Open

Standards architecture that allows it to easily integrate with other Jail systems. THE ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

Below are just a few of the interfaces that we are commonly requested to provide. Other interfaces are available and can be created **at no cost to the County**. For example, if the County subscribes to inmate services, such as employment search software, ICSolutions will be happy to develop an interface to enable inmates to use the application on the inmate's multi-functional vPhone video stations.

- **Inmate Phone Calling App** – Because THE VISITOR™ is a module of THE ENFORCER®, the inmate vPhone video station allows inmates to place calls via a touchscreen on the kiosk. Calls placed through the inmate vPhone video station will have the same call control, investigative, administrative, reporting, recording, monitoring, and restriction settings that are applied to calls placed over the inmate phones.
- **Resident Portal with Data from JMS Integration** – Because THE VISITOR™ is a module of THE ENFORCER®, the JMS integration with the ITS will also update the data and restrictions necessary for THE VISITOR. THE ENFORCER® will interface with the current Jail Management System (JMS) provider in order for the ITS database to have a current and the most up-to-date list of all inmates, their location within the facility, and their current visitation privilege status. Leveraging this interface, we will also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate. This interface also enables inmates to use the video visitation station as a **Resident Portal**, whereby they can view general facility information, such as handbooks, as well as inmate-specific information, such as scheduled visitations, court dates, and release dates.
- **Commissary Ordering through Interface with Commissary** – The inmate's multi-functional vPhone video stations are capable of interacting and sharing data with commissary applications to allow inmates to log in to his account, check the inmate information provided by the County or available within THE ENFORCER® (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. **This eliminates the need for the facility to provide additional specific-use inmate/commissary kiosks separate from the video visitation stations.**
- **Interface with a Current or Future Law Library Research Service** – THE VISITOR™ and its video visitation station is capable of interfacing with the current or future law library research system to give inmates the option to research the law from the inmate video visitation stations. **This would eliminate the need to transport an inmate to a dedicated terminal in order to search the database.**
- **Access to Grievance Filing/Medical Request Applications** – THE VISITOR™ video visitation system includes the capability to interface with the County's inmate request system to serve as a portal to permit an inmate to file a grievance, request an appointment with a medical professional, even file information as to criminal activity in the housing pod.

Investigator Tools: The Analyzer Link Analysis

In order to bring the latest in intelligence gathering to client facilities using our calling and payment services, ICSolutions offers **The Analyzer link analysis**, our data mining solution specifically designed for our services. This tool is designed with the investigative needs of the corrections market in mind.

The Analyzer module is a powerful data mapping tool that enables you to graph complex data relationships based on **inmate calling activity** and **account funding activity** in THE ENFORCER®, as well as **video visitation activity** in THE VISITOR™. The information displayed using The Analyzer can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through THE ENFORCER®, conducting visitation through THE VISITOR™, and funding events through ICSolutions® Point of Sale system, as well as third-party Point of Sale systems.

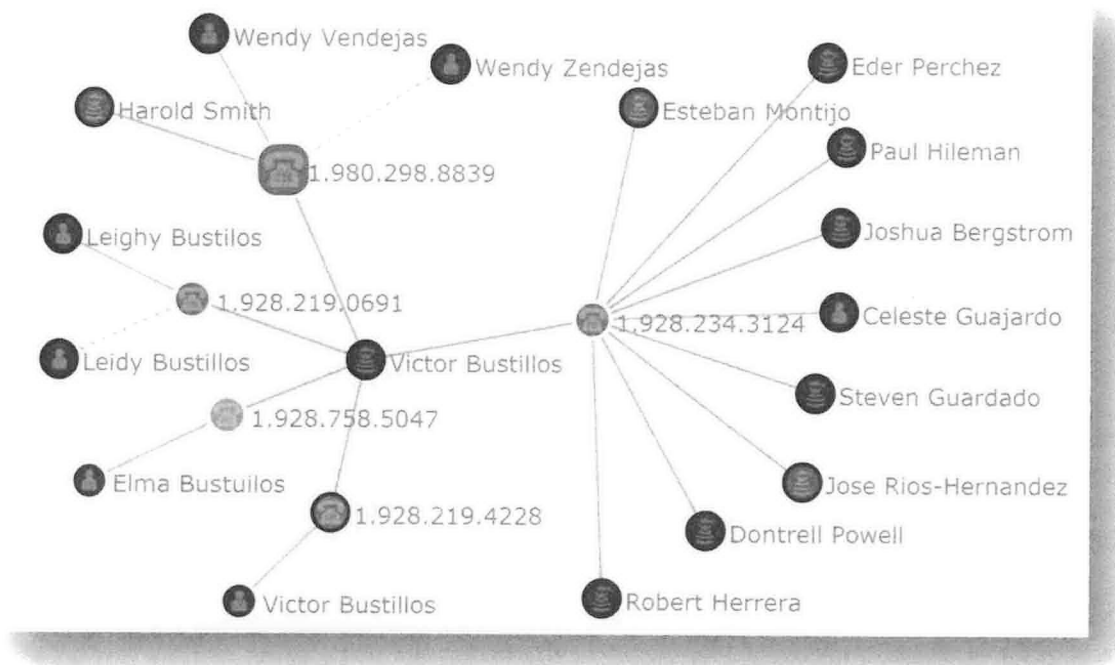
Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through THE ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- Receiving phone calls
- **Scheduling or conducting video visitations (both onsite and remote)**
- Depositing funds into an inmate's account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to THE ENFORCER® for monitoring/recording)

Key features of The Analyzer include:

- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Like THE ENFORCER®, The Analyzer is a web-based program. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.
- **This tool will automatically be applied to all calling, visitation, and payment information.** The County will have access to The Analyzer reports **in real time**, 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

Below is a sample The Analyzer **visual map**. The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



The Analyzer Visual Map

Account Funding Options

Because the Visitor™ is a module of the ENFORCER®, visitors will be able to pay for remote video visitation sessions using their Family First Prepaid account. This minimizes funding fees for friends and family, and streamlines the process.

Utilizing the kiosk, the inmate will also be able to request or schedule visits, and pay for them using funds in their Debit phone account. We have provided additional information on these inmate-initiated visitation services below. Additionally, if a commissary interface is in place, the inmate will be able to place commissary orders using funds in the trust account via the vPhone kiosk, as well as place standard inmate calls using the funds in his/her debit phone account.



Inmate Outreach Visit Requests & Inmate-Scheduled Visits

Using The Visitor's INMATE OUTREACH feature, inmates will be able to send a scheduling request to approved visitors, or inmates can schedule and pay for (if necessary) visits themselves. These inmate self-service options save facility staff time and reduce inmate questions by empowering the inmate to participate in the visitation scheduling process.

From the INMATE OUTREACH screen, an inmate can choose to send a visitation request or schedule a visit with any approved visitor:

Back	PAUL WALKER	26 seconds	Logout
Visitor Name			
	KEVIN BLALOCK	Visit Request	Schedule
	BEN DUSINBERRE	Visit Request	Schedule

Inmate Outreach – Request or Schedule a Visit

Inmate-Initiated Visitation Request

Using the VISIT REQUEST option, an inmate can request that an approved visitor schedule a visit. The Visitor™ will email the request to the visitor with a link for them to schedule the visit. If the visitor schedules a remote video visit with the inmate, the visitor will pay for the visit at the time of scheduling using funds in their Prepaid Account.

Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility's cancellation policies and procedures, the visitor will receive a refund of any remote visitation cost to their Prepaid Account.

Inmate-Scheduled Visit

The SCHEDULE option allows the inmate to select the date and time for a visit and, if the visit will be remote, to pay for the visit from his or her Debit calling account. Based on the visitation options available at a specific facility, the inmate first selects the type of visit they want to schedule – Onsite Video, Contact, or Offsite Video (remote).

Back	PAUL WALKER	23 seconds	Logout
Scheduling a visit with BEN DUSINBERRE Please select location			
Onsite Video Contact Offsite Video			

Inmate Scheduling for Contact & Video Visits

The inmate then selects a date and time and confirms the visit to be scheduled.

Back **PAUL WALKER** 21 seconds **Logout**

Scheduling a Onsite Video visit with BEN DUSINBERRE
Please select day

Tomorrow 03/06	Saturday 03/07	Sunday 03/08
Monday 03/09	Tuesday 03/10	Wednesday 03/11

Schedule Visit – Date Selection

Back **PAUL WALKER** 24 seconds **Logout**

Scheduling a Onsite Video visit with BEN DUSINBERRE on 03/06
Please select a time

02:30 PM	03:00 PM	03:30 PM	04:00 PM	04:30 PM
05:00 PM	05:30 PM	06:00 PM	06:30 PM	07:00 PM
		07:30 PM		

Schedule Visit – Time Selection

Back PAUL WALKER 24 seconds Logout

Scheduling a Onsite Video visit with BEN DUSINBERRE on 03/06 at 17:30
This visit will be free

Yes, schedule visit Do not schedule

Schedule Visit – Confirm

For free visits – *ONSITE VIDEO* and *CONTACT* visit types – the inmate confirms they wish to schedule the visit, and then The Visitor™ instantly analyzes the visit request against its rules set to ensure adherence to all facility rules and policies. If the visit cannot be completed due to noncompliance with the rules, the inmate will be notified of the reason.

If the inmate is scheduling an *OFFSITE VIDEO* visit, the cost of the visit is displayed before the confirmation step, and the inmate is asked to acknowledge this cost before confirming the visit. Once the inmate confirms that he or she wishes to utilize their Debit Account funds to schedule the visit, the required funds are reserved in the inmate's Debit Account. Then The Visitor™ analyzes the visit request against its rules set. If the paid *OFFSITE VIDEO* visit cannot be completed due to noncompliance with the rules, the inmate is notified of the reason, and the reserved Debit Account funds are immediately released.

If the visit is allowed, the inmate will see a message confirming the scheduled date, time, visitor, and visitation location/type:



Visit Scheduled

The Visitor™ will email the visitor with information about the scheduled visit, along with a link in case the visitor needs to cancel. Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility's cancellation policies and procedures, the inmate will receive a refund of any remote visitation cost to their Debit Account.

8. It is desired by the County that the bid percentage on all services offered, telephone, video kiosks and Tablets, include the units to be provided at no cost to the County, including installation, training and annual maintenance fees and software upgrades for the term of the agreement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' offer for the County is entirely turnkey, meaning that all equipment, hardware, software, installation, training, maintenance, and software upgrades are provided at no cost to the County for the life of the contract. For information on our proposed financial package for the County, please refer to SECTION 9.

TABLETS: Brown County is considering the distribution of Tablets for inmate use in the facility. Please include your tablet solution if available. Define your preferred tablet distribution ratios to inmate, charging station options, tablet replacement pricing, features, applications and any associated costs. It is preferred that the funding of media Apps should be separate from the telephone or video visitation options.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

The Bridge Wireless Tablet

ICSolutions is proud to offer Brown County our wireless Bridge tablets. With this shared tablet solution, our initial deployment ratio is 1:5, 1 tablet for every 5 inmates, which will be provided at no cost to the County. For complete pricing information on our optional tablet solution, please refer to **SECTION 9: COMMISSIONS & RATES**. Funding for media apps is completely separate from The ENFORCER® telephone and video visitation platform.

The Bridge wireless tablets were created exclusively for the corrections environment. Using cutting-edge technology, inmates use hardened handheld tablets through our secure wireless network as multimedia communications devices. Our proposed solution allows mobile communication and features for inmates on The Bridge tablet while still providing the safety and security protocols required in a corrections environment. The tablet allows ICSolutions to provide inmate access to secure phone calling, inmate services, music and media content, facility and informational documents, and educational content, as well as other communication products such as email. Our proposed solution provides monitoring, reporting, and security protocols and more.

The Bridge Hardware



The Bridge wireless tablet has rugged external housing and was drop-tested to meet military-grade 810G (**MIL-STD-810G**) standards. Inmates will find it difficult to break the tablet or access interior components, like the motherboard. The Bridge tablets feature a black, bezel bumper to protect against impact and purposeful discoloration. The clear back cover discourages inmates from trying to hide contraband inside the device.

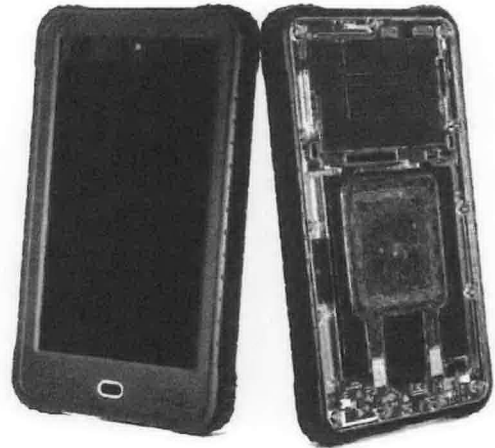
Additionally, the device is protected from inmate access to the inside of the case via specialty security screws, which require a custom tool to remove.

The Bridge wireless tablets are built from the ground up, blending a custom-built OS with durable hardware to ensure that only ICSolutions software functions on the hardware and vice versa. The secure operating system delivers *superior security over products based on off-the-shelf components*.

The Bridge features an 8" multi-touch screen with LED backlight, 2GB memory, 32GB Flash Memory and a front-facing 5MP camera.

Hardware Specifications:

- CPU: RK3368 Octa-Core 1.5 GHz
- Display: 1280 x 800 pixels 8" IPS touch-screen
- RAM: 2GB DDR3
- Flash Memory: 32GB Flash
- Battery: 3.7V 8000 mAh rechargeable Li-Polymer
- Camera: 5.0 MP front-facing camera
- OS: Proprietary OS built on Android v7.1
- Wi-Fi: 802.11 a/b/g/n/ac Dual Band 2.4/5GHz
- Audio: Headphone Jack, External Mic, Dual Speakers
- I/O Interface: Micro USB 2.0 port; On/off button; Volume +/- button; NFC; DC In
- Charging: AC: 100-240V, 50/60Hz; DC: 5V/2A; Wireless Charging: 5V/1.2A
- Integrated Functions: FM radio; RFID
- Testing: Drop tested to MIL-STD-810G
- Headphones: High visibility yellow 42" HD earbud/mic combo



Key Hardware Features:

ICSolutions is dedicated to providing the highest quality, custom-built hardened tablet in the market. Key hardware features of The Bridge tablet include:

- 8" 1280 X 800 pixels IPS touch-screen display — High-resolution display and screen size enhances services like games, photo sharing, e-books, and messaging
- Extended life battery — 7+ hours of screen time from a single charge reduces time spent managing charging cycles
- Enhanced chipset — Faster processing speeds, increased memory, and enhanced wireless capabilities combine to ensure fast, smooth delivery of services
- Integrated RFID — Tracks devices to within 5m, even when the tablet is powered off

The Bridge Wireless Tablet Charging

Providing charging solutions is vital to the success of our wireless tablet deployments. ICSolutions offers two wireless charging options which are custom designed for the corrections market. Providing a secure and convenient way to keep the devices powered maximizes the time an inmate spends using services and eases the burden of managing devices for facility staff.

Charging Stations

The Bridge tablet hardware will include dual charging stations which will provide capacitive charging for the tablets. The tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. Tablet charging stations are secured to walls, and inmates cannot remove them. Each charging station holds two tablets.



Charging Cabinet Enclosure – 9 & 15 Port

As an optional feature, we can provide lockable charging cabinet enclosures, which will provide both wireless charging and storage of The Bridge tablets. Tablet charging cabinets are secured to walls and inmates cannot remove them. The charging cabinet has two optional capacities, nine and fifteen tablets. The enclosures are custom designed for the corrections market – reducing hard edges, eliminating exposed hinges, and increasing strength of the steel. The compact design minimizes the space required to keep devices charged and running.

The Bridge Tablet Monitoring & Tracking

The Bridge solution includes the definitive inmate tablet monitoring, reporting, and tracking system. Designed to deliver a unified solution for remote monitoring and control capabilities, this powerful web-based application delivers password protected access to a comprehensive suite of configuration, management, and investigative tools. From the interface, you can observe device status and real-time usage, detect non-compliance, enable or disable them and more. Authorized facility staff can access the application on any standard web browser, including Internet Explorer, Firefox, and Chrome. You have complete tablet control and oversight. No special equipment or software necessary.

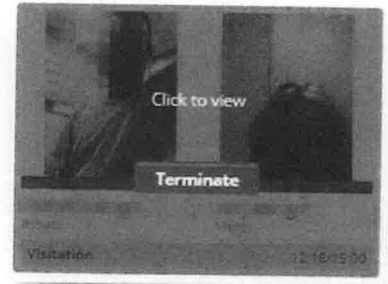
ACTIVITY DATE	FACILITY	TABLET	CATEGORY	SUBJECT	ACTION	DETAILS	SESSION ID	RESIDENT NAME	PHOTO
10/11/2019 06:22:57	Memphis - 4 South, Inmate	CCBSABASFES6	app	net.gtl.player.musicchannels,Music Channels,2.99.0-27	start		889ebdc7-46c6-4a65-bbc2-cecaf49d5f68	MEMPHIS	
10/11/2019 06:22:55	Memphis - 4 South, Inmate	CCBSABASFES6	app	net.gtl.player.musicchannels,Music Channels,2.99.0-27	stop		889ebdc7-46c6-4a65-bbc2-cecaf49d5f68	MEMPHIS	
10/11/2019 06:08:30	Memphis - 4 South, Inmate	CCBSABASFES6	app	net.gtl.player.musicchannels,Music Channels,2.99.0-27	start		889ebdc7-46c6-4a65-bbc2-cecaf49d5f68	MEMPHIS	
10/11/2019 06:08:26	Memphis - 4 South, Inmate	CCBSABASFES6	app	com.telmate.messages,Messages.9.7.0-409	stop		889ebdc7-46c6-4a65-bbc2-cecaf49d5f68	MEMPHIS	
10/11/2019 06:08:22	Memphis - 4 South, Inmate	CCBSABASFES6	app	com.telmate.messages,Messages.9.7.0-409	start		889ebdc7-46c6-4a65-bbc2-cecaf49d5f68	MEMPHIS	

The Bridge: Tablet Audit Screen showing inmate and tablet activity

Each tablet collects data ranging from non-privileged communication to usage history for real-time or future investigations. This includes pre-approved content like music, books, and education material. Authorized staff can easily review and search data for audits, analysis, and criminal investigation.

System Controls and Restrictions

Facility staff permissions are controlled by user roles, allowing a variety of permission sets. Authorized users can establish tablet usage policies such as days/times when tablets function. Inmate Tablet privileges can be suspended with an automated end date for individual inmates, groups, or entire housing units in just a few clicks. Authorized users can lock/unlock an individual tablet or ALL tablets. Should facility staff need to suspend a friend or family member's privileges, they can do so easily via any web browser. Additionally, authorized users can terminate tablet phone calls from the live monitoring screen.



Monitoring Activity

Designed to give you remote monitoring and control capabilities, this powerful web-based application delivers password protected access to a comprehensive suite of configuration and management tools. Inmates do not own the tablets when using the ICSolutions shared usage model. If the facility needs to restrict an inmate's access for disciplinary reasons, the staff member can do so with a few mouse clicks. There is no need to rescind property.

Should facility staff need to suspend a friend's or family's privileges, they can do so from any web browser.

From the GUI, you can observe device status and real-time usage, detect non-compliance, enable or disable tablets, and more. Using any internet-enabled device, authorized facility staff can access the application using a standard web browser, including Internet Explorer, Firefox, and Chrome. Brown County has complete control and oversight. No special equipment or software is necessary.

Reporting

The Bridge Tablet GUI features highly configurable reporting options for facility staff that provide detailed information of what the inmates are doing with their tablets. All inmate activity on the tablet creates an audit trail for monitoring purposes. This includes the following:

- Tablet ID
- Tablet location
- Inmate identifications
- Applications accessed
- Time spent on each application
- Duration of access on tablet
- Inmate photographs upon login
- Inmate account usage from a financial perspective
- Inmate account usage on free profile

- Inmate education usage on learning profile

Start Date	End Date	Class	Term	Time Elapsed	Amount
08/09/19 13:45	08/09/19 13:49	closed	3	60	\$0.05
08/09/19 13:47	08/09/19 13:47	login_photo_failed	2		\$0.00
08/09/19 13:46	08/09/19 13:46	closed	12	60	\$0.05
08/09/19 13:45	08/09/19 13:45	closed	3	60	\$0.05
08/09/19 13:44	08/09/19 13:44	closed	2	60	\$0.05
08/09/19 12:34	08/09/19 12:34	closed	0	0	\$0.00

The Bridge Tablet Security

The Bridge is a fully secure system. Both hardware and software components of the tablets have been put through rigorous third-party penetration tests to ensure they are impenetrable by inmates and external sources. Additionally, most of our physical equipment is located off-site in secure Data Centers, which have multiple layers of security to protect your information.

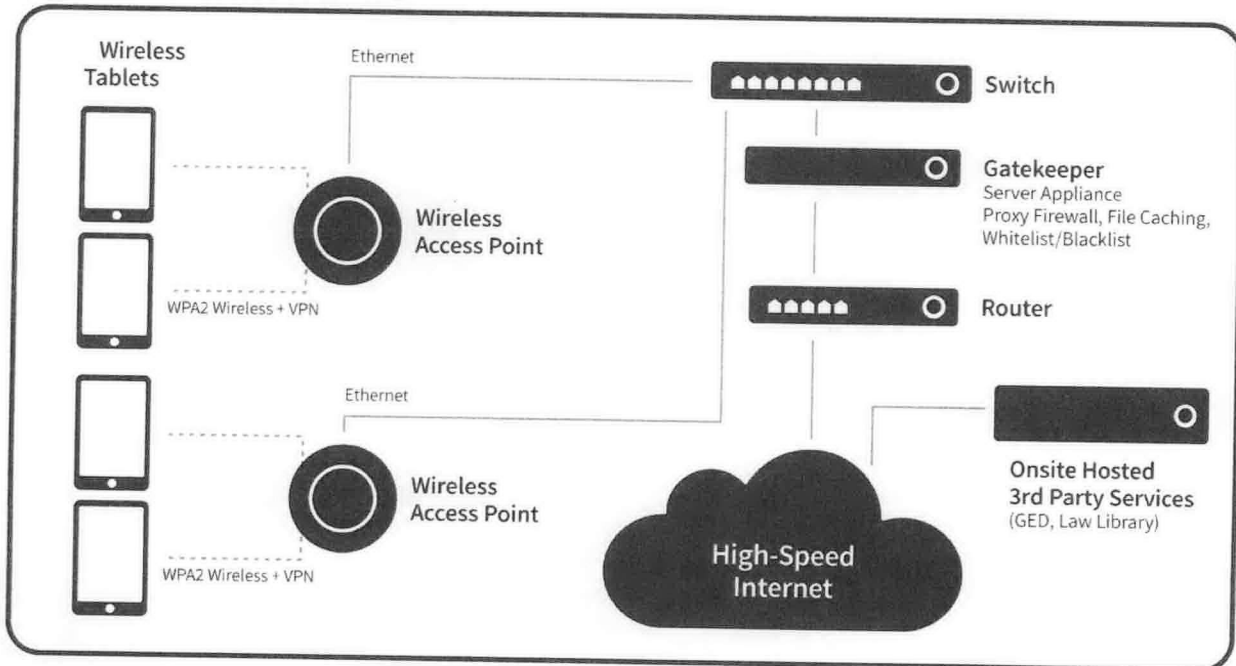


Info@Risk, an independent information security assessment firm, performed a set of rigorous, comprehensive penetration tests on The Bridge corrections-grade wireless inmate tablet. Vulnerabilities found by Info@Risk were remediated, and subsequent re-testing confirmed that all significant vulnerabilities were successfully eliminated. As of September 2018, Info@Risk certified that The Bridge, as tested, has applicable information security controls in place to resist attacks from all typical attack vectors.

Network Security

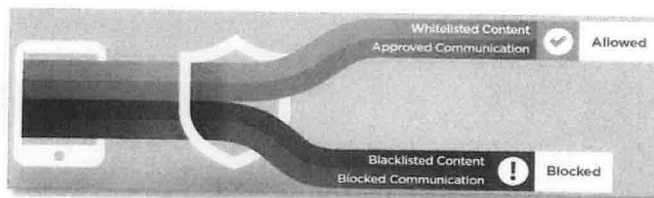
ICSolutions' secure, independent wireless tablet network will be completely isolated from Brown County's servers. All tablet communications route over an encrypted VPN running on a highly-secure, invisible wireless WPA2 network. Additionally, our network architecture routes all communication through a

Sample Jail Facility



Gateway server appliance, which is both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet).

Inmate-to-inmate communication on our wireless tablets is blocked by the network gateway, which acts as a firewall to strictly prohibit internal communication. The wireless network design ensures that in the event of any component failure, there will be no escalation of privileges and inmates cannot gain open access to the Internet. We have designed these features to execute the highest data access security within your facilities.



Operating System Security

Each of our tablets runs a custom version of Android, which only connects to approved, secure access points on the independent ICSolutions network. Inmates cannot reset the tablet devices to a default Android ROM, as there is no default ROM on the device. Inmates have no access to device settings (other than user preferences like volume, rotation, and brightness control) and they cannot see or access alternative networks. The wireless tablet has no cellular capabilities and has no media slots, further limiting access possibilities.

The operating system on our corrections grade tablets is designed to use the camera for security only. By design the inmate is not able to access the camera for picture taking or recording. Photos are taken at login and for audit purposes only and can only be reviewed by facility staff with specific permissions.

The Bridge is the most secure corrections-grade inmate tablet solution in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on the wireless Android tablet device. The assessment included attempting both hardware and software-based attacks from an inmate or external collaborator. As part of testing, "ethical hackers" configured The Bridge wireless tablet in conjunction with manufacturers to simulate an actual deployment, including the secure networking components.

Firmware Security

ICSolutions has full control over the firmware and source codes that appear on our tablets. Tablets are connected online through our secure network infrastructure. If security vulnerabilities were detected, updates would occur immediately, eliminating the need for offline synchronization; a common business practice among our competitors. In addition, we can push ROM updates over the air. These updates typically occur monthly, but the frequency can be tailored to meet the needs of Brown County.

Hardware Security

A rugged, shatter-proof design prevents inmates from accessing the interior components like the motherboard. Additionally, our device is protected from inmate access to the inside of the case via our specialty security screws, which require a custom tool to remove. The tablet's durable, clear body adds another layer security to help prevent contraband from being hidden in the device. The Bridge tablets include additional features to ensure facility safety and security.

Wireless Security

ICSolutions uses best-in-class security measures to ensure wireless device and the wireless networks are properly protected from malicious behavior. This ensures only ICSolutions devices can access the network while unauthorized devices do not. If a device is attempting to connect to access an unauthorized Wi-Fi signal the device is detected and its wireless connectivity disabled, rendering it unusable.

Application Security

The Bridge management software controls all tablet software applications. This wireless system application security allows for easy and quick deployment of applications and firmware changed over the air (OTA), without any end user interaction required.

The administrative interface allows facilities to manage whitelisted (allowed) and blacklisted (restricted) sites at the global level and the facility level. This allows a greater amount of flexibility for the preferences of the allowed content. Changes to the whitelisted and blacklisted sites can be made in real time and are quickly adopted by the Secure Network.

Our application security is designed to:

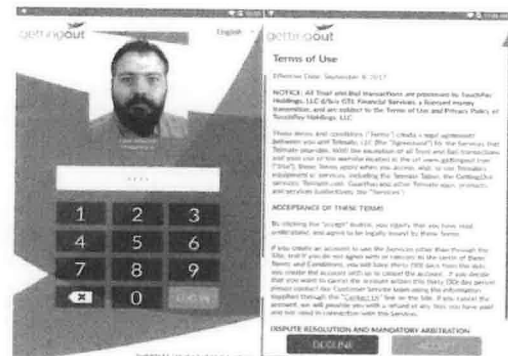
- Eliminate external linkages
- Deny unapproved content
- Remove back-door access to tablet settings

The Bridge Tablet Applications

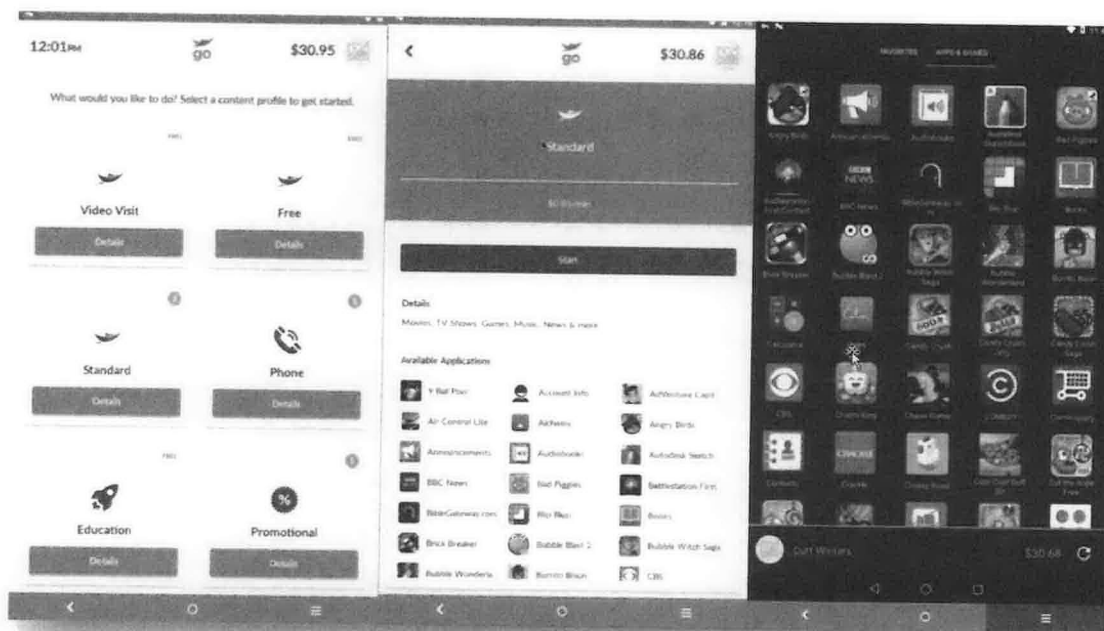
As a part of The Bridge wireless tablet solution, ICSolutions can provide several applications to be used by inmates from the tablet touch-screen. Our solution allows mobile communication and features for inmates on The Bridge tablet while still providing robust safety and security protocols. The tablet allows ICSolutions to provide inmates access to phone calling, inmate services, music and media content, facility and informational documents, educational content as well as other communication products such as messaging.

Tablet Application Usage & Profiles

The Bridge tablet solution operates using a "shared tablet" model. The applications which reside on the individual tablet are accessed by the inmates when they login to the tablet using their unique facility designated PIN. Once the inmate has signed into the tablet system the application profile content menu is shown. These are the content solutions available to the inmates through the facility's wireless network. ICSolutions will work with facility staff to create each of the profiles and the applications that will reside in the profile.



By tapping on a content profile, the inmate can view the available applications for that profile. The listing of individual applications within the profile are shown and is scrollable. The pricing for each application is shown under the profile heading. The inmate can begin the use of the applications in the profile by tapping on the START at the top of the menu screen. All applications within the profile may be used by the inmate.



By providing these applications at Brown County, the tablets can introduce powerful incentives for promoting positive behavior within the inmate population.

Available Tablet Applications

The Bridge tablet solution can deliver the following applications:

- **Inmate Calling** (Using the inmate telephone platform)
- **Messaging** (Secure inmate electronic messaging)
- **Photo Gallery App** (Allows inmates store photographs)
- **Documents & Facility Info** (Inmate & facility information documents, incl. PDF, w/ photo acknowledgement feature)
- **Inmate Grievance App** (Inmate complaints & concerns)
- **Inmate Request App** (Inmate information and program requests)
- **Commissary App** (Commissary ordering)
- **Law Library Access** (Inmate access to requested state/federal law information)
- **Account Info** (Inmate trust account balance & recent activity access)
- **Contacts** (Inmate's contacts who have accepted an invitation for communication)
- **Basic Education App** (Basic educational programs such as Khan Academy & CareerOneStop)
- **Learning Management System** (Comprehensive educational content management)
- **E-Books Service** (Access to authorized digital books including religious and self-help)
- **Audiobooks** (A library of approved audiobooks)
- **Podcasts** (A library of approved episodic audio files)
- **Movies/Video On-Demand** (Allows inmates to watch movies and video features)
- **Music Videos** (A collection of music videos curated for the corrections environment)
- **Streaming Music** (Provides inmate access to a world of music and radio)
- **Games Center** (Access to authorized games)
- **News & Sports Content** (Secure access to a selection of entertainment RSS feeds)
- **Help** (A collection of Help and FAQ materials)
- **Dictionary** (Merriam-Webster or Oxford Spanish-English translator)
- **Calculator** (Basic function calculator)

Additional information about select applications can be found on the following pages.

Inmate Calling

Through The Bridge tablet we provide our ICSolutions ***Inmate Calling App***. With ICSolutions Inmate Calling, inmates can place calls to friends and family using the touch screen inputs. **The calling app will connect directly to the proposed ICSolutions ENFORCER® ITS via the secure wireless network.**

Additional investigative opportunities are created—with more calls available to analyze—with inmates speaking to associates from their living quarters. All security features of your existing ENFORCER® inmate telephone system are available as part of our proposed tablet solution. Tablets are simply a gateway for inmates to access ICSolutions' inmate phone platform.



Inmate Calling via
The Bridge Tablets

The tablets are securely connected to the ENFORCER® ITS and utilize the same call parameters and functions, including live monitoring. All investigative and analytical tools will be the same for calls placed on tablets or standard inmate phones.

Calls made using the app on the wireless tablet create the same CDR within the ITS. Reporting can be done on all the same criteria as calls placed from a standard inmate phone. The Location ID of the calling phone will be the ID of the tablet used.

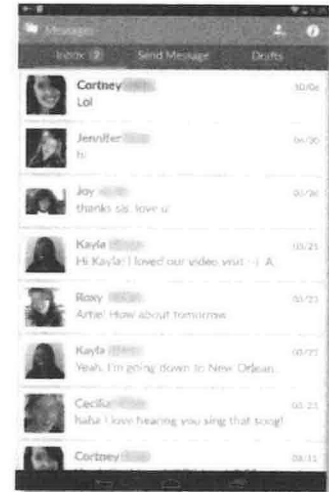
Messaging App

The Bridge's MESSAGING APP is more than just a secure e-messaging application. Messages to and from approved contacts allow inmates a simple, affordable communication method—and your investigators a whole new channel of evidence. A wide range of facility review and approval options are included.

Alarms and Alerts are available based on keywords or per inmate/contact.

Friends and family can message their inmates from any standard personal computer or handheld device with web access.

Staff-to-inmate communication – The Bridge tablets allow direct communication to individual inmates or groups by facility staff using the FACILITY



MESSAGING APP.

Photo Sharing

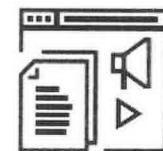
With the PHOTO GALLERY APP, friends and family can easily share photos with inmates from any standard PC or mobile device with web access. All photos can be monitored for inappropriate/offensive content before posting.



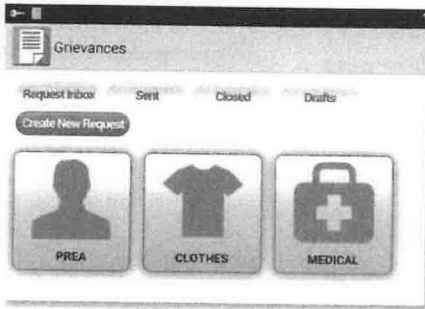
Share Photos Quickly and Easily!

Inmate Grievance Automation

The INMATE GRIEVANCE APP offers a fully integrated and comprehensive paperless electronic grievance system which automates and simplifies this task for facility staff. The wireless tablets have a built-in tracking and monitoring capability which allows for better management. The electronic request and response system creates a digital record of every transaction with timestamps and an audit trail that is designed for judicial review. This system archives all the exchanges. They can be searched and reports can be created based on type, time, and status. Staff can read and investigate inmate requests from any web-enabled device.



Fully Integrated Grievance System

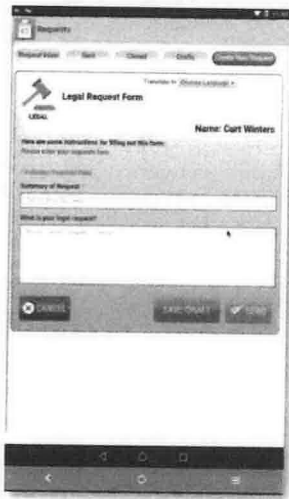


The Bridge wireless tablet replaces pen and paper forms with secure digital forms such as:

- Inmate-facility correspondence
- Grievances
- Sick call slips
- Crime tip & PREA reporting

Grievances can also be sorted by severity level, and access by facility staff to the different severity levels are determined by role permissions. The Grievance tool allows administration to track and audit the response times, as well as reporting on closures and resolutions.

Inmate Request Automation



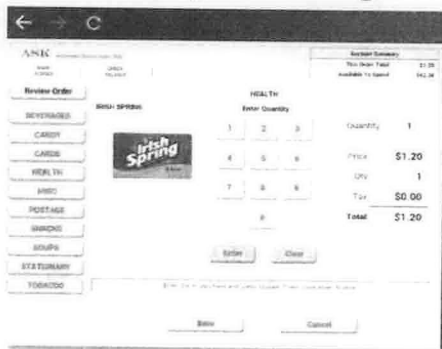
Our INMATE REQUEST APP offers a fully integrated and automated electronic system which simplifies inmate requests for facility staff.

The Request App provides a new level of operational efficiency by digitizing clerical processes – allowing staff to remain focused on safety and security.

This is a customizable solution where staff can create custom forms and other content designed specifically for Brown County. We can review your existing forms, convert them to paperless digital forms, and ensure they are routed to the correct facility staff. The Request tool can also be used for Commissary Ordering or Medical.

The ICSolutions Bridge Wireless Tablet approach is ideal for facilities looking to migrate their grievance/inmate request/sick call and other administrative processes to a new platform because we provide universal access to all inmates. Regardless of their financial standing, indigent inmates will always be able to access free services and administrative resources on our tablets. If only a partial population of inmates has access to the tablets, a comprehensive administrative solution may not be possible; which is why we developed our universal access model.

Commissary Ordering



ICSolutions provides an interface for inmates to select and order items to be filled directly by the commissary vendor through a secure browser-based portal.

Rules for inmate access to the commissary application can be applied individually by inmate and by inmate group.

Inmate Account Information

ICSolutions supports an interface between the wireless tablet and your inmate account management system that will allow inmates to check banking information.

With our ACCOUNT INFO APP inmates have access to their trust account information regarding fund balances.

- Inmates can check their account usage on the tablet
- Inmates (and facility staff) can view deposits into accounts
- If Trust Accounting Integration is active, inmates can transfer funds from trust account to their inmate account.



Contacts App



Inmates can use the CONTACTS APP to see the list of approved contacts who have accepted an invitation to communicate via message or phone. An inmate can choose to block a contact from communicating with them. Friends and Family can also choose to block communications from a specific inmate.

Documents and Facility Info



The DOCUMENT APP provides Brown County a way to organize and digitally distribute facility documents to inmates. Authorized facility staff can easily upload an unlimited number of PDF files to the Document App.

Facilities often share rules and regulations, handbooks, PREA material, general instructions, or notifications as well as educational information (such as PDF books) through our easy-to-use interface.

Files can be organized using naming conventions and a choice of numerous icons to help guide the inmate in finding what they need.

Law Library Access

Through the touchscreen interface, ICSolutions can provide inmates access to law library resources anywhere there is connectivity. Our tablet solution has integrations with most Law Library vendors and will work directly with the contracted provider on your behalf. We have existing relationships with the following Law Library vendors:

- LexisNexis
- Casemaker
- Fastcase
- Westlaw
- Legal Research Associates



**Extensive Law
Library Resources**

Education & Training

ICSolutions can deliver a wide range of resources to help inmates learn, grow, and succeed upon release. ICSolutions is pleased to offer our No Cost Basic Education Package which includes Khan Academy's resources, along with our exclusive Job Search and Readiness offering, featuring inmate access to the USDOL's CareerOneStop content.

Khan Academy

We are pleased to offer Khan Academy's free resources including quizzes, videos, and articles. Khan Academy, through the ICSolutions Bridge tablet, offers practice exercises, instructional videos, and a personalized learning dashboard to empower learners to study at their own pace. Khan Academy has thousands of courses, in a variety of compelling formats. Their programs offer a wide range of academic subjects, including math, science, computer programming, history, economics, and more. Their math missions guide learners from addition/subtraction to calculus using state-of-the-art, adaptive technology that identifies strengths and learning gaps.

More than 18 million people learn on Khan Academy each month in 36 languages. Khan Academy can offer free personalized SAT practice in partnership with the College Board and free personalized LSAT prep in collaboration with the Law School Admission Council. Khan Academy offers specialized content through partners such as NASA, MIT, and the Museum of Modern Art.

USDOL Job Search and Readiness

CareerOneStop content, sponsored by the U.S. Department of Labor, is included with our No Cost Basic Education Package. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of career, training, and job search resources.

Our goal is to bring educational and employment opportunities to inmates, build their hard and soft job skill sets, and reduce recidivism. Aside from training opportunities, the ETA performs career assessments and matches, offers resume writing assistance, informs inmates of a position's average salary, and lets them know about job matches in their area, and more. Additional resources can be easily printed for those who work with incarcerated individuals and are available in PDF formats.

E-Books

The proposed **E-Books Service** is a library-like service that provides inmates access to our growing catalog of fiction and non-fiction eBooks. Inmates can search categories such as science fiction, drama, mystery, action, adventure, and much more! With the proposed usage model, inmates are not owed any eBooks upon their release.

The Bridge E-READER APP is a designed specifically for the corrections market. The app was designed without any external links or ads for additional security. App development is strictly controlled and there are no backdoor routes to tablet settings or profile setting fields that could be used to pass unsecure messages to other inmates. The app experience will continue to be updated and improved upon based upon inmate and facility feedback.



Multi-Media Applications

The MOVIES/VIDEO ON-DEMAND APP is a custom application designed specifically for the corrections market. The app delivers secure inmate access to movies and television shows with over 200 approved titles. The app is designed with security as a top priority. While inmates can watch movies and television shows, the app is locked down—preventing inmates from navigating to unwanted websites. Features include:

- 200+ popular commercial-free titles
- Over 500 movie subtitle tracks are available in English, Spanish, French, Chinese and Korean
- Select titles with Spanish-language audio
- Netflix-like user experience
- No commercials
- R-Rated content is edited to be "Airplane appropriate"
- Content stored locally to eliminate external bandwidth concerns
- Catalog is refreshed regularly (partial library rotation occurs every 90-120 days)



Inmates can purchase access to the Movies App through the shared tablet usage model proposed.

Inmates can access a **Streaming Music Service**. The Bridge tablet is partnered with leading industry music companies to create streaming music services and song catalogues like no other in the industry.

In addition to music, movies, and television, inmates can access **Podcasts, Audio Books, and Music Videos** using The Bridge wireless tablet



Streaming Music
Service

Games

Games are offered specifically to keep inmates entertained and occupied. All games are non-violent and thoroughly tested to ensure that they are not only appropriate for inmates and fun to play, but they adhere to strict security policies regarding app development. Inmates have access to over 40 games such as:

Angry Birds
LEGO Star Wars
Cut the Rope
Pet Rescue Saga
Chess

Candy Crush Saga
Beach Buggy Blitz
Puzzle & Dragons
Mega Jump
Banana Kong

Bubble Blast!
Monster's Rampage
Bejeweled Blitz
Blip Blup
Mahjong Deluxe HD

The Bridge games are specifically chosen for the corrections market. With security in mind, the games are provided without external links.

Secure Access to Approved RSS Feeds

The Bridge tablet provides access for inmates to a variety of informational, self-improvement, and entertainment RSS feeds. However, inmates do not have direct access to these feeds the way the public does; inmates have no direct access to the internet. Our network architecture routes all communication through a Gateway server appliance, which is both a firewall (to limit connections to a designated and controlled devices and destination URLs) and a proxy server (to ensure no direct connection to the internet). This allows us to disable all commenting and search functions. The facility has complete control over which RSS feeds are accessible by inmates.

The Bridge provides access in several categories:

- **News** - News feeds such as ABC News/CNN, Newsweek/Time, BusinessWeek, CNBC and CNN Money.
- **Job Search** - Job searches such as the Department of Labor's CareerOneStop.org, Jobsearch.About.com, ServiceLocator.org and My Job Scout.
- **Legal & Finance** - Legal and business/financial news such as Findlaw.com, NOLO Law, Bloomberg, Business Week, CNBC and Entrepreneur.com.
- **Health & Wellness** - Valuable health information and tools for supporting self-improvement and fostering personal development such as Men's Health, Web MD, alcoholism.about.com and helpguide.org.
- **Religion & Spiritual** - Faith-based options for education, examination, and thought such as BuddaNet, Catholic Online, Christian Science, Episcopal Church, Islam Online and Hinduism Today.
- **Sports** - Real-time news, analysis, and commentary about favorite sports, teams, and leagues such as Bleacher Report, ESPN, FIFA, Fox Sports, Golf Digest, and the league feeds for MLB, NBA, NFL and NHL.
- **Entertainment** - A wide selection of popular and current entertainment content such as BET, Blog Her, E-Online, National Geographic, PBS, People and Rolling Stone.

Utilities

The Bridge offers select apps for free across all profiles. As with the other tablet apps, these are self-contained with no access to anything beyond their stated purpose.

- **Help** – A collection of Help and FAQ materials.
- **Dictionary** – Users will have access to either the Merriam-Webster or Oxford Spanish-English translator applications.
- **Calculator** – A basic function calculator app.

ELECTRONIC MAIL: Brown County is interested in an offsite program to eliminate paper mail that may contain contraband or hazardous materials. It is desired that paper mail be delivered to the vendor, scanned, and sent to the inmate electronically via the video kiosk or tablets. The exclusion of 3rd parties is preferred. Please describe your program and provide at least 3 references currently using this type of mail delivery system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions is proud to offer Brown County two potential scanned electronic mail applications, both of which have been described below.

ICSolutions can offer Earth Class Mail delivered via the Bridge tablets, if the County elects to install our proposed tablet solution. If the County does not wish to implement a tablet solution at this time, ICSolutions will offer our TextBehind mail scanning service, which will be made available to inmates utilizing our vPhone video visitation kiosks.

Earth Class Mail Scanning via The Bridge Tablets

ICSolutions offers a mail scanning and digitation solution through a strategic partnership with Earth Class Mail. Since 2004, Earth Class Mail has securely processed over 13 million pieces of mail, carefully scanning and converting mail into searchable digital documents.

ICSolutions will provide an offsite processing center to receive items mailed to facility inmates. Brown County will no longer be responsible for the daily tasks and risks associated with scanning First Class mail. ICSolutions' proposed Mail Scanning solution begins with the offsite scanning facility where mail is first opened and then inspected for contents. The physical mail for Brown County inmates can be processed by our Mail Scanner System which converts the mail, including the envelope, to an electronic file for distribution to inmates on the wireless tablet. Each electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the inmate as a message attachment to view on a tablet. For non-approved attachments, the reason can be identified and sent to the inmate. Staff can search and view all attachments via the Bridge Tablet GUI. Authorized staff can review the front and back of each piece of mail as a high-resolution PDF document with searchable text (subject to the legibility of the original document).

Should the facility wish, mail can also be automatically passed to the inmate without review. ICSolutions will process all documents within one business day of receipt of the physical item.

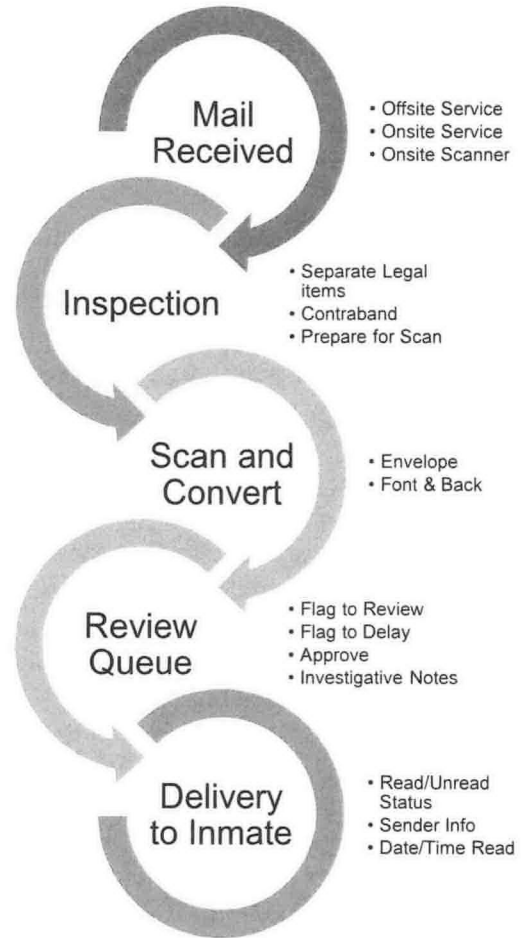
No legal mail will be scanned by this process. Each unopened piece of mail will first be triaged to ensure that no privileged material is mistakenly routed to the scanning facility. If privileged mail or packages are received, they will be sequestered and immediately sent to the Brown County facility using priority delivery.

In the case where contraband material is either suspected or discovered, the material will immediately be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody. Mail scanning staff will immediately notify a designated Brown County official to assist in the evaluation and potential retrieval of suspected contraband material.

ICSolutions' Mail Scanning solution ensures secure access for facility personnel. All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.**

Therefore, the system can set up controls over which users can access the *viewing* and *approval* of digitized inmate mail.

ICSolutions will assist the County in notifying and educating the inmate's family and friends and the general public about this service. We will reach out to family and friends with emails and with e-messages to inmates to educate them about the process. We also provide posters in day rooms and public areas of the facility, supply take-away cards, and help the County update your website.



Retention of physical mail is typically 30-90 days but can be extended as agreed upon with the County, after which the mail is destroyed. If inmates must have something upon release, we will work with the County on a digital delivery system, if inmates can provide an email address. Legal mail items are **never scanned** and **never destroyed** – the packages are forwarded to the facility.

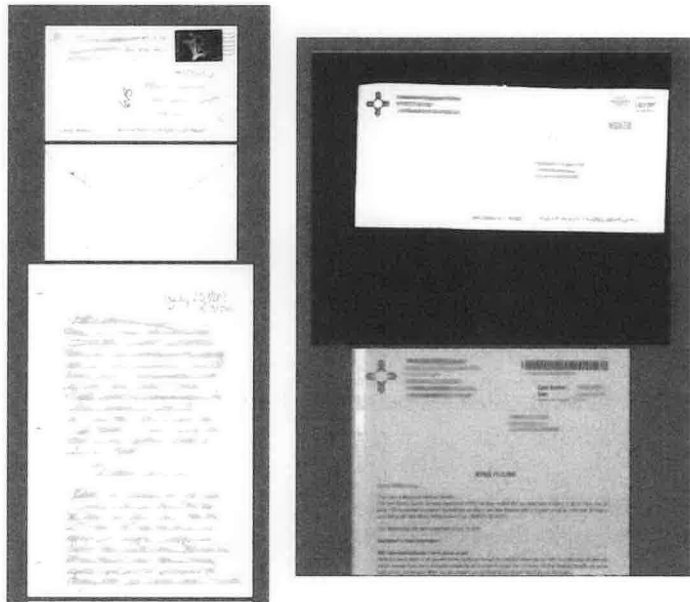
Other features of our mail scanning and digitation solution include:

- All documents we process are digitally encrypted at rest and in transit.
- HIPAA-certified personnel are required to pass a background screening and sign confidentiality agreements to manage records.
- Documents are destroyed in accordance with HIPAA.
- All of the paper that is securely destroyed with our shredding feature is fully recyclable.

Mail Retrieval Process

ICSolutions offers the our state-of-the-art, secure Bridge wireless tablets along with our fully integrated applications and mail scanning solution. The Bridge tablets were created exclusively for the corrections environment. Using cutting-edge technology, inmates will use hardened handheld tablets through our secure wireless network as multimedia communications devices. Our solution provides the safety and security protocols required by the County.

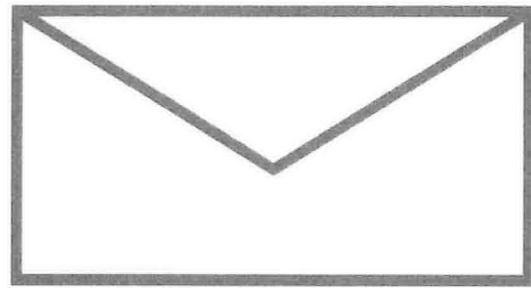
The Mail Scanning tool will interface directly with our Messaging application on the wireless tablet to deliver an electronic version of converted physical mail to the inmates. Physical mail sent to inmates can be processed by our offsite mail scanning service, which will convert the mail to an electronic file, such as a PDF, JPG or TIFF file, and send it to the inmate along with any attachments using The Bridge's MESSAGING APP electronic messaging (email) application.



All inmate electronic messages and attachments can be reviewed by facility staff prior to disseminating to the inmate. Our solution provides the monitoring, reporting, and security protocols the County requires through our Bridge Tablet interface and secure network.

TextBehind Mail Scanning via the vPhone Kiosks

If the County does not elect to implement our proposed Bridge tablet solution, ICSolutions can offer an offsite mail scanning solution from TextBehind, whereby mail will be scanned offsite and delivered to the facility via the video kiosks. TextBehind® enables families and friends to communicate with incarcerated loved ones conveniently and affordably. TextBehind® focuses on keeping family and friends consistently connected through the ease of use of our technology during incarceration. TextBehind® provides easy to use website and mobile apps to create communications with status updates, back-end mail management, investigative, and tracking software capabilities.



Mail Scanning

TextBehind® offers the ability to decrease operational expenses for our contracted facilities when providing Screen & Clean Service to the general public and offering electronic mail creation technology. The screen and clean process is implemented by simply changing where family and friends send their hand-written mail to be processed to the inmate.

TextBehind® Key Values:

- Accessible on The Visitor™ kiosks
- Correctional Facility Mailroom cost savings for reallocation of budget
- Elimination of contraband from inmate mail by 100%
- Total control on inmate mail review, mail room approval and expedited mail distribution
- Convenient, consistent and cost-effective services provided to the general public
- No hardware required to be managed or facility infrastructure change needed
- Mail management software with unlimited facility users, and all supporting equipment provided by TextBehind®



With TextBehind, all physical mail will be received at the TextBehind facility in Phoenix, Maryland, with the exception of legal mail, which will continue to be sent/delivered directly to the facility. All mail will be processed within 24 hours from Monday through Friday. Delivery options include digital delivery via the vPhone video phones; printed and shipped ground (overnight shipping is also available with shipping

costs passed through to the facility); or printed by the facility using an onsite printer provided by ICSolutions. Delivery preferences can also be customized so that some inmates receive printed copies of their mail, while others receive digital copies via the vPhone kiosks. All delivery methods provide clean mail, free from drugs and contraband.

The TextBehind mail processing and production process is automated with limited human interaction to the extent to verify mail count and print quality. Respecting the privacy of our customers is one of our top priorities.

Facility users may log into the TextBehind CAMMP System (facility portal) only when they have a set of valid credentials and permissions to perform any main review and management functions. All actions performed by any correctional officer within CAMMP system are recorded with date and time log for professional accountability and transparency.

References

ICSolutions is proud to offer the County the following three mail scanning references.

Cullman County Detention Center, AL

Karen Doss-Harison
(205) 529-7774
karen@securedperimeters.net

Boyd County, KY

William (Bill) Hensley
(606) 739-4224
bhensley@boydky.com

Western Tidewater Regional Jail

Superintendent Chris Smith
(757) 539-3119
smithw@wtrj.org

MAINTENANCE: The contractor shall provide all maintenance and upkeep of the inmate telephone system, video visitation units and tablets. A twenty-four (24) hour response shall be required on all reported problems. The contractor shall provide a toll free telephone number to report system problems.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' offer to the County includes maintenance of all aspects of our proposed service throughout the life of the contract at no cost to the County.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When **calling our toll-free number (866-228-4031)** you will be connected with a live Level 1 TSC technician.



24/7/365
Live Support Center

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. **Specific terms can be customized to meet special needs of the County.**

Priority Level 1	<ul style="list-style-type: none"> • Multiple Housing Units Not Operational • Multiple intake phones out of service • Entire System Failure 	Remote diagnostics and repair will begin within 1 hour
Priority Level 2	<ul style="list-style-type: none"> • One entire Housing Unit Not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure 	Remote diagnostics will begin within 1 hour Repair will begin within 8 hours
Priority Level 3	<ul style="list-style-type: none"> • One of multiple phones in a Housing Unit Not Operational 	Repair will begin by the end of the 2nd Business Day

For complete information on our service plan, please refer to **EXHIBIT F: MAINTENANCE & SUPPORT PLAN.**

DAMAGE TO EQUIPMENT: Brown County shall not be liable for loss, damage, destruction, or misuse of any telephone or video equipment as set forth in this proposal.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

UPGRADES: The contractor shall be solely responsible for required hardware and software upgrades to ensure proper operation of the inmate telephones and video units for the period of the contract and any subsequent extensions. The system must allow Jail personnel the ability to access data from the phone system from any computer in the department.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

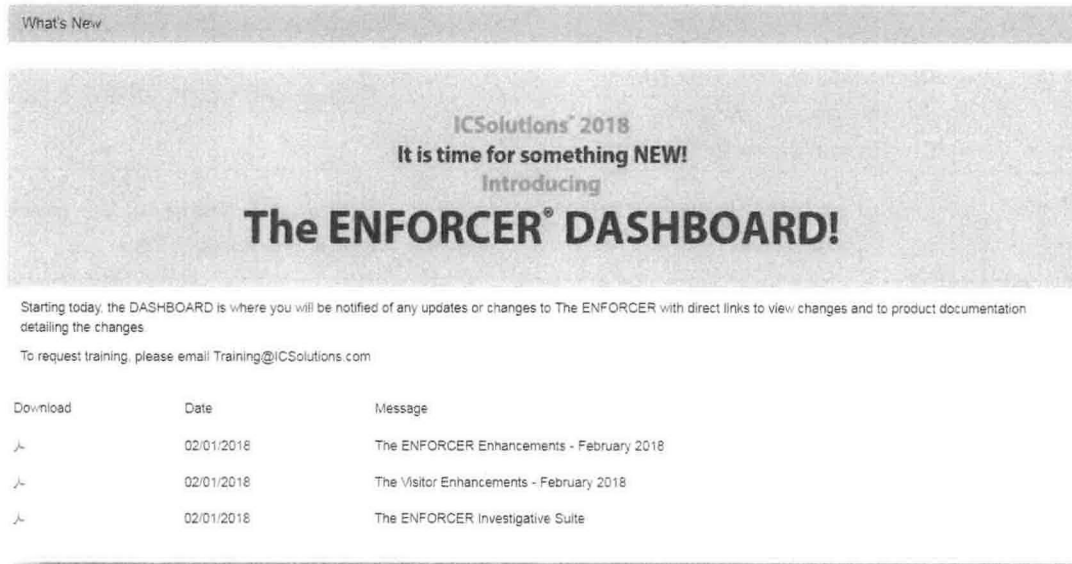
Technology Upgrades

ICSolutions is recognized as a leader in technology innovation. System feature upgrades are released monthly for the ENFORCER® and quarterly for the Visitor™ to ensure the system is always state-of-the-art. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade or enhancement to The ENFORCER® or The Visitor™ finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of

the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

Documentation is accessible online within The ENFORCER® user interface. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced. In addition, ICSolutions has developed a dashboard that will reflect upgrades available to facilities in the future. Each new feature will also include links to training videos to familiarize users with the feature and how to use it.



Upgrades Dashboard

Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests. Examples of enhancements to the ENFORCER® include:

The Visitor™ Video Visitation & Visitation Management System – The Visitor™ is a completely TCP/IP-based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience. This multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including the County's traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. ICSolutions also updates The Visitor on a quarterly basis.

Report Scheduler – The ENFORCER® now allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.

Message of the Day Administration – Users with System Administrator access can now dynamically create "Message of The Day" announcements to be played to the inmate, the called party, or both. Prior to this enhancement, all requests for the creation and cancellation of a message of the day required the creation and work-through of a ticket by ICS Technical support.

Email Call Recordings – This new feature allows users to email recordings directly from the Call Detail Results screen. After the user clicks the Send button, the selected call recordings are emailed to the recipient in .mp3 format. The list of files that are requested will be sent in multiple emails, with each attachment totaling no more than the user-defined maximum attachment size.

Firecracker Investigative Tool – Firecracker streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker enables the user to burn a higher volume of recordings on DVDs, perform burns to multiple discs, retry downloads on a per-file basis, and view user access of call recordings.

Word Detector – The new Word Detector query function has been integrated directly into The ENFORCER®, enabling the user to perform a search of call recordings for a specific word or phrase that was spoken during an inmate call. Word Detector utilizes an advanced speech recognition process to search for and locate all instances of a text string specified by the user. The Word Detector Thesaurus feature enables users to define and save one or more synonyms for a word or phrase, and then perform a single search that detects the original word/phrase and all its synonyms.

Listening to Call Recordings – Users can now add selected call recordings to a Listen Queue for listening at a later time. After the user adds call recordings, the selected call recordings appear under the Listen Queue option. After the user listens to each call, he/she can click the Remove button next to the call details to delete the recording from the queue list.

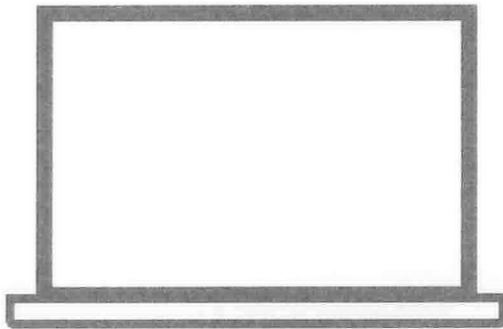
“The Communicator” Paperless Inmate Communication portal – This feature enables inmates to place a call to The ENFORCER® IVR using any standard inmate phone, and then leave a voice message to submit a request for review and approval by an administrative resource at the facility. The Communicator can be used by the inmate to request medical/dental appointments or facility-related information such as an inmate’s scheduled court date. Inmates can file grievances related to the Jail or the phone system. Facility staff or ICSolutions personnel can respond to each grievance by typing a response into the ENFORCER®. Responses are converted to speech and delivered to the inmate for retrieval in a secure, PIN-accessible voice mailbox. This process is 100% paperless and completely eliminates paper kites. Additionally, The Communicator can accommodate future categories to meet specific client requirements.

Inmate Voice Messaging – The Inmate Voice Messaging feature has been incorporated in The ENFORCER® platform to allow Called Party Voice Messaging by those with Prepaid Collect accounts, Inmate Voice Messaging to broadcast notification messages to one or more inmates at a facility. Authorized users can view a detailed historical record and listen to all voice mail messages left for an inmate. When the user creates a message using Inmate Voice Messaging, The ENFORCER® utilizes a special text-to-speech conversion process that converts the entered text into a synthesized voice message. This message is then posted to the voice mailbox for all inmates who have been specified to receive the message.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company’s eighteen-year history, ICSolutions will continue to expand our system’s capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

Secure Remote Access

The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can onsite, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more – on **any internet-enabled device**, including computers, smart phones, and tablets. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability.



Remote Access

The ENFORCER® system is a centralized call processing platform deployed in a Tier 4 data center and the system is accessible from any internet-connected device. To ensure the utmost security, the system is deployed behind an enterprise-grade perimeter firewall operating a rigid security policy. ICSolutions will register the County domain on this perimeter firewall thereby allowing all approved agency users, with a valid username and password, to access the web-based GUI with an SSL-enabled browser.

Remote users that are outside of the County domain and originate the browser connection from an IP address that is not registered on the perimeter firewall will be redirected to a secure server where they are required to enter their user credentials to authenticate themselves. The ENFORCER® will be configured to require two-factor authentication, whereby the system will send a temporary access code to either the email address or the wireless number that is registered for the username. Upon receipt of the temporary access code, the user will need to provide this code plus their username and password to be granted access to the system. Once authenticated, the user's IP address is temporarily registered to allow access through the firewall and they are redirected to the web-based inmate calling system, where they can perform all system administrative functions utilizing their SSL-enabled browser.

The perimeter firewall manager automatically logs all connection requests. These logs are accessible to network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.

The ENFORCER® provides flexible and convenient remote access for investigators. The ENFORCER® infrastructure is configured to support a virtually unlimited number of remote users without any degradation of service. **Multiple investigators can access the system remotely at the same time without impacting going system operations or performance.** While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This facilitates cooperative investigations with external law enforcement agencies.

This feature is regularly utilized by many of our clients who rely on offsite investigators located throughout their state, such as the Wyoming DOC and some county facilities in California. One of our clients needed remote access for 48 offsite investigators, which we were able to accommodate with ease. Offsite investigators can conduct investigations remotely through the use of reports, Monitoring Live

Calls, or listening to recordings. This is accomplished by the remote investigators using secure Internet-based VPN access. Some investigators gain access to the ENFORCER® platform securely through the network firewall. Many of our clients rely on The ENFORCER®'s feature that multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance.

ICSolutions can provide you with the tools to share restricted information with other investigative agencies. While some other vendors do provide data sharing with external investigators (FBI, counties, other states, etc.), they do not give the Facility any control over what information each external user can see and access. With The ENFORCER®, County administrators have complete control over which data users can see and access. For investigative purposes, administrators can allow an external law enforcement agent to view, listen to, and/or download *only* the data and call recordings that the County wants to share with that agent.

Authorized jail personnel can give **restricted permission** to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear. The County can choose to share not only **call data**, but also **call recordings** and even **biometric voice prints** (where applicable).

COMPLIANCE: All installation shall meet applicable federal, state, or local codes. The contractor shall have and maintain insurance to cover general liability to provide the contracted services.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

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Section 9

Commissions & Rates

SECTION 9

Commissions & Rates

COMMISSIONS: Commissions shall be paid monthly no later than sixty (60) days following the last day of the month in which calls generating the commission were made. All commissions shall be paid by check to Brown County and shall include a report detailing the following:

- Date of report and time period covered;
- Total billed revenue;
- Statement of accuracy signed by representative of contractor;

The contractor shall calculate commissions as a fixed percentage based upon the gross revenues for each telephone. Brown County will bear no responsibility for fraudulent calls or theft of service. Fraudulent, stolen, or lost funds shall not be deducted from revenue paid to Brown County. Brown County will bear no responsibility for unbillable or uncollectible calls or such uncollectibles known as "bad debt".

EACH VENDOR SHALL SUBMIT THEIR COMMISSION OFFERING FOR ALL TRAFFIC TYPES, BASED ON GROSS GENERATED REVENUE INCLUDING PHONES, VIDEO AND TABLETS.

RATES: Each vendor shall provide a detailed rate table for local, intrastate and interstate calls. Rates for video visitation and Tablet usage shall be included also.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions offers affordable rates for inmates and their loved ones, while implementing the latest in inmate communications technology and maximizing revenue for Brown County. Highlights of our offer for Brown County include:

- ✓ **Reduced, Simple 21¢ Per Minute Calling Rate**
- ✓ **No Hidden Fees**
- ✓ **81.5% Commission Rate Paid on *All Inmate Calls***
- ✓ **Upfront Annual Commission Payments Starting at \$150,000.00**
- ✓ **Optional Signing Bonus**
- ✓ **Optional Inmate Tablets Provided at *No Cost to the County***
- ✓ **Additional Commissions Generated by Remote Visitation, Voicemail & Tablet Services**

These highlights and more are explained in greater detail on the following pages.

Calling Rates & Fees

ICSolutions proposes one simple, reduced calling rate for calls made to any telephone number in the United States. This provides for **more affordable, equitable costs for all inmate calling.**

	Connect Fee	Per-Minute Rate
All Calls in the U.S.	None!	\$0.21
International Calls	None!	\$0.75

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

The proposed rate also complies with calling rates that are currently being recommended by the FCC for inmate calling. This rate plan would bring Brown County in line with the latest federal recommendations, avoid future contract modifications prompted by upcoming regulatory changes, and give inmates and their families more conversation time for each dollar they spend.

Benefits of Reduced Rates

Reduced, simplified calling rates will benefit your inmates, their loved ones, and Brown County. Our experience has shown us over our 18 years in business that inmates and their loved ones will spend as much money or more when reduced calling rates provide them with a greater value. And with more affordable rates, inmates and their loved ones also benefit by enjoying more phone calls and more time to talk. On average across the country, **when ICSolutions implements lower calling rates**, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%.**

For instance, in **Smith County, Texas**, when ICSolutions took over the contract, we increased the County's revenue by 48%, while reducing calling rates by more than half the cost charged by the previous vendor!

"In March, [Smith County] transitioned to a new phone provider, Inmate Calling Solutions, in the jail. With the new vendor, the per-minute price for calls dropped almost 220 percent, from 44 cents a minute to 20 cents, and the county's profit on the service nearly doubled.... Even with the decreased per-minute price, the county saw a 48 percent increase in revenue during the first quarter - from \$79,032 for the months of March through June 2016, to \$153,650 for the same period in 2017. That's an increase of \$74,617 over the four months."

- Tyler Morning Telegraph, published July 20, 2017

Funding Fees

ICSolutions' proposed account funding fees are noted below. These fees comply with all FCC regulations, and they help to recover the costs of processing credit/debit cards. In some cases, third party fees may apply, such as Western Union transaction fees, but these fees are charged directly to the customer by the third party, with no involvement by ICSolutions. Aside from federal- and state-mandated taxes and pass-through fees, ICSolutions charges no fees for calling other than the funding fees listed below.

Funding Type	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website	\$3.00 per transaction	Prepaid
Funding Fee – Live Agent	\$5.95 per transaction	Prepaid
Mail-In Payment	\$0.00 – ICS provides at No Charge!	Prepaid
Payments by Western Union	\$0.00 – ICS provides at No Charge!	Prepaid

Funding Type	ICSolutions Fee Amount	Applies To
Inmate Purchase from Trust Account	\$0.00 – ICS provides at No Charge!	Debit

Please note that ICSolutions **minimizes funding fees** by maintaining a single Family First Prepaid Account that can be used to pay for any combination of Inmate Calling, Remote Video Visitation, and Inmate Voicemail, when deployed.

Inmate Telephone Commissions

ICSolutions will pay the County Inmate Phone commissions at the rate of **81.5% of Total Gross Revenue**. Commissions are calculated monthly based on the gross revenue generated by all completed inmate calls of every kind, including in-state, interstate, and international calls. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

Commissions will be calculated monthly as required. Please refer to **EXHIBIT D** for a sample of the monthly commission report the County will receive.

Upfront Annual Commission Payments

ICSolutions proposes to pay the County its estimated annual commissions for all services in advance, at the beginning of each contract year.

The initial annual commission payment will be **\$150,000.00** for the first contract year, and this \$150,000.00 payment will be made to the County immediately upon activation of ICSolutions' services.

At the end of each contract year, we will true up the prepaid commissions for that year based upon actual revenues generated by ICSolutions' services and the proposed commission rates. At this time, we will also prepay the County's estimated commissions for the next year based upon the Total Gross Revenue generated in the previous year. This will give the County cash in hand at the *beginning* of each contract year to address your most pressing budgetary needs!

Optional Signing Bonus

At the County's option, ICSolutions can provide Brown County with a **\$50,000.00 Contract Signing Bonus** that will be paid in full to Brown County immediately upon activation of ICSolutions' services – giving you additional funds at the *beginning* of your contract term to address your most pressing budgetary needs!

If the County elects to receive the optional Signing Bonus, our proposed commission rate for inmate calling will be adjusted to **75% of Total Gross Revenue**, and commissions will be paid monthly in lieu of the upfront annual commission payments. All other aspects of our offer will remain unchanged if this option is selected.

Additional Service Rates & Revenue Sharing

The following rates will also apply for other inmate communication services.

Single-Pay Calls

ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate these customers, ICSolutions can offer our QwikCall program, which allows the called party to pay for a call in real time using a major credit/debit card. Call recipients pay the standard **21¢-per-minute calling rate** for U.S. QwikCalls, plus the standard \$3.00 IVR funding fee. For QwikCalls, the County will receive the same commission rate that you will receive for all other types of calling.

Remote Video Visitation

ICSolutions offers remote visitation, conducted from a location outside Jail facilities, such as a home or office. To use this service, friends and family will pay our standard rate of **\$0.25 per minute**, charged in 30-minute increments.

The County will receive **50%** of each remote visitation fee as additional commission income.

Inmate Voicemail

To further increase your commission revenue, ICSolutions can deploy our optional Inmate Voicemail solution. This service allows inmates to receive inbound voicemail messages from friends and family, who pay a fee of **\$1.99 per message**.

The County will receive **50%** of each message fee as additional commission income.

Tablet / Messaging Rates

Inmates can use the proposed tablets to send and receive email messages, access law library services, education, entertainment, commissary ordering, grievance reporting, and more. There is no cost for an inmate to use a tablet to access free inmate services – such as education, commissary ordering, scanned postal mail retrieval, or law library research.

The cost to access streaming entertainment content like music, games, and movies, is **\$0.05 per minute**. This \$0.05-per-minute rate also applies when inmates use tablets to read/write emails. No per-message charges apply when inmates send emails to family/friends. The public can send emails to inmates at the rate of **\$0.25 per email/photo**.

The County will receive commissions at the rate of **25%** of gross revenue generated by all tablet and messaging services.

Included Technology & Services

In addition to the compensation described above, our offer includes the following technology and services at **no cost to Brown County**, and with **no impact on our proposed commission rates**:

THE ENFORCER® Inmate Telecommunications Platform

- ✓ A single, unified inmate telecommunications platform hosting inmate calling, video visitation, and all related investigative tools and information
- ✓ Housed in our Atlanta data center and backed up at our data center in San Antonio
- ✓ 29 stainless steel inmate telephones
- ✓ 12 visitation phone sets connected to The ENFORCER® for monitoring & recording
- ✓ TDD/TTY and/or VRS units, as needed, for hearing impaired inmates
- ✓ 1 master control visitation workstation
- ✓ 1 lobby visitation registration station equipped with security keyboard
- ✓ 23 wall-mounted inmate vPhone kiosks, enabled for:
 - Inmate phone calling
 - Remote video visitation, with required bandwidth provided by ICSolutions
 - Resident Portal inmate visitation viewing & management
 - Commissary ordering
 - Law library access
 - Document viewing – inmate rules, handbook, etc.
- ✓ Consolidated user management of phone and video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling
- ✓ Online storage of all call recordings and call data for the entire contract duration
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER® user licenses
- ✓ JMS and commissary / banking interfaces to enable:
 - Automated inmate PINs
 - Cardless Inmate Debit Calling
 - Over-the-phone commissary ordering
- ✓ Inmate voicemail messaging
- ✓ 24 x 7 x 365 live, U.S.-based service for Facility staff & called parties
- ✓ Local technicians to provide onsite maintenance & support
- ✓ Initial and ongoing training for all Facility users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package

The Visitor™ Visitation Management Module

- ✓ Scheduling & management of all types of visits, including onsite & remote visitation
- ✓ Web-based visitor registration

The ENFORCER® Investigative / Premium Voice Biometrics Suite

- ✓ The Verifier® pre-call inmate voice verification
- ✓ The Imposter in-call continuous voice biometrics
- ✓ The Word Detector keyword search tools
- ✓ The Analyzer link analysis / data mining tools

The ENFORCER® IVR Suite

- ✓ The InformerSMPREA module
- ✓ The CommunicatorSMpaperless inmate communications portal
- ✓ The AttendantSMautomated information line

The Bridge Inmate Tablets (Optional)

- ✓ Wireless inmate tablets, initially deployed at a 1:5 tablet-to-inmate ratio
- ✓ Inmate Calling app – enables secure inmate calling through ICSolutions' ENFORCER® platform; standard usage rates and security controls apply
- ✓ Inmate email messaging
- ✓ Grievance reporting + appointment request
- ✓ Law library access
- ✓ Access to scanned postal mail (optional)
- ✓ Commissary ordering
- ✓ Education + entertainment content
- ✓ Turnkey installation including hardware, software, wireless access points, and charging stations

While The Bridge Tablets are offered as an optional product, please note that they will be provided at the proposed 1:5 ratio at *no cost to the County*. If the County desires more tablets, ICSolutions will be happy to negotiate pricing for a different quantity.

Offsite Mail Scanning (Optional)

ICSolutions can offer two options for offsite mail scanning, whereby postal mail is routed to an offsite location, scanned, and then delivered to inmates in digital format. Both options are described in detail in SECTION 8 of this proposal.

Delivered via Tablets

If the County elects to install our proposed tablet solution, ICSolutions can offer Earth Class Mail delivered via The Bridge tablets. Earth Class offsite mail scanning and digitation can be provided at no cost to the County. However, your tablet revenue share will be adjusted so that you will receive 25% commission on the streaming content only. ICSolutions will retain the revenue generated by inmate messaging to help offset the cost of the offsite mail scanning service.

Delivered via Kiosks

If the County does not wish to implement a tablet solution at this time, ICSolutions will offer our TextBehind mail scanning service, which will be made available to inmates utilizing our vPhone video visitation kiosks.

ICSolutions can provide TextBehind offsite mail scanning at no cost to the County, if TextBehind's inmate email service is allowed and no competing email products are in place.

Electronic messaging is available to the public at a cost of \$0.50 per message, and each message may be up to four pages long and can include pictures. Similar to the scanned postal mail, electronic messages and photos will also be accessible using the vPhone kiosks. The inmate will be able to respond to inbound electronic messages using the vPhone kiosks at a cost of \$0.50 per outgoing message.

Otherwise, the County may choose either of the following no-email payment options for TextBehind:

- \$1.59 per mail piece
- \$5.25 per inmate (based on Average Daily Population) per month

Additional Technology & Services Available

Investigator PRO (IPRO) voice biometrics from JLG is available as an option. IPRO has an M.S.R.P. of 2¢ per analyzed minute of calling. *Please note that our offer includes the use of The ENFORCER® voice biometrics applications, listed above, at no cost.*

ICSolutions can also offer additional, value-added technology and services, such as money kiosks (lobby and booking), and transcription and translation of selected call recordings. If Brown County is interested in any such optional technology, ICSolutions would be happy to provide pricing upon request.

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Exhibit A

Letters of Reference



HUMBOLDT COUNTY SHERIFF'S OFFICE

WILLIAM F. HONSAL, SHERIFF/CORONER

CIVIL/COURTS
(707) 445-7335

MAIN STATION
826 FOURTH STREET • EUREKA CA 95501-0516
PHONE (707) 445-7251 • FAX (707) 445-7298

CUSTODY SERVICES
(707) 441-5159

Duane Christian, Captain
Humboldt County Sheriff's Office
Custody Services Division
826 4th Street
Eureka, CA 95501

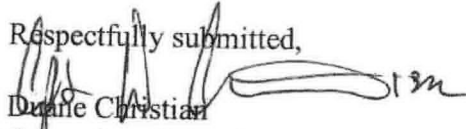
September 10, 2020

Delivered via Email

RE: ICSolutions Reference Letter

This letter is to provide a reference for ICSolutions. Over the past year we have entered into a new contract with this company for our inmate telephone systems. As part of our contract they also agreed to provide us a Jail Management Software and take over our inmate tablet contract. This allowed us to only manage one contract for all three necessary items. They have been a pleasure to work with and the most important aspect is the follow-up customer services. If there is an issue we can reach out and they are responsive. If you have any further questions on the matter feel free to contact me at 707-441-5105.

Respectfully submitted,


Duane Christian
Correctional Captain
Humboldt County Sheriff's Office

MCKINLEYVILLE STATION
(707) 839-6600

GARBerville STATION
(707) 923-2761

CORONER'S OFFICE
(707) 445-7242

ANIMAL CONTROL
(707) 840-9132

TRINITY RIVER STATION
(530) 629-1025



SHERIFF'S OFFICE

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF
MARK C. ROBBINS, UNDERSHERIFF

To Whom It May Concern,

San Mateo County Sheriff's Office currently uses IC solutions (ICS) to provide telephone service for our inmate population. We have used ICS for several years now and are very happy with the service and product they provide.

We have virtually zero technical issues and if we do, ICS is on top of it with a speedy repair. Same goes for damaged equipment. We call for a repair and shortly thereafter, the damaged equipment is replaced. We utilize ICS for investigations on a regular basis and have developed significant criminal cases, based upon what was discovered or utilized their recordings to make a case stronger. The voice recognition, phone number tracking and other features are extremely helpful when working on and developing a case.

What really stands out for me personally, is the service provided by Vince Laurita, our Regional Account Manager for ICS. He is very responsive to our needs, be it a technical issue, assistance with entering numbers, training, or anything else. Again, as far as the service and product provided by ICS goes, I consider them one of our finest vendors.

Sincerely,

A handwritten signature in black ink, appearing to read "Sergeant Jim Gilletti".

Sergeant Jim Gilletti
Administrative Classification Unit



CORRECTIONAL INSTITUTION

**Evan Joseph
Warden**

October 25, 2019

To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

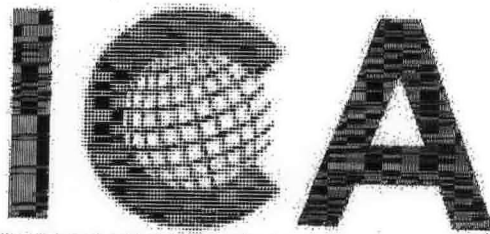
Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).



Evan Joseph- Warden

Richmond County Correctional Institution
2314 Tobacco Road - Augusta, GA 30906
(706) 798-5572 - FAX (706) 798-8110
www.augustaga.gov



IMMIGRATION CENTERS OF AMERICA

508 Waterworks Road
Farmville, VA 23901

24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

Eric Rodriguez
IT Manager
ICA-Farmville
508 Waterworks Road
Farmville, Virginia 23901

WASHINGTON COUNTY SHERIFF'S OFFICE
LARRY R. MINCKS, SR., SHERIFF



Chief Deputy Mark A. Warden
Major Brian Schuck – Administration
Major Troy Hawkins – Operations Commander
Major Greg Nohe – Jail Administrator
Captain Brian Rhodes-Criminal Division Commander



October 11, 2019

Letter of Recommendation for ICSolutions

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

A handwritten signature in black ink that reads "Major Greg Nohe".

Major Greg Nohe
Jail Administrator
Washington County Sheriff's Office



CALDWELL COUNTY SHERIFF'S OFFICE

** SHERIFF ALAN C. JONES **

2351 MORGANTON BLVD. SW * LENOIR, NC 28645

PHONE: 828-758-2324 * FAX: 828-757-8685

October 7th, 2019

To whom it may concern,

I'm writing this letter of recommendation for IC Solutions. We have worked with IC Solutions here at the Caldwell County Detention Center since 2016. IC Solutions has been wonderful to work with. The system that is provided by IC Solutions is the best system that I have worked under in my twelve years of detention service. The system is very user friendly, and easy to operate not only for us but inmate family members as well. I have spoken with others from different facilities that have said the exact same thing. I will say, that any time we have an issue all we have to do is call them. If the problem can't be fixed remotely, they're great at sending people out. Adding IC Solutions has also helped inmate's family members. This system allows those who are unable to physically come to the facility, to have video visits from home, while still allowing us to monitor the video. I would definitely recommend adding IC Solutions to any facility that's looking for inmate calling service. I would highly recommend contacting the Regional Account Manager Chris Markham.

Sincerely,

A handwritten signature in black ink that reads "T. Bailey".

Lieutenant T. Bailey



706-387-6450

JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



FAX 706-387-6462

October 07, 2019

To whom it may concern;

I am pleased to write this letter of recommendation for I.C. Solutions based on the excellent service they have provided Jackson County Correctional since April 3, 2013. While everyone's needs are different, I found it impressive the way they listened to our questions and worked with us to find, the perfect plan to fit our institution's needs.

The cost of calls was greatly reduced, saving the inmate and their family's money, which in turn increased our volume of calls, from the previous vendor. The I.C. Solutions service center is quick to respond, and correct any issues that might arise at any time, and reply to all emails in a very timely manner.

To sum it up, I highly recommend I.C. Solutions to any institution looking for a high quality company to handle their entire inmate calling system.

Johnny Weaver, Warden
Jackson County Correctional Institution
Jefferson, Georgia 30549



**HALL COUNTY
CORRECTIONAL INSTITUTION**

Walt Davis, Warden

IC Solutions

2200 Danbury Street

San Antonio, TX 78217

Date: October 7, 2019

RE: Letter of Recommendation

To whom it may concern,

As the warden of Hall County Correctional institution, I have been very pleased with the service provided by IC Solutions.

I have had a contract with them for over five years and they have been up front in their negotiations and responsive to our needs for repairs and upgrades.

We ventured into the use of tablets a couple of years ago and have been very pleased with this product also.

I would highly recommend them for all of your inmate communications needs.

Regards,

Walt Davis

Director, Corrections and Maintenance Department

HUNTINGTON COUNTY SHERIFF'S DEPARTMENT

CHRISTIAN E. NEWTON, SHERIFF
CHAD HAMMEL, CHIEF DEPUTY



332 EAST STATE STREET
HUNTINGTON, IN 46750

ADMINISTRATIVE: 260-356-2520
DISPATCH: 260-356-8316
JAIL: 260-356-3110
FAX: 260-358-4877

TO: JOHN GARNER
FROM: CTP. JEFF KYLE
DATE: FRIDAY, OCTOBER 4, 2019
RE: ICS

John,

I wanted to let you know how much I appreciate the partnership between the Huntington County Sheriff's Department and Inmate Calling Solutions. We have partnered together for many years. When we started talking about adding new services to our facility, ICS offered us great ideas and now they are getting implemented. The one thing I truly appreciate is the customer service. If a glitch happens, a simple phone call takes care of the problem. Many companies try to sell themselves as being strong in customer service, ICS follows through.

Thank you for being a partner with us, and I look forward to many more years of working with ICS.

A handwritten signature in cursive script that reads "Jeff Kyle".

Cpt. Jeff Kyle
Huntington County Jail Commander
Huntington, IN



SHERIFF

TUSCOLA COUNTY

SHERIFF GLEN SKRENT

UNDERSHERIFF ROBERT BAXTER

420 COURT STREET, CARO, MI 48723

Phone: 989-673-8161 Fax: 989-673-8164

Tuscola County Sheriff's Office has contracted with Inmate Calling Solutions a.k.a. IC Solutions for all telephone services in relation to our inmate population since the first quarter of 2015. The relationship with IC Solutions has been outstanding to say the least. Communication with IC Solutions is flawless regardless of which IC Solutions employee you are communicating with. The service and equipment are also exceptional to work with. IC Solutions monitoring program "THE ENFORCER" has many exceptional features and is very user friendly. Information from "THE ENFORCER" has been used to solve, assist and prosecute many crimes in our county.

After several years of this relationship between Tuscola County Sheriff's Office and IC Solutions, I would highly recommend IC Solutions to any facility. If you have any questions please feel free to contact Jail Administrator Lt. Brian Harris.

Sincerely,

Sheriff Glen Skrent

Lt. Brian Harris / Jail Administrator

989-673-8161 Ext. 2228

Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175
Tel: (630) 232-6840 • Fax: (630) 513-6984
www.KaneSheriff.com

Ron Hain, Sheriff

Pat Gengler, Undersheriff

Kim,

I had limited interaction with ICS, but when I did have need to contact them, they impressed me as being very courteous and driven to make things right. The customer support that we received from ICS was exceptional. Their IT personnel were friendly and professional. They immediately addressed any issues we had and strived to ensure that they were resolved to our complete satisfaction.

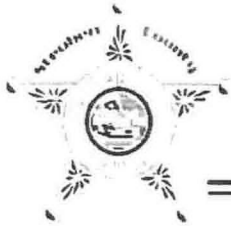


Lieutenant J. Hickey #709

Kane County Sheriff's Office

hickeyjohn@co.kane.il.us

Office: 630-762-2725



**STEBEN COUNTY
SHERIFF'S OFFICE**

Rodney L. Robinson, Sheriff
206 EAST GALE STREET • ANGOLA, INDIANA 46703
(260) 668-1000 ext 5000 • Fax (260) 665-9476
www.steubensheriff.com

TO: John Gardner

FROM: Capt. Jason Hufnagle

DATE January 6, 2020

RE: ICSolutions

John,

I would like to let you all know how pleased we are with the partnership between ICSolutions and the Steuben County Sheriff's Office. We are extremely pleased with the VizVox kiosk for video visitation, the Edovo tablets and the phone service ICSolutions supplies. If we have any technical issues it takes one phone call to fix it, or ICSolutions will have a technician on site normally within 24 hours.

Thank you for the services that you provide, and we look forward to working with ICSolutions for years to come.



Capt Jason Hufnagle



Susan Pamerleau
Sheriff
Bexar County, Texas

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

A handwritten signature in black ink, appearing to read "Raul S. Banasco".

Raul S. Banasco, MPA, CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF



Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trial status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us

501 W. Highway 66 • Kingman, Arizona 86401
PHONE: (928) 753-0759 • FAX: (928) 753-8553



GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

A handwritten signature in cursive script that reads "P. J. Allred".

Sheriff Preston J. Allred



SPALDING COUNTY CORRECTIONAL INSTITUTION

CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.



MOHAVE COUNTY SHERIFF'S OFFICE



JIM McCABE
SHERIFF

August 21, 2014

Jim Crouch, Account Manager
ICSolutions Advanced Technology
3128 E. Packard Drive
Gilbert, AZ 85298

Dear Jim,

As you know, Mohave County became a new customer of ICSolutions for our inmate telephone system which began ramping into full operation mid-June. As we worked through the process of selecting a new inmate telephone service provider we really had only two main objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

The agreement in place with our previous telephone provider supplied us with an on-site technician, which I never really saw any benefit from. With assurances from ICSolutions, we opted to NOT have a company provided technician and I assigned one of my staff members to administer the system and she is doing a wonderful job. As the information populates and grows with use, we are able to use more and more of the features and have been very happy so far.

Literally, as I write this letter a woman is being booked into the facility for conspiracy to commit escape. Her boyfriend, a current inmate, will be re-booked with new charges before I complete the letter. We were able to intercept the planned crime because of the continuous voice recognition feature of your product. This inmate is currently on pre-trial status for armed robbery, aggravated assault with a deadly weapon and kidnapping. Good catch!

We are excited as we look forward in becoming more skilled and knowledgeable with the features ICSolutions system offers. I am a satisfied customer of ICSolutions and the Enforcer product. I should add that in several of the unrelated calls I have monitored, our "users" has repeatedly expressed their satisfaction with the more reasonable fees associated with the ICSolutions inmate telephone system.

Thank you for helping me accomplish my objectives and more importantly, keeping our community safe!

Cmdr. Don Bischoff
Detention Division Director

600 West Beale Street • P.O. Box 1191 • Kingman, Arizona 86402
PHONE: (928) 753-0753 • FAX: (928) 753-0765

OFFICE OF SHERIFF

BALDWIN COUNTY, ALABAMA
SHERIFF HUEY HOSS MACK



310 Hand Avenue
Bay Minette, Alabama 36507
(251) 937-0210
Fax (251) 580-1687

June 25, 2014

Re: Letter of Reference for ICSolutions

To whom it may concern:

ICSolutions installed their ENFORCER inmate Telephone System for Baldwin County in August of 2012. This solution includes 77 phones in the service of approximately 668 inmates.

We have been very pleased with the services and excellent support provided by ICSolutions. Without raising rates or fees, ICSolutions has increased our annual commissions by 60 plus % from approximately over \$200,000 with our previous vender to nearly \$400, 000 a year with ICSolutions.

Not only did ICSolutions increase our commission revenue, but they did so while providing us with robust new technology. I recommend ICSolutions as a responsive, competent, and reliable inmate phone provider.

Should you require additional information about our experience with ICSolutions, please do not hesitate to contact me at 251-580-2524

Sincerely,

Major Jimmy Milton,

A handwritten signature in black ink, appearing to read "Jimmy Milton".

Commander
Baldwin County Sheriff's Office
Corrections Command

Lt. Gregory Thicklin,

A handwritten signature in black ink, appearing to read "Gregory Thicklin".

Lt. over Support Services
Baldwin County Sheriff's Office
Corrections Command



706-387-6450

JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution



ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF

Kent B. Lagerquist
UNDERSHERIFF

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

Michelle Sanborn
Jail Administrator



BOARD
OF
COUNTY
COMMISSIONERS

**Corrections
Department**

**Sherry Johnson,
Chief**

**Nancy DeFerrari,
Deputy Chief**

**Osceola
County**

402 Simpson Road
Kissimmee, FL 34744-4455
(407) 742-4444
Fax (407) 742-4303

February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.


Yuberky Almonte
Captain - Internal Affairs
Office: 407-742-4426
Cell: 321-624-1867
Fax: 407-742-4517
E-Mail: yalm@osceola.org



Exhibit B

Equipment Spec Sheets

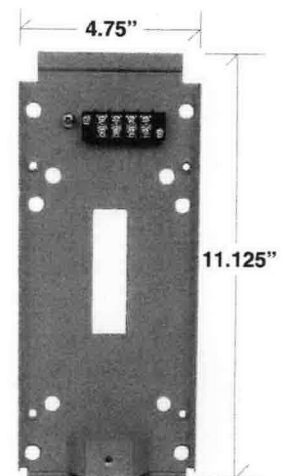
Mini Stainless Steel 7010SS



- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



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407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Wintel[®] Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear[®] Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel[®] phones or retrofitting DuraClear[®] Technology from Wintel[®] will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates "Can't be heard" complaints and is not affected by moisture or weather. DuraClear[®] handsets have shown below 7% replacement rates over the course of a year!

Wintel[®] maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel[®] employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.
- **Designed for Inmate Use:** Wintel[®] Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel[®] phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel[®] phones feature a LOUD button to the right of the keypad.
The competitors phones have No button = no user control = non-compliant!
- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.
- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.
- **Rhino[®] Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.
- **DuraClear[®] Technology:**
Magnetically activated transmitter replaces the old style carbon transmitters
Four times (4X) the life of the standard carbon transmitter and no more
Performs even in the poorest line conditions found in State Prison Systems
i.e. low loop current, low voltage, high resistance
Looks the same, to the user, as the standard Rhino[®] Handset
DuraClear[®] is unaffected by moisture and humidity, unlike carbon transmitters
DuraClear[®] is new and patented technology, found ONLY at Wintel[®]
The sound is much Louder, Clearer and Crisper with DuraClear[®].



Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.

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www.wintelphones.com

Half Size

Stainless Steel

7005SS

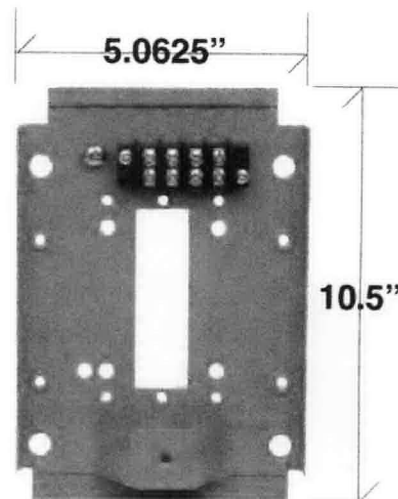


- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be counted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA).
- Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.

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www.wintelphones.com



Visitation Kit 7429VST



- *Strong & Durable*
- *Long Lasting*
- *Standard Wintel Phone Parts*
- *Rhino Handset*
- *Wiring Options*
- *Double-Gang Mounting Box*
- *Magnetic Hook Switch*
- *14-Gauge Stainless Steel Faceplate*

Face Plate

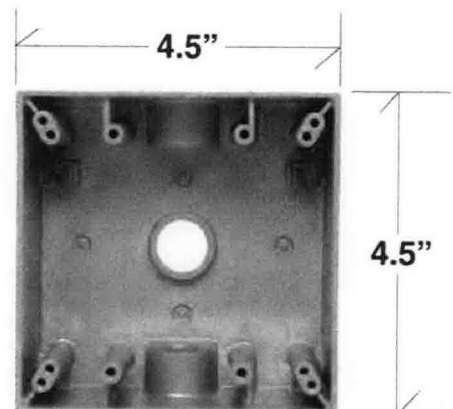
- 14-Gauge Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics

- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module



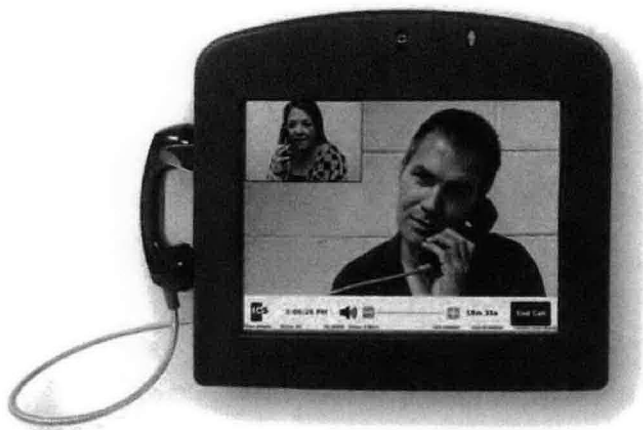
Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

The V17 Multi-Purpose Video Visitation Station with Touchscreen Monitor:

The V17 video visitation stations are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts and a 17" hardened touchscreen monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.



- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capability
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

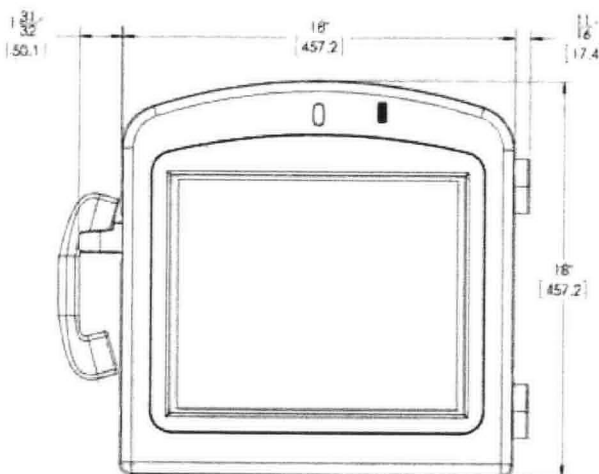
The V17 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V17 enclosures are provided below:



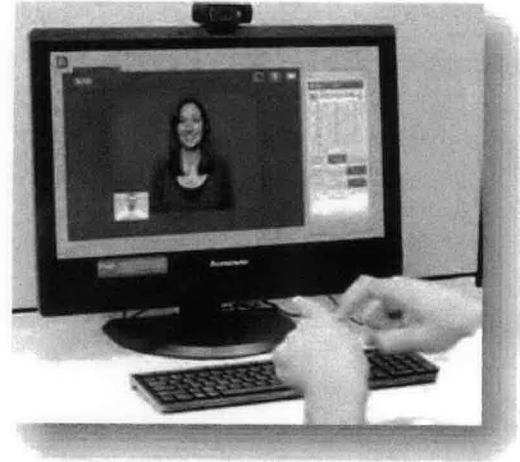
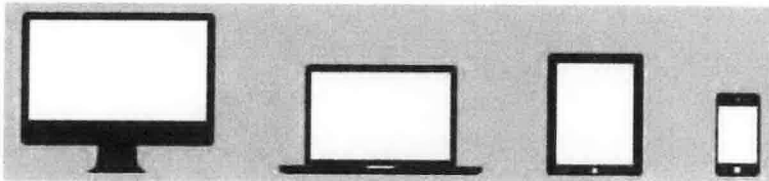
Side View



Front View

P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection

Product: P3
Platform: PC
Version: 9.0
Release Date: October 28, 2015
Customer Support: For more information or support, please contact us at **877-885-3172**, email salesengineer@purple.us or visit our website at www.purplevrs.com/p3.

Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

Package Includes

Simple Interface – easy-to-use
Superior Video Quality
Call Waiting – enables users to answer a call while on another call
3-Way Calling – add a second caller to active call
Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards
Crystal-clear audio with acoustic echo canceler

P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls
Ability to send DTMF tones using the dial pad
Services are strictly regulated by the FCC for confidentiality and data protection
P3 can be mass-deployed using silent install
Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher
Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster
Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster
Memory and Disk: 2 GB of RAM and 250 MB of hard drive space
Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended
Administrator rights are required for installation and upgrades
Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)
DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

Video Protocols

SIP, H.323
H.263, H.264
CIF (352 x 288)

Audio Protocols

G.711
G.722.1
GSM
iLBC
Echo cancellation
Automatic Gain Control and Denoise

Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps
Recommended bandwidth of 768 Kbps
Adaptive low-latency packet-loss recovery
Automatic bandwidth control, adapts to network conditions

Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

Note: If using a VPN, the VPN must be active before launching P3.

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

Note: Per FCC regulations, this program cannot be used behind a proxy.

P3 Firewall Configuration Requirements

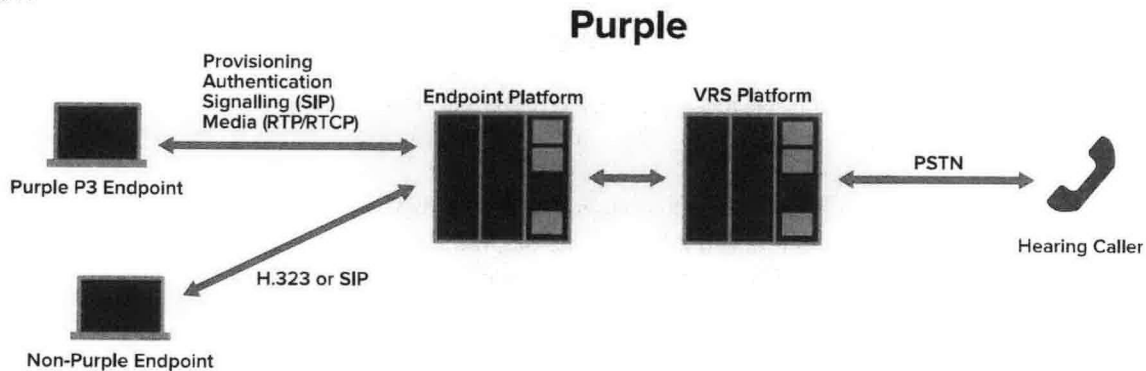
Protocol	Source Ports	Destination DNS	Destination IP Address ¹	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

¹DNS names verified in October 2015; subject to change by Purple.

²Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.

Web Filter Requirements: Web Filter Requirements: HTTP/HTTPS lookups on *.purple.us and *.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple. Current as of October 2015.

Call Flow



Support

- Analyzing your network and provide recommendation for optimal experience.
- Provide firewall instructions and support for deployment of our software.
- Assist with mass deployment and provide training for IT staff for future upgrades.
- Advise on how to integrate our systems with your existing ACD/Call Manager.
- Provide support to transition from other VRS software to P3.
- Excellent Purple Premier Support team available to answer your questions and provide support.

Visit www.purplevrs.com/usernotice for important information concerning 10-digit numbering and E911 services for VRS.
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541-201606

2 / 2

The Bridge Hardware Specifications



The Bridge wireless tablet has rugged external housing and was drop-tested to meet military-grade 810G (MIL-STD-810G) standards. Inmates will find it difficult to break the tablet or access interior components, like the motherboard. The Bridge tablets feature a black, bezel bumper to protect against impact and purposeful discoloration. The clear back cover discourages inmates from trying to hide contraband inside the device. Additionally, the device is protected from inmate access to the inside of the case via specialty security screws, which require a custom tool to remove. The Bridge features an 8" multi-touch screen with LED backlight, 2GB memory, 32GB Flash Memory and a front-facing 5MP camera.

Hardware Specifications

- CPU: RK3368 Octa-Core 1.5 GHz
- Display: 1280 x 800 pixels 8" IPS touch-screen
- RAM: 2GB DDR3
- Flash Memory: 32GB Flash
- Battery: 3.7V 8000 mAh rechargeable Li-Polymer
- Camera: 5.0 MP front-facing camera
- OS: Proprietary OS built on Android v7.1
- Wi-Fi: 802.11 a/b/g/n/ac Dual Band 2.4/5GHz
- Audio: Headphone Jack, External Mic, Dual Speakers
- I/O Interface: Micro USB 2.0 port; On/off button; Volume +/- button; NFC; DC In
- Charging: AC: 100-240V, 50/60Hz; DC: 5V/2A; Wireless Charging: 5V/1.2A
- Integrated Functions: FM radio; RFID
- Testing: Drop tested to MIL-STD-810G
- Headphones: High visibility yellow 42" HD earbud/mic combo



Key Hardware Features

ICSolutions is dedicated to providing the highest quality, custom-built hardened tablet in the market. Key hardware features of The Bridge tablet include:

- 8" 1280 X 800 pixels IPS touch-screen display — High-resolution display and screen size enhances services like video visitation, games, photo sharing, e-books, and messaging
- Extended life battery — 7+ hours of screen time from a single charge reduces time spent managing charging cycles
- Enhanced chipset — Faster processing speeds, increased memory, and enhanced wireless capabilities combine to ensure fast, smooth delivery of services
- Integrated RFID — Tracks devices to within 5m, even when the tablet is powered off

Tablet Charging Stations

Providing charging solutions is vital to the success of our wireless tablet deployments. ICSolutions offers two wireless charging options which are custom designed for the corrections market. Providing a secure and convenient way to keep the devices powered maximizes the time an inmate spends using services and eases the burden of managing devices for facility staff.

Charging Stations

The Bridge tablet hardware will include dual charging stations which will provide capacitive charging for the tablets and enable tablets to be used for video visitation. The VVS-enabled tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. Tablet charging stations are secured to walls, and inmates cannot remove them. Each charging station holds two tablets, both of which can be used for video visitation.



Home » Products » Text Telephones » Non-printing TTYs » Minicom IV

Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Products

[CapTel](#)
[Text Telephones](#)
[Simplicity Signalers](#)
[Amplified Phones](#)

Company

[Company Information](#)
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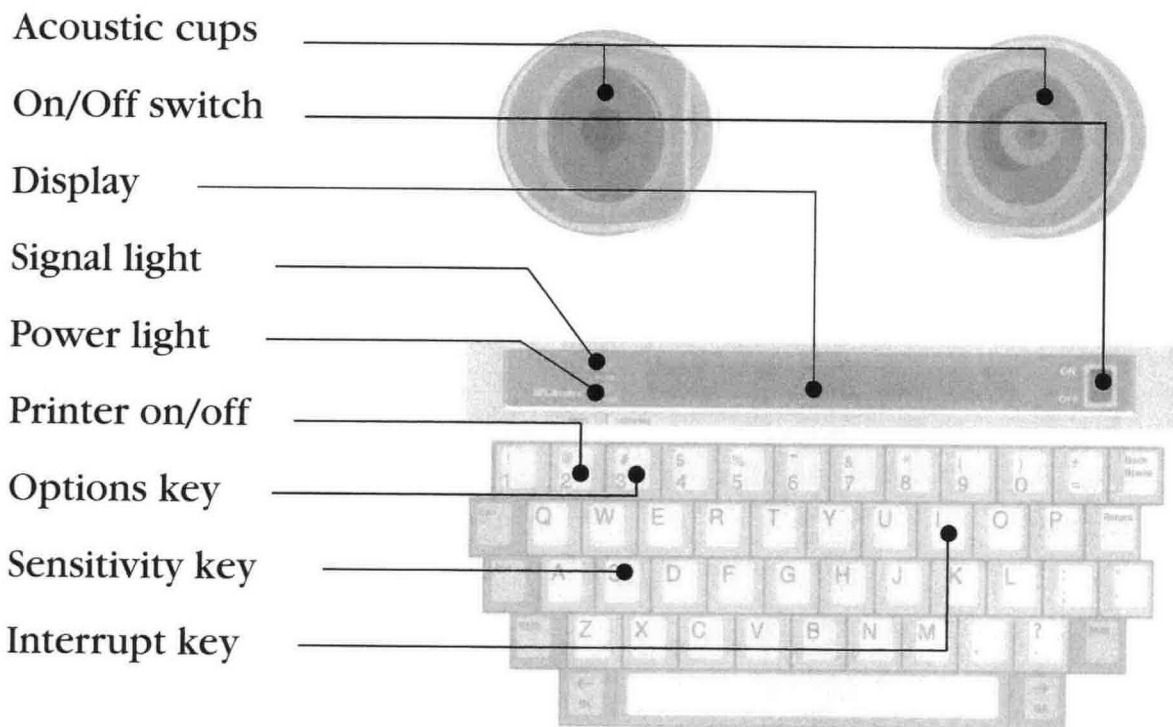
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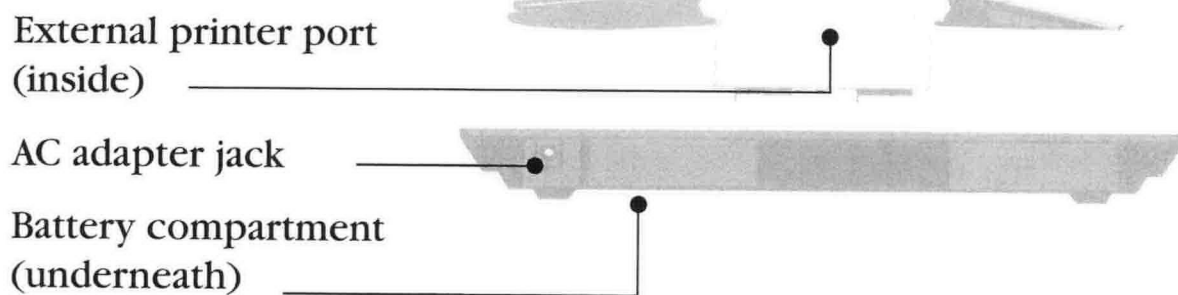
Ultratec, Inc.
450 Science Drive
Madison, WI 53711

Overview of the Minicom IV™

Top view



Back view



SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter—9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows

Control key plus 4 function keys

Sticky Keys for single-handed typists

Character set: A-Z, 0-9, Backspace, Return/LF, Space, +=-\$'0"/:;?.,*# GA, SK.

Display

Blue/green vacuum-fluorescent

20 characters

0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dB SPL (min)

Output = -10 dbm

Turbo Code:

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

Total Access

900E Series

Market Leading IP Business Gateways



Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



TA 900E SERIES

QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command* MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

Product Specifications

Physical Interfaces

T1

- Quad T1/FT1
- RJ-48C

Ethernet

- Three Ethernet Interfaces (WAN/LAN Support):
 - └ One Gigabit
 - └ Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

USB 2.0

- One Interface

Digital Voice

- PRI
- T1 CAS Support
- Feature Group D
- RJ-48C
- Signaling Methods:
 - └ E&M Wink
 - └ E&M Immediate

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
 - └ 600Ω
 - └ 900Ω
 - └ 600Ω +2.16μF
 - └ 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - └ 600Ω
 - └ 900Ω
 - └ 600Ω+2.16μF
 - └ 900Ω+2.16μF
- Signaling Methods:
 - └ Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- └ 600Ω
- └ 900Ω
- └ 600Ω+2.16μF
- └ 900Ω+2.16μF

■ Integral FXO (900e Series)

■ Signaling Methods:

- └ Loop Start
- └ Ground Start

■ FXO 2-wire Impedances:

- └ 600Ω+2.16μF
- └ 900Ω+2.16μF
- └ Rs 220 ohms, Rp 820 ohms, Cp 115nF
- └ Rs 270 ohms, Rp 750 ohms, Cp 150nF
- └ Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- └ Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- └ Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- └ Rs 370 ohms, Rp 620 ohms, Cp 310nF
- └ Rs 800 ohms, Rp 100 ohms, Cp 50nF

■ Signaling Methods:

- └ Loop Start
- └ Ground Start
- └ DPT

Craft

- DB-9

Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

VoIP

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - └ G.711-64k PCM
 - └ G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- Local Tone Generation:
 - └ Dialtone
 - └ Call Waiting
 - └ Receiver Off Hook
 - └ Busy
 - └ Alternate Call Waiting
- Ringing:
 - └ Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
 - └ Name and Number (MDMF, SDMF)
 - └ Call Waiting Caller ID
- Voice Mail:
 - └ Stutter dialtone
 - └ Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
 - └ Busy Line
 - └ No Answer
- Call Transfer:
 - └ Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- IPsec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRF

Routed Protocols

- IP

DHCP

- Client
- Server
- Relay

Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

Product Specifications

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- **Total Access 908e:**
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**
1.75 in. x 17 in. x 10 in. (H x W x D)

Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
 - └ Voice
 - └ Gig 1
 - └ T1 1 - 4
 - └ Status
 - └ USB
 - └ Ethernet 1 - 2

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Battery Backup Options

- Rackmount or Wallmount

Warranty

- Five Years (North America)

Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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ISO 9001
ISO 14001
TL 9000



NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

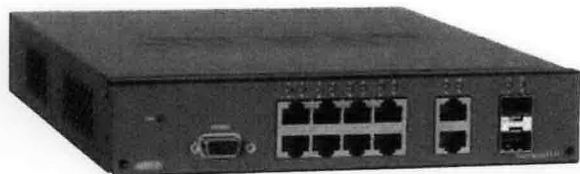
iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.



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ADTRAN is an ISO 9001, ISO 14001, and a TL 9000 certified supplier.

61700570F1-8C July
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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Specifications

Physical Interface

- Ethernet Ports**
- 10-10/100/1000Base-T
 - 2-Standard 1 Gbps SFP ports
 - Auto rate/duplex/MDI/MDI-X

- Console Port**
- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command[®] support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- Operating Temperature: 32° F to 122° F (0° C to 50° C)
- Storage Temperature: -4° F to 158° F (-20° C to 70° C)
- Relative Humidity: Up to 95%, Non-condensing

Physical

- Chassis: 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- Dimensions: 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- Weight: 3.5 lbs. (1.6 kg.)
- AC Power: 100-240 VAC, 50/60 Hz
- Power: 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1

Smart-UPS 120 V

Advanced line interactive power protection
for servers and network equipment



The world's most popular network and server UPS

The award-winning Smart-UPS[®] unit from APC[®] by Schneider Electric[®] is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

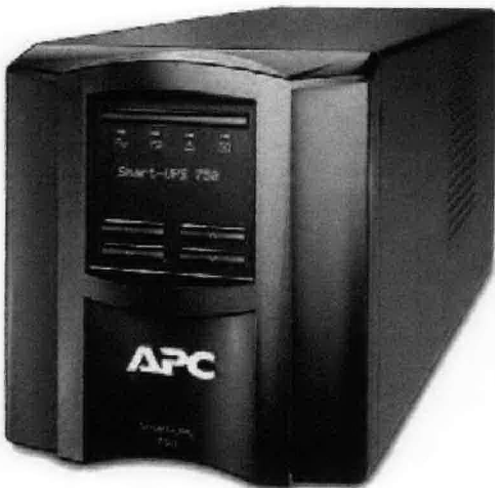
Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable

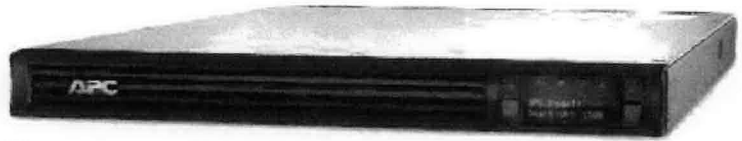
APC[™]
by Schneider Electric

Smart-UPS Tower and Rack-mount 750 – 3,000 VA

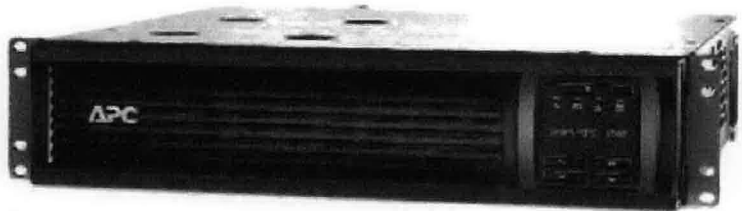
Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices



[SMT750]



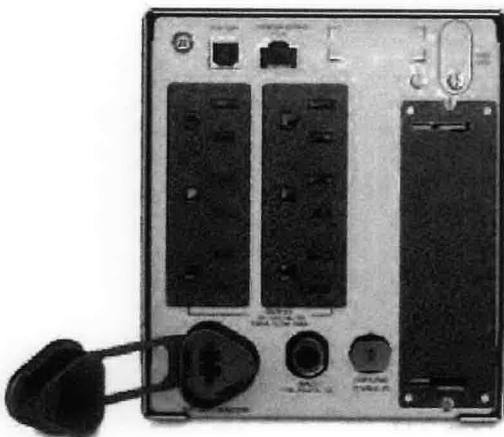
[SMT1500RM1U]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]

Standard Features

High-efficiency Green Mode:
Optimum efficiency which saves utility and cooling costs

Emergency Power Off (EPO):
Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above)

Alphanumeric LCD Display:
Intuitive interface provides detailed and accurate information with ability to configure locally

Battery Disconnect:
Convenient way to disconnect battery for transport

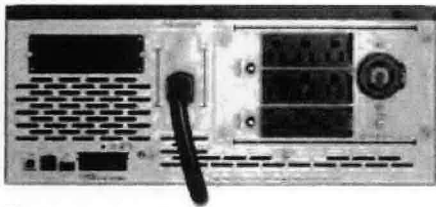
Network-grade Power:
Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:
Serial, USB, and SmartSlot™ for accessory cards

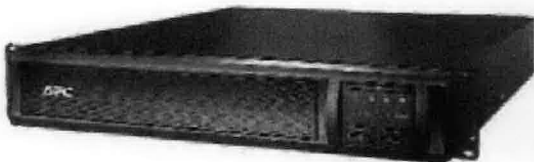
Advanced Battery Management:
Temperature-compensated charging extends life and advanced algorithms recommend replacement date

Smart-UPS Extended Run 750 – 3,000 VA

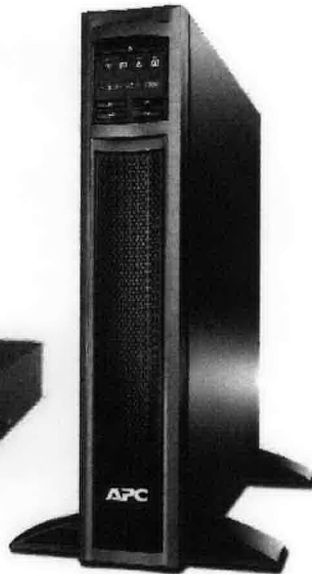
Convertible extended run models ideal for critical servers and voice/data switches



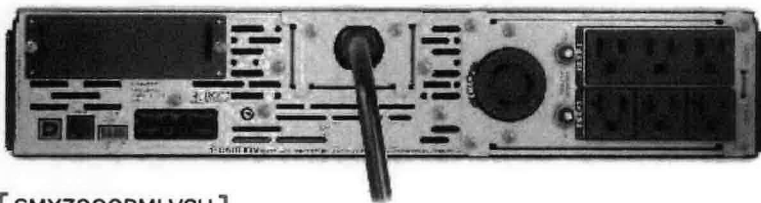
[SMX3000LV]



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

Models Available with Pre-installed Network Cards:

Models with "NC" suffix have pre-installed AP9631 network cards with environmental monitoring

Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

Switched Outlet Groups:

Reboot hung devices, shed non-critical loads to conserve runtime, and sequence start-up/turn off

Smart-UPS Display

Intuitive, easy-to-use LCD interface

Standard Features

LCD Display Screen

Clear, consistent, and detailed information in your choice of basic or advanced menus

Power Status:

- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output voltage and frequency
- Battery capacity and runtime
- Energy meter and more

Control:

UPS and outlet group settings

Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

Test and Diagnostics:

Initiate battery and runtime calibration tests

Logs:

See explanation of last 10 transfers and faults

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

Quick Status Indicators

Online, on battery, fault, and replace battery LEDs for quick status identification

Escape:

Exits to the previous menu or screen

Return:

Used to enter or confirm settings

Navigation Arrows:

Allow for quick adjustment of settings



Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

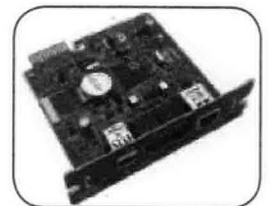
Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

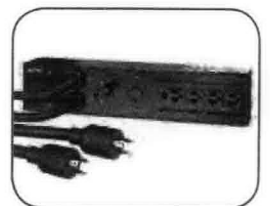
SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 - 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 - 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V				
Output frequency	57 - 63 Hz				
Waveform type	Sine wave				
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R	
Switched outlet groups	1				
Input					
Nominal input voltage	120 V				
Input voltage range for main operations (Max adjustable range)	82 - 144 V (75 - 154 V)				
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)				
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Replacement battery	RBC48	RBC6	RBC7	RBC55	
Runtime estimates					
200 W	:22	:45	1:24	2:17	2:29
500 W	:05	:10	:23	:51	:55
700 W		:06	:12	:34	:37
1,000 W			:07	:21	:23
1,400 W				:13	:14
1,600 W				:10	:12
Full load	:05	:06	:07	:07	:06
Communication and management					
Interface ports	Serial (RJ45), USB, and SmartSlot				
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays				
Emergency power off (EPO)	Optional			Yes	
Surge protection and filtering					
Surge energy rating	459 J	480 J			
Filtering meets	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449				
Physical					
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5
Net weight (pounds)	29	42	53	112	116
Conformance					
Regulatory	UL 1778, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP				

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 - 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 - 144 V (75 - 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P			5-20P		L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J	540 J	459 J	480 J		
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 - 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 - 127 V		
Input voltage range for main operations (Max adjustable range)	82 - 143 V (75 - 153 V)			70 - 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116	APCRBC115	APCRBC117			
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators, alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3 years electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 - 127 V)		208 V
Output frequency	57 - 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 - 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 - 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	70 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		

Exhibit C

Report Samples

ICSolutions Report Samples

The ENFORCER® Reports Call Detail Report

02/02/2011 16:01 - Page 1



Call Detail Report
Site: Newport DOC
1296680502

Report Parameters	
Phone_Number	ALL
Inmate_ID	ALL
Choose_Call_Connected	Connected Only
Choose_Completion_Code	All
Choose_Tariff_Type	All
Choose_3Way_Events	No Filter
Choose_Call_Type	All
Choose_Alerts	No Filter
Start_Time	01/17/2011 00:00
End_Time	02/02/2011 23:59

02/02/2011 16:01 - Page 2



Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dated Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Statistics

02/02/2011 17:38 - Page 1



Station Activity
Site: Newport DOC

Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30

ICSolutions Report Samples

Completed Calls by Facility

02/15/2017 14:37 - Page 1



Site List
 Facility: ICS Enforcer Demo
 Parameters = None

Site ID	Code	Name	Completed Calls
1001	CC1	Corrections Center 1	5431
1002	CC2	Corrections Center 2	783
1003	CC3	Corrections Center 3	4022
1004	CC4	Corrections Center 4	634
1005	CC5	Corrections Center 5	532
1006	CF11	Correctional Facility 1	2001
1007	CF12	Correctional Facility 2	1904
1008	CF13	Correctional Facility 3	848
1009	CF14	Correctional Facility 4	3672
1010	CF15	Correctional Facility 5	966
Grand Total		10	20793

Phone Usage Report

02/02/2011 17:38 - Page 1



Station Activity
 Site: Newport DOC
 Start Time = 01/17/2011 00:00 End Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30
	6304	B-TIER-4	1979	575	532	5330	895.40
	6305	B-TIER-5	156	0	0	0	0.00

ICSolutions Report Samples

Gross Revenue Report

02/02/2011 03:06 - Page 1



Revenue Report
 Site: Seaport
 Start Time = 2011-02-01 End = 2011-03-01 00:00:00

Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent
Collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1962	33	5.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1962	33	5.70	45.2
Prepaid collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	4	1590	28	4.20	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		4	1590	28	4.20	33.3
Debit	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1013	18	2.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1013	18	2.70	21.4
Debit card	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	0	0	0	0.00	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		0	0	0	0.00	0.0
Total		8	4565	79	12.60	100.0

ICSolutions Report Samples

Gross Revenue Summary Report

INMATE CALLING ICSolutions		Revenue Summary Site: Newport DOC				02/02/2011 18:09 - Page 1				
		Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59								
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Fraud/Velocity Report

INMATE CALLING ICSolutions		Three-Way Calling Fraud Report								
01/01/2016 00:00:00		08/15/2016 23:59:59		More Search Criteria						
Quick Searches		Load		Save						
		Delete								
Show 3-Way only										
Start Time	Inmate ID	Last Name	Phone Number	Call Type	Station	Talk Secs	Validation	End Type	DTRF	Sway
04/04/2016 14:01:50	6339	Te	1-80-1529		STATION_9999	266	OK: call allowed	Call Overrun	0	1
04/01/2016 23:37:40	31076	H/D	1-90-1003	Debit	DORM 5 LEFT	1199	OK: call allowed	Normal	0	1
04/04/2016 14:01:50	6339	Te	1-80-1529		STATION_9999	266	OK: call allowed	Call Overrun	0	1
04/01/2016 23:37:40	31076	H/D	1-90-1003	Debit	DORM 5 LEFT	1199	OK: call allowed	Normal	0	1
04/04/2016 14:01:50	6339	Te	1-80-1529		STATION_9999	266	OK: call allowed	Call Overrun	0	1
04/01/2016 23:37:40	31076	H/D	1-90-1003	Debit	DORM 5 LEFT	1199	OK: call allowed	Normal	0	1

PIN Fraud Report

INMATE CALLING ICSolutions		Pin Fraud				02/03/2011 09:46 - Page 1			
		Start Time = 11/29/2010 00:00 End Time = 02/03/2011 23:59							
Site	CSN	PH ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LLEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-1-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220

ICSolutions Report Samples

Calling List (PAN) Report

02/02/2011 16:44 - Page 1

INMATE CALLING
ICSolutions

Inmate Calling List
Site: Newport DOC
Inmate ID = ALL Choose_Status = Active Inmates First_Name = ALL Middle_Name = ALL Last_Name = ALL CP_Name = ALL CP_Phone = ALL
Choose_Block = All

Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Bick	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Prepaid Balance Report



[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

ICSolutions Report Samples

Debit Statement

02/02/2011 20:32 - Page 1

INMATE CALLING ICSolutions		Debit Statement		Site: Newport DOC		Start_Time = 12/27/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = [REDACTED] Called_Number = ALL				
Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance	
Unrestricted	Call	Center	2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00	
	Debit		2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00	
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50	
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50	
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50	
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50	
	Call	Center	PMT 3183225;							
	Debit	agent: credit_card	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50	
	Debit	1-603-369-4068	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50	
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35	
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85	
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85	

Debit Activity Report

02/03/2011 09:23 - Page 1

INMATE CALLING ICSolutions 23:59		Debit Activity		Site: Newport DOC		Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Start_Time = 01/25/2011 00:00 End_Time = 02/03/2011		
Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
[REDACTED]	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
[REDACTED]	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
[REDACTED]	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
[REDACTED]	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23

ICSolutions Report Samples

Debit Transaction Report

02/03/2011 09:30 - Page 1



Debit Transaction Report
 Site: Newport DOC
 Start_Time = 02/02/2011 00:00 End_Time = 02/03/2011 23:59 Inmate_ID = ALL

Inmate	Name	Date/Time	Amount	Trans. Type	User	Description
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811; online(TERM=72.71.240.143); credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837; online(TERM=72.70.125.87); credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570; online(TERM=72.70.125.87); credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535; online(TERM=75.69.212.58); credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085; online(TERM=98.229.239.119); credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939; online(TERM=75.68.120.115); credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent: credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent: credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070; online(TERM=96.61.85.138); credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646; online(TERM=69.147.174.2); credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713; online(TERM=71.252.225.124); credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent: credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524; online(TERM=71.181.30.162); credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842; online(TERM=24.91.79.127); credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent: credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450; online(TERM=75.194.12.156); credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103; online(TERM=75.194.98.98); credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322; online(TERM=98.217.214.172); credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent: credit_card
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; online(TERM=75.68.3.72); credit_card

ICSolutions Report Samples

Frequently Called Numbers Report

02/02/2011 16:21 - Page 1

Frequently Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

INMATE CALLING
ICSolutions ALL

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

Commonly Called Numbers Report

02/02/2011 16:21 - Page 1

Commonly Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

INMATE CALLING
ICSolutions ALL

Site Name	Phone Number	Name	Number of Calls
	1-603-216-4086		8
	1-802-281-2447		2
	1-978-995-1925		5
	1-603-262-0096		9
	1-207-899-5632		6
	1-603-300-1284		5
	1-603-393-4660		7
	1-603-558-1688		4
	1-603-219-8273		3
	1-603-321-7042		10
			6

ICSolutions Report Samples

Frequently Used PINs

02/02/2011 18:05 - Page 1

INMATE CALLING
ICSolutions ALL

High Volume Users
Site: Newport DOC
Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31

Frequently Used PANs Detail Report

02/02/2011 20:16 - Page 1

INMATE CALLING
ICSolutions

Frequently Used Pans
Site: Newport DOC
Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site	
207-651-5965			WATSON, TAHRON		
			BILODEAU, BRIAN		
			VALLEY, TED		
			KYER, JOSEPH		
			BROWN, RAYMOND		
			GILPATRICK, KELLY		
			WATSON, ANDRE		
			MOCCIA, ANTHONY		
			VENEY, BRUCE		
			PEREZ, MIGUEL		
			SMITH, TORREY		
			SILVENT, JOHN		
	207-775-4321			BREHM, ROBERT	
				RICHARDSON, ANTHONY	
			SENER, SEAN		
			SMITH, DENNIS		
			RENAUD, KEITH		
		JONES, TREVIS			
		CONVERSE, TIMOTHY			

ICSolutions Report Samples

Miscellaneous Fees/Charges Report



Miscellaneous Fees_Charges

Facility: Test Facility, TX
Site: Test Site Jail, TX

start_time = 06/01/2016 00:00:00; end_time = 06/30/2016 23:59:59

FACILITY ID	DATE	FROM ANI	TO ANI	BILLED ANI	BILL TYPE	TRANSACTION TYPE	FEE TYPE	FEE AMOUNT
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via Live Agent	Funding	\$ 5.99
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via Live Agent	Funding	\$ 5.99
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via IVR	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Prepaid Collect	Credit Card via web	Funding	\$ 3.00
1234	06/2016	2105721234	2101238910	2101234567	Debit	Credit card via web	Funding	\$ 3.00
	06/2016				Collect	Direct Billed	BSF	\$ 2.00

ICSolutions Report Samples

Traffic Detail Report (Partial View)

Report: enl_partner_monthly_commission_report.fex
 Output: XYZJAIL_20170131_PRAESES_C1.xls
 Run on: 02/01/2017
 SiteID: 1234

TRAFFIC AND COMMISSIONS REPORT
 PERIOD : January 1, 2017 thru January 31, 2017

Project 1234 - Client: 1234
 XYZ Jail
 9876 Main Street
 City, ST 56789

BILL TYPE	LEAD AMT	STATION ID	STATION NAME	LOCAL MINUTES	LOCAL CALLS	LOCAL GROSS REVENUE	LOCAL FEE REVENUE	LOCAL COMMISSION REVENUE	LOCAL COMMISSION	INTRA CELL MINUTES	INTRA CELL CALLS	INTRA CELL GROSS REVENUE	INTRA CELL FEE REVENUE	INTRA CELL COMMISSION REVENUE	INTRA CELL COMMISSION	INTRALAT MINUTE
COLLECT	757525400X	1101	A2 PHONE # 2	316	30	\$47.40	\$0.00	\$47.40	\$312840	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1103	A3 PHONE # 1	61	8	\$9.15	\$0.00	\$9.15	\$60390	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1105	B1 PHONE # 2	0	0	\$0.00	\$0.00	\$0.00	\$00000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1106	B3 PHONE # 1	110	10	\$16.50	\$0.00	\$16.50	\$108500	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1107	C PHONE # 5	205	15	\$30.75	\$0.00	\$30.75	\$202950	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1108	C PHONE # 2	283	19	\$42.45	\$0.00	\$42.45	\$280170	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1109	D PHONE # 6	87	7	\$13.05	\$0.00	\$13.05	\$86130	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1110	D PHONE # 2	29	3	\$4.35	\$0.00	\$4.35	\$28710	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	1111	D PHONE # 1	42	6	\$6.30	\$0.00	\$6.30	\$41580	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	4116	MED PHONE # 1	52	3	\$7.80	\$0.00	\$7.80	\$51480	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	4117	SECURITY # 1	233	17	\$34.95	\$0.00	\$34.95	\$230670	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
COLLECT	757525400X	4118	INTAKE PHONE # 1	20	1	\$3.00	\$0.00	\$3.00	\$19800	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
Total COLLECT				1438	119	\$25.70	\$0.00	\$25.70	\$1423620	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	1101	A2 PHONE # 2	1194	189	\$179.10	\$0.00	\$179.10	\$1182060	344	40	\$51.60	\$0.00	\$51.60	\$340560	\$0.0000
DEBIT	757525400X	1102	A3 PHONE # 1	64	6	\$9.60	\$0.00	\$9.60	\$63360	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	1103	B1 PHONE # 2	1164	184	\$174.60	\$0.00	\$174.60	\$1152360	330	45	\$49.50	\$0.00	\$49.50	\$326700	\$0.0000
DEBIT	757525400X	1105	B3 PHONE # 1	0	0	\$0.00	\$0.00	\$0.00	\$00000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	1106	C PHONE # 5	213	37	\$31.95	\$0.00	\$31.95	\$210870	28	5	\$4.20	\$0.00	\$4.20	\$2720	\$0.0000
DEBIT	757525400X	1107	C PHONE # 2	1076	115	\$161.40	\$0.00	\$161.40	\$1065240	90	13	\$13.50	\$0.00	\$13.50	\$89100	\$0.0000
DEBIT	757525400X	1108	D PHONE # 6	1652	132	\$247.80	\$0.00	\$247.80	\$1635480	445	55	\$66.75	\$0.00	\$66.75	\$440550	\$0.0000
DEBIT	757525400X	1109	D PHONE # 2	1783	216	\$267.45	\$0.00	\$267.45	\$1765170	69	7	\$10.35	\$0.00	\$10.35	\$68310	\$0.0000
DEBIT	757525400X	1110	D PHONE # 1	952	120	\$148.80	\$0.00	\$148.80	\$982080	129	12	\$19.35	\$0.00	\$19.35	\$127710	\$0.0000
DEBIT	757525400X	1111	MED PHONE # 1	757	95	\$113.55	\$0.00	\$113.55	\$749430	310	20	\$46.50	\$0.00	\$46.50	\$306900	\$0.0000
DEBIT	757525400X	4116	SECURITY # 1	0	0	\$0.00	\$0.00	\$0.00	\$00000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
DEBIT	757525400X	4117	INTAKE PHONE # 1	606	53	\$90.90	\$0.00	\$90.90	\$59940	341	30	\$51.15	\$0.00	\$51.15	\$337590	\$0.0000
Total DEBIT				9501	1207	\$1425.15	\$0.00	\$1425.15	\$9405990	2086	227	\$312.90	\$0.00	\$312.90	\$2065140	\$0.0000
PREPAID	757525400X	1101	A2 PHONE # 2	1222	164	\$183.30	\$0.00	\$183.30	\$1209780	109	14	\$16.35	\$0.00	\$16.35	\$107910	\$0.0000
PREPAID	757525400X	1102	A3 PHONE # 1	11	3	\$1.65	\$0.00	\$1.65	\$10890	17	1	\$2.55	\$0.00	\$2.55	\$16830	\$0.0000
PREPAID	757525400X	1103	B1 PHONE # 2	1282	125	\$192.30	\$0.00	\$192.30	\$1269180	1186	81	\$177.90	\$0.00	\$177.90	\$1174140	\$0.0000
PREPAID	757525400X	1105	B3 PHONE # 1	0	0	\$0.00	\$0.00	\$0.00	\$00000	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
PREPAID	757525400X	1106	C PHONE # 5	171	17	\$25.65	\$0.00	\$25.65	\$169290	20	5	\$3.00	\$0.00	\$3.00	\$19800	\$0.0000
PREPAID	757525400X	1107	C PHONE # 2	919	95	\$137.85	\$0.00	\$137.85	\$909810	93	7	\$13.95	\$0.00	\$13.95	\$92070	\$0.0000
PREPAID	757525400X	1108	D PHONE # 6	1230	99	\$184.50	\$0.00	\$184.50	\$1217700	294	26	\$44.10	\$0.00	\$44.10	\$291060	\$0.0000
PREPAID	757525400X	1109	D PHONE # 2	1105	98	\$165.75	\$0.00	\$165.75	\$1093950	148	16	\$22.20	\$0.00	\$22.20	\$146520	\$0.0000
PREPAID	757525400X	1110	D PHONE # 1	884	89	\$132.60	\$0.00	\$132.60	\$875160	94	10	\$14.10	\$0.00	\$14.10	\$93060	\$0.0000
PREPAID	757525400X	1111	MED PHONE # 1	368	39	\$55.20	\$0.00	\$55.20	\$364320	112	12	\$16.80	\$0.00	\$16.80	\$110880	\$0.0000
PREPAID	757525400X	4116	SECURITY # 1	33	2	\$4.95	\$0.00	\$4.95	\$32670	0	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0000
PREPAID	757525400X	4117	INTAKE PHONE # 1	1160	126	\$174.00	\$0.00	\$174.00	\$1148400	426	34	\$63.90	\$0.00	\$63.90	\$421740	\$0.0000
Total PREPAID				8385	857	\$1257.75	\$0.00	\$1257.75	\$8301150	2499	206	\$374.85	\$0.00	\$374.85	\$2474010	\$0.0000
TOTAL				19,324	2,183	\$2,898.60	\$0.00	\$2,898.60	\$19,130,760	4,585	433	\$687.75	\$0.00	\$687.75	\$453,9150	\$0.0000

ICSolutions Report Samples

User Access Report

05/02/2013 11:38 - Page 3



ENFORCER User Access
 Site: [REDACTED]
 Choose User Status = All Users

Username	Last Name	First Name	Organization	Last Login	Status
jswyers	Sywers	Joann	[REDACTED]	2007-08-16 11:15	Disabled
jtapia	Tapia	Jennifer	ICSolutions	2013-04-30 15:14	Active
jturner	Turner	Jackie	ICSolutions	2010-06-28 15:25	Disabled
jvega	Vega	Jose	ICSolutions	2012-01-13 14:02	Active
kcole	Cole	Kelly	ICSolutions	2010-06-24 13:39	Disabled
kcrafts	Crafts	Kimberly	ICSolutions	2013-04-26 14:48	Active
kdawson	Dawson	Ken	ICSolutions	2012-02-29 12:56	Active
kday	Day	Kevin	[REDACTED]	2013-05-02 09:48	Active
kday	unknown	unknown		2007-06-15 08:10	Active
kdoss	unknown	unknown		2008-04-22 11:24	Disabled
khughes	Hughes	Ken	ICSolutions	2012-10-22 13:56	Active
khunter	Hunter	Kellie	ICSolutions	2010-01-27 10:41	Disabled

Recording Access Report

02/02/2011 16:58 - Page 1



Recording Access
 Site: Newport DOC
 Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404	[REDACTED]	MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738	[REDACTED]			2010-12-17 13:36
cwilliams	23940767	[REDACTED]	WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325	[REDACTED]			2010-12-23 16:57
cwilliams	24075679	[REDACTED]	COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679	[REDACTED]	COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061	[REDACTED]	ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119	[REDACTED]	GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215	[REDACTED]	MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518	[REDACTED]	DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362	[REDACTED]	BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362	[REDACTED]	BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030	[REDACTED]	COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
icoleman	24076544	[REDACTED]	EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458	[REDACTED]	CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14

ICSolutions Report Samples

The Bridge Sample Reports Tablet Message Detail Report

Facility ID	Street	City	State	Zip	Kiosk ID	Room Name	Revenue Reporting Period Dates	Incoming Messages	Incoming Messages Gross Revenue	Outgoing Messages	Outgoing Messages Gross Revenue	Commission	Traffic Date
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A24813F8	Pod A-4	202004	0	\$0.00	3	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C6F7D1	Pod C-2	202004	0	\$0.00	3	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C70EB7	Pod B-3	202004	0	\$0.00	5	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C70EB9	Pod A-4	202004	0	\$0.00	5	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: 6C21A2C79C21	Pod A-2	202004	0	\$0.00	20	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C280C1	Pod C-6	202004	0	\$0.00	34	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C2B429	Pod B-6	202004	0	\$0.00	30	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C2C40B	Pod B-5	202004	0	\$0.00	12	\$0.00	\$0.00	2020-04-30
10283	1575 Kings County Drive	Hanford	CA	93230	Tablet: AC83F3C2E4A9	L	202004	0	\$0.00	39	\$0.00	\$0.00	2020-04-30

Tablet Message Summary Report

Kings County Jail CA Messages
 Revenue Reporting Dates: 202004
 Commission Rate: 25.00% of revenue

Facility ID	Facility Group Name	Incoming Free Messages	Incoming Paid Messages	Incoming Messages Gross Revenue	Outgoing Free Messages	Outgoing Paid Messages	Outgoing Messages Gross Revenue	Total Revenue	Commission
10283	B POD	0	0	\$0.00	489	0	\$0.00	\$0.00	\$0.00
10283	KCSO Jail	0	0	\$0.00	3,788	0	\$0.00	\$0.00	\$0.00
10283	L	0	0	\$0.00	575	0	\$0.00	\$0.00	\$0.00
10283	Medical	0	0	\$0.00	451	0	\$0.00	\$0.00	\$0.00
10283	Medical	0	478	\$119.50	0	0	\$0.00	\$119.50	\$29.88
10283	Mental Health	0	0	\$0.00	515	0	\$0.00	\$0.00	\$0.00
10283	Mental Health	0	406	\$101.50	0	0	\$0.00	\$101.50	\$25.38
10283	No Room	0	11	\$2.75	0	0	\$0.00	\$2.75	\$0.69
10283	Pod A-1	0	74	\$18.50	0	0	\$0.00	\$18.50	\$4.63
10283	Pod A-1	0	0	\$0.00	100	0	\$0.00	\$0.00	\$0.00
10283	Pod A-2	0	414	\$103.50	0	0	\$0.00	\$103.50	\$25.88
10283	Pod A-2	0	0	\$0.00	529	0	\$0.00	\$0.00	\$0.00
Total:		0	1,383	\$345.75	6,447	0	\$0.00	\$345.75	\$86.44

ICSolutions Report Samples

Tablet Activities Report

Activities

8 results Message x Clear filters

Export Messages Show/Hide Columns -

ACTIONS	MESSAGE TYPE	DATE SENT	DATE READ	MESSAGE SUBJECT	MESSAGE BODY	STATUS	SENDER	RECIPIENT	GEOLOCATION	FLAGGED
View		16:52 PDT 06/25/2018		No Subject	yo, where were you? you do...	Unread	Curt Winters	John Yamasaki		None
View		10:31 PDT 06/25/2018	15:02 PDT 06/25/2018	No Subject	be careful what you kill f...	Read	John Yamasaki	Curt Winters	37.7953,-122.404	
View		10:27 PDT 06/25/2018	10:28 PDT 06/25/2018	No Subject	dude i'd kill for a can no...	Read	Curt Winters	John Yamasaki		
View		10:24 PDT 06/25/2018	10:27 PDT 06/25/2018	No Subject	was at the shop saw a Coke...	Read	John Yamasaki	Curt Winters	37.7764,-122.485	None
View		10:20 PDT 06/25/2018	10:20 PDT 06/25/2018	No Subject	no problem - 8pm talk late...	Read	John Yamasaki	Curt Winters	37.7764,-122.485	None
View		10:19 PDT 06/25/2018	10:19 PDT 06/25/2018	No Subject	yah, make sure you got eve...	Read	Curt Winters	John Yamasaki		None
View		10:15 PDT 06/25/2018	10:17 PDT 06/25/2018	No Subject	sup dude - i'll do a visit...	Read	John Yamasaki	Curt Winters	37.7764,-122.485	None
View	Facility Message	10:20 PDT 05/31/2018		Test Facility Message		Unread	Janice	Inspireprod Inmate		None

Audit Report

Tablets Audit

Search & Filter

Member Name: _____ Date (Range): from 07/10/2018 00:00 to 08/09/2018 23:59 Search

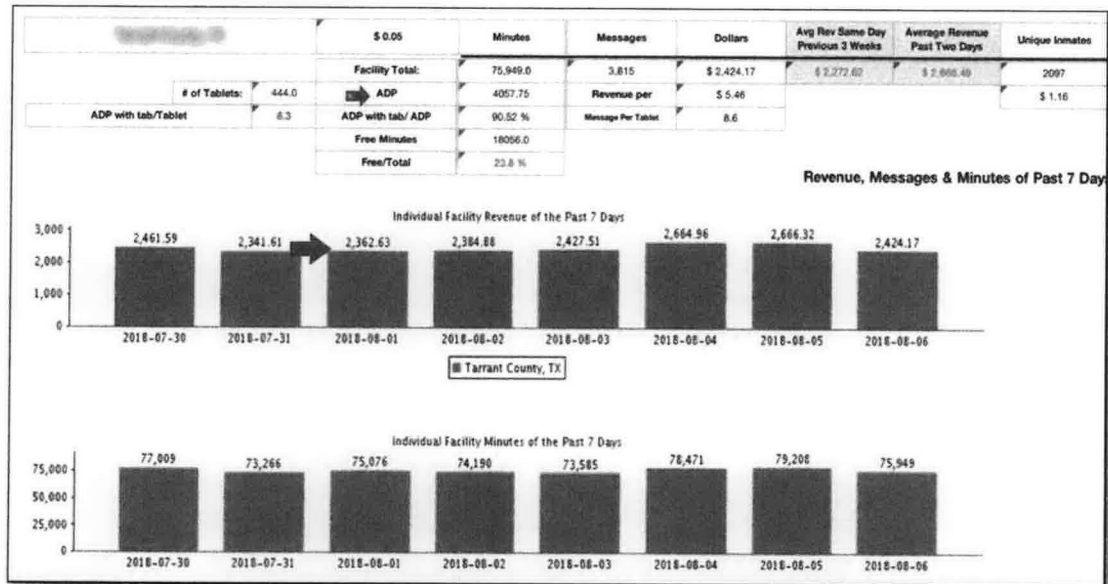
Tablet Name: _____ Reset Search

Facility: Inspire Correctional

Any Any

ACTIVITY DATE	FACILITY	TABLET	SESSION	SUBJECT	ACTION	DETAILS	SESSION ID	SESSION NAME	PHOTO
08/09/2018 12:10:27	Inspire Correctional	CC8BA89601B3	session	session	end	Device used for 6.12 minutes	d38899f9-aae2-497b-a5c9-dac63896c34b	Inmate, Inspireprod	
08/09/2018 12:10:26	Inspire Correctional	CC8BA89601B3	session	unknown	logout	screen off	d38899f9-aae2-497b-a5c9-dac63896c34b	Inmate, Inspireprod	
08/09/2018 12:04:37	Inspire Correctional	CC8BA89601B3	app	com.telmate.phone.dial.GettingOut_Phone	stop		d38899f9-aae2-497b-a5c9-dac63896c34b	Inmate, Inspireprod	
08/09/2018 12:04:28	Inspire Correctional	CC8BA89601B3	app	com.clearchannel.theatrado.controller.HearRadio	stop		d38899f9-aae2-497b-a5c9-dac63896c34b	Inmate, Inspireprod	
08/09/2018 12:04:20	Inspire Correctional	CC8BA89601B3	session	session	start		d38899f9-aae2-497b-a5c9-dac63896c34b	Inmate, Inspireprod	
08/09/2018 12:04:15	Inspire Correctional	CC8BA89601B3	session	session	login photo		d38899f9-aae2-497b-a5c9-dac63896c34b	Inmate, Inspireprod	
08/09/2018 12:04:10	Inspire Correctional	CC8BA89601B3	app	accept	fax		d38899f9-aae2-497b-a5c9-dac63896c34b	Inmate, Inspireprod	
08/09/2018	Inspire Correctional	CC8BA89601B3	app	com.telmate.telmateviewerwrapper.Video_Visit	stop		f95e7306-fc9a-4739-a639-	Inmate,	

Tablet Revenue Summary



Tablet Revenue Detail

ID		\$ 0.05							
Device id	Tablet	Provision Name	Room Name	Minutes	Messages	Dollars	Avg Rev Same Day Previous 3 Weeks	Average Revenue Past Two Days	
182063	CCBA8960901	na	100	638.0	18	\$ 6.23	\$ 0.00	\$ 5.74	
182073	CCBA8960156	na	100	638.0	6	\$ 6.23	\$ 0.00	\$ 5.95	
182093	CCBA89602CB	na	200	552.0	12	\$ 5.52	\$ 0.00	\$ 5.74	
182103	CCBA8960223	na	200	635.0	5	\$ 6.35	\$ 0.00	\$ 5.73	
182113	CCBA896018C	na	300	407.0	1	\$ 4.06	\$ 0.00	\$ 5.50	
182123	CCBA8960001	na	300	89.0	0	\$ 0.65	\$ 0.00	\$ 0.42	
182143	CCBA896018E	na	400	372.0	0	\$ 3.69	\$ 0.00	\$ 1.44	
182133	CCBA8960310	na	400	176.0	1	\$ 1.75	\$ 0.00	\$ 1.18	
182153	CCBA8960343	na	400	0.0	0	\$ 0.00	\$ 0.00	\$ 1.17	
182163	CCBA896006D	na	500	360.0	19	\$ 3.60	\$ 0.00	\$ 1.63	
182173	CCBA89601AC	na	500	336.0	12	\$ 3.35	\$ 0.00	\$ 2.09	
182183	CCBA896008E	na	500	321.0	2	\$ 3.21	\$ 0.00	\$ 1.39	
182190	CCBA89601AC	na	Cell Block J	1.0	0	\$ 0.00	\$ 0.00	\$ 0.00	
Facility Total:				4,505.0	74	\$ 44.59	\$ 0.00	\$ 38.82	
ADP				65.00		Revenue per			
ADP with tab/Tablet	4.9	ADP with tab/ ADP	98.46 %	Message Per Tablet	5.7				
Free Minutes				46.0					
Free/Total				1.0 %					

ICSolutions Report Samples

Tablet Audit by Inmate Report

Inmates
 Details Act As

Inmate: Active

DOB (Age): 1972- **Inmate PIN:** 650264 **Inmate Balance:** \$25.4
Booking #: 200097224 **Room:** C Block

Account Status Profile Visits Contacts Music Purchases Messages Contact Photos Photos Comments Calendar Video Records **Audit** News Feed

Status Messages Free Visits Profile Videos Grievances Tphone Rules Free Minutes Resident Settings Invites Notes

Audit | Log History | Internet Audit | Message Audit | Tablet Audit

Search Fields:

Filter Results:

Tablet Name

Date Time:
 Starting Date: 06/29/2017 00:00
 Ending Date: 06/29/2017 23:59
 Search
 Reset Search

Show 25 rows per page Page 1 of 16

Activity Date	Facility	Tablet	Category	Subject	Action	Details	Booking ID	Resident Name	Photo
06/29/2017 18:23:15		Device for Room 11275	app	stop.com.android.systemui.media	stop		9a21c0b5-da65-4e72-9672-eca89e6a54bc		
06/29/2017 18:23:15		Device for Room 11275	app	release.com.android.systemui.media	stop		9a21c0b5-da65-4e72-9672-eca89e6a54bc		
06/29/2017 18:23:15		Device for Room 11275	app	play.com.android.systemui.media	start		9a21c0b5-da65-4e72-9672-eca89e6a54bc		
06/29/2017 18:22:39		Device for Room 11275	app	com.telmate.messages.Messages	start		9a21c0b5-da65-4e72-9672-eca89e6a54bc		
06/29/2017 18:22:35		Device for Room 11275	session	session	start		9a21c0b5-da65-4e72-9672-eca89e6a54bc		
06/29/2017 18:22:34		Device for Room 11275	session	session	login photo		9a21c0b5-da65-4e72-9672-eca89e6a54bc		

ICSolutions Report Samples

Video Visit Commission Report

September 01, 2016 - September 30, 2016

Number of Stations	Revenue
20	\$ 1,515.00

Revenue Type	Number of Transactions	Minutes	Revenue
Remote Visits	193	4,714	\$ 1,515.00
Total Gross Revenue:			\$ 1,515.00

Commission %:	20 %
Commission Due:	\$ 303.00

Exhibit D

Sample Commission Report



Monthly Commission Report
January 2018
Settlement Date: 2/25/2018

Client ID: 9999 - XYZ Department of Corrections
Facility: XYZ Main Jail
123 Any Street
Anytown, FL 99999
Attn: Accounting Department

Tariff Type	Call Type	# of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	2,825	17,163	\$ 3,604.23	55.1%	\$ 1,965.93
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	3,958	21,453	\$ 4,505.13	55.1%	\$ 2,482.33
Total Local		6,783	38,616	\$ 8,109.36		\$ 4,468.26
Intra Cell	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	387	3,301	\$ 693.21	55.1%	\$ 381.96
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	386	2,061	\$ 432.81	55.1%	\$ 238.48
Total Intra Cell		773	5,362	\$ 1,126.02		\$ 620.44
IntraLATA	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	867	6,223	\$ 1,306.83	55.1%	\$ 720.06
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	1,265	9,216	\$ 1,935.36	55.1%	\$ 1,066.38
Total IntraLATA		2,132	15,439	\$ 3,242.19		\$ 1,786.45
Intrastate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	1,922	17,353	\$ 3,644.13	55.1%	\$ 2,007.92
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	2,797	22,238	\$ 4,669.98	55.1%	\$ 2,573.16
Total Intrastate		4,719	39,591	\$ 8,314.11		\$ 4,581.07
Interstate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	377	2,280	\$ 478.80	55.1%	\$ 263.82
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	470	3,218	\$ 675.78	55.1%	\$ 372.35
Total Interstate		847	5,498	\$ 1,154.58		\$ 636.17
International	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	75	532	\$ 356.44	55.1%	\$ 196.40
Total International		75	532	\$ 356.44		\$ 196.40
Canadian	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Canadian		-	-	\$ -		\$ -
Caribbean	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Caribbean		-	-	\$ -		\$ -
Total Collect		-	-	\$ -	55.1%	\$ -
Total PrePaid		6,378	46,320	\$ 9,727.20	55.1%	\$ 5,359.69
Total Debit Card		-	-	\$ -	55.1%	\$ -
Total Debit		8,951	58,718	\$ 12,575.50	55.1%	\$ 6,929.10
Commission Earned		15,329	105,038	\$ 22,302.70		\$ 12,288.79
Shortfall						\$ -
Guaranteed Monthly Commission						\$ 10,000.00
VoiceMail Commission	50			\$ 50.00	55.1%	\$ 27.55
Video Commission				\$ 1,833.00	50.0%	\$ 916.50
Net Commission Due						\$ 13,232.84

Exhibit E

Implementation Plan

EXHIBIT E

Implementation Plan for Inmate Phones, Video Visitation & Tablets

ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS), Video Visitation System (VVS) and Inmate Tablets Solution to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized ENFORCER® calling platform, its VISITOR™ video visitation module and tablets, as well as our exceptional support following installation.

ICSolutions' expertise at conducting fast, smooth implementations has been proven time and again by our many successful installation projects. We have installed The ENFORCER® calling platform and its related complementary inmate communications products at **11 state Departments of Corrections** with as many as 44,000+ inmates, as well as **hundreds of County, regional, and city correctional facilities** across the U.S. These installations have required a complex and sophisticated project management and implementation effort, which the ICSolutions team has honed over more than a decade of successful installations.



Experienced
Implementation Team
To Serve The County

The ICSolutions Operations Team will work together with your ICSolutions Regional Account Manager, Joe Garbe, to coordinate every aspect of the implementation. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **More detailed installation timelines have been included at the end of this section** and include all major tasks that will be required to complete the installation efficiently and with minimal disruption.

ICSolutions follows best practices developed by the **Project Management Institute (PMI)**, which has set the standards for project management since the 1960s. Accordingly, the five major stages of our project management are Initiation, Planning, Execution, Monitoring & Controlling, and Closure.

We have broken down the major milestones of the implementation by:

1. Pre-Installation
2. On-Site Installation
3. Post-Installation



ICSolutions Client Testimonial

"... **The transition to the [ICS] system was seamless**, taking one day to install new phones and provide training to the inmate population on how to login and make calls ..."

*Mark MacKay, Operations
Sergeant – Placer County
Sheriff's Office*

Inmate Phones Installation

These tasks are described in more detail following each table. Because the majority of these tasks are completed at our headquarters in San Antonio, the ITS on-site installation is limited to just 1 week.

Pre-Installation

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	Review Contract/RFP Requirements & Project Setup	1 day
2	1.2.2	Kick-Off Meeting	1 day
3	1.2.3	Conduct Pre-Installation Site Survey	1 day
4	1.2.4	Installation Plan Customization & Review with Facility	2 days
5	1.2.5	Scheduling for Onsite Installation	2 days
5.1	1.2.5.1	Onsite Escort Identification & Scheduling	0.5 days
5.2	1.2.5.2	Schedule Training Location and Times for Each User Group	0.5 days
5.3	1.2.5.3	Schedule Equipment Removal with Existing Provider	0.5 days
5.4	1.2.5.4	Make Travel Arrangements for Onsite Installation Team & Trainer	0.5 days
1.3 Implementation Project Execution Process			
6	1.3.1	Equipment & Network Provisioning	
6.1	1.3.1.2	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	4 weeks
6.2	1.3.1.1	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day
7	1.3.2	Equipment Build/Testing/Ship	15 days
7.1	1.3.2.1	ITS Software	7 days
7.2	1.3.2.2	JMS Data Exchange Interface Development	10 days
7.3	1.3.2.3	Other Value-Added Services Required	up to 15 days
7.4	1.3.2.4	Network	1 day
7.5	1.3.2.5	Hardware (includes QA testing & shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days

1. Review Contract/RFP Requirements & Project Setup – ICSolutions' Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Mantis, create project files, and assign internal resources.

2. Kick-Off Meeting – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, we will go over any enhanced products or services that you wish to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the Facility's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.

3. Conduct Pre-Installation Site Survey – Immediately following contract award, we will schedule the Pre-Installation Site Survey, during which all internal wiring will be tested, the locations for each phone will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as you would like it to appear on Call Detail Reports, privileges you would like each user to have access to, etc.).

4. Installation Plan Customization & Review with the Facility – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate your needs. ICSolutions will then review the customized Installation Plan with the appropriate Facility personnel. We will go over all project milestones and the timeline, and we will ensure you have received identification for the project team for any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network your existing workstations to THE ENFORCER® network.

5. Scheduling for Onsite Installation – After you have had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:

5.1 Onsite Escort Identification & Scheduling – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the agreed upon timing for onsite installation.

5.2 Schedule Training Location and Times for Each User Group – ICSolutions' certified National Trainer will work with the Facility to identify and reserve the location for the onsite training, as well as schedule the various times for each user group that will work best with the Facility's needs.

5.3 Schedule Equipment Removal with Existing Provider – ICSolutions will work with your existing provider to schedule pick up of all existing equipment to ensure minimal downtime of your inmate telephone system.

5.4 Make Travel Arrangements for Onsite Installation Team and Trainer – After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.

6. Equipment & Network Provisioning – ICSolutions Project Team works expeditiously to set up the necessary network and equipment that can have a long lead time:

6.1 Order Network Services – Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately four weeks for completion after ordering. Immediately after learning ICSolutions has been awarded the contract, ICSolutions' Director of Operations orders the network services and works with the Facility to schedule the delivery and installation of the circuits, which are necessary to power THE ENFORCER®. ICSolutions typically



ICSolutions Client Testimonial

"... **the transition was flawless.**

The overall process was completed within a few weeks from the date the contract was signed ..."

*Warden Joseph – Richmond
County Correctional Institute*

obtains service from two different network carriers. We do this to ensure complete redundancy and maintain our 99.999% system uptime guarantee. If one carrier experiences an outage, service will instantly fail over to the second carrier.

6.2 Requisition System Hardware from Inventory, Order Additional Items (If Necessary) – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions' Project Team will requisition the equipment necessary for installation.

7. Equipment Build/Testing/Ship – During this phase, ICSolutions will build THE ENFORCER® to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation:

7.1 ITS Software – ICSolutions will create the County's Site in THE ENFORCER, including configuring the centralized system in the data center (such as setting up your dedicated website); add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.); create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure the ENFORCER features based on the contract requirements and the Facility's needs (as identified during the site survey and during the Kick-Off Meeting).

7.2 JMS Data Exchange Interface Development – ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, we will work with you and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface, we will develop all required interfaces with the Facility and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

7.3 Other Value-Added Services Required – ICSolutions will activate and configure all value-added services required, such as voice biometrics, and the IVR Suite and Premium Investigative Tools (e.g., The Attendant, The CommunicatorSM, The Imposter). This phase includes obtaining all the relevant rules from the Facility, activating the service, developing any necessary interfaces with third-party products, configuring the system to your specifications, and QA testing all configurations.

7.4. Network – ICSolutions will configure the Network IAD, QA Test, and Burn-in.

7.5 Hardware – ICSolutions conducts QA tests on the equipment to ensure it works. Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facility.

8. Convert Existing Data – If applicable, we will request the data from the current vendor. First, we will collect sample files from the existing vendor in preparation for porting the facility’s current inmate and call data into THE ENFORCER®. ICSolutions will then review the current vendor’s data and the format in which it was received.

On-Site Installation – Just 1 Week

Ref	WBS	Task	Duration
9	1.3.4	Site Installation	5 days
9.1	1.3.4.1	Verify/Test network Circuits	1 day
9.2	1.3.4.2	Equipment Setup and Powered (including labeling any new cabling)	1 day
9.3	1.3.4.3	Phone Swap, including QA Testing & Test Plan Execution	3 days
9.4	1.3.4.4	Workstation Setup and Administrative Software Installed	1 day
9.5	1.3.4.5	Verify Inmate ID Data Flow is accurate	1 day
9.6	1.3.4.6	ID Phone Ports & Create Equipment Inventory Listing	0.5 day
10	1.3.4.7	Cutover	1 second
11	1.3.4.8	User Acceptance Testing	2 days
12	1.3.4.9	Training	2 days

9. Site Installation – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

9.1. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

9.2 Equipment Setup and Powered (including labeling any new cabling) – ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19” Equipment Rack. If any new cabling is installed, ICSolutions will label it.

9.3 Phone Swap – ICSolutions will replace the Facility’s old phones for new models and complete any final wiring, if needed. After swapping phones, ICSolutions’ Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later on in this document.

9.4 Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations you require. However, since THE ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface), anyone with a password and log-in ID granted by Facility administrators can access the system from any computer running a modern browser as if they were opening a website.

9.5 Verify Inmate ID Flow is Accurate – We will verify that all information received from the Facility’s JMS, including inmate ID information, is correct.

9.6 ID Phone Ports & Create Equipment Inventory Listing – ICSolutions will ID all phone ports and create an equipment inventory listing.

10. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to THE ENFORCER® system occurs quickly and seamlessly.

11. User Acceptance Testing – ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite.

12. Training – ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the Facility’s preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that Facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist Staff users in utilizing their ENFORCER® system to the fullest. We have provided more detailed information on our training process in our Training Plan, included later in this document.

Post-Installation

Ref	WBS	Task	Duration
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

13. Post-Cutover System & Process Transition Monitoring – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided onsite during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor your new system and processes to ensure they are operating as specified. After the implementation is complete, ICSolutions performs continuous monitoring of the system and the overall project, starting with monitoring the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

14. Meet to Review Implementation – ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions you may have, etc.

Video Visitation Installation

These tasks are described in more detail following each table. Because the majority of these tasks are completed at our headquarters in San Antonio, the on-site installation is completed within 10 calendar days.

Pre-Installation

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1.2 Implementation Project Planning Process			
1	1.2.1	Review Contract/RFP Requirements & Project Setup	1 day
2	1.2.2	Kick-Off Meeting	1 day
3	1.2.3	Conduct Pre-Installation Site Survey	1 day
4	1.2.4	Installation Plan Customization & Review with Facility	2 days
5	1.2.5	Scheduling for Onsite Installation	2 days
5.1	1.2.5.1	<i>Onsite Escort Identification & Scheduling</i>	<i>0.5 days</i>
5.2	1.2.5.2	<i>Schedule Training Location and Times for Each User Group</i>	<i>0.5 days</i>
5.3	1.2.5.3	<i>Schedule Equipment Removal with Existing Provider</i>	<i>0.5 days</i>
5.4	1.2.5.4	<i>Make Travel Arrangements for Onsite Installation Team & Trainer</i>	<i>0.5 days</i>
1.3 Implementation Project Execution Process			
6	1.3.1	Equipment & Network Provisioning	4 weeks
6.1	1.3.1.2	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	4 weeks
6.2	1.3.1.1	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day
7	1.3.2	Equipment Build/Testing/Ship	15 days
7.1	1.3.2.1	ITS Software (The Visitor™ visitation management & VVS)	10 days
7.2	1.3.2.2	<i>JMS Data Exchange Interface Development</i>	<i>10 days</i>
7.3	1.3.2.3	Other Value-Added Services Required	up to 15 days
7.4	1.3.2.4	<i>Network</i>	<i>1 day</i>
7.5	1.3.2.5	Hardware (includes QA testing & shipping)	2 days
8	1.3.3	Convert Existing Data (If Applicable)	4 days

Many of the tasks that are required to be performed to implement THE ENFORCER® inmate telephone system are also required to implement THE VISITOR™ VVS and install the VVS stations and related services. For those tasks that are similar but not exactly the same, such as requisitioning hardware, ICSolutions' installation team can accomplish those tasks at the same time for efficiency purposes.

There are a few tasks that are unique to the VVS implementation, namely the configuration and interface development of any touchscreen inmate self-services required to be available through the inmate VVS stations. **All italicized tasks can occur simultaneously with the Inmate Telephone System (ITS) Plan, if the County so desires.** And, depending on when the network becomes available to support the video

visitation services, there may be several additional tasks that could also be performed concurrently with the ITS installation.

- 1. Review Contract/RFP Requirements & Project Setup** – ICSolutions' Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Mantis, create project files, and assign internal resources.
- 2. Kick-Off Meeting** – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, we will go over any enhanced products or services that you wish to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the Facility's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.
- 3. Conduct Pre-Installation Site Survey** – Immediately following contract award, we will schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each kiosk will be defined, and other specifications will be agreed upon.
- 4. Installation Plan Customization & Review with the Facility** – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate your needs. ICSolutions will then review the customized Installation Plan with the appropriate Facility personnel. We will go over all project milestones and the timeline, and we will ensure you have received identification for the project team for any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network your existing workstations to THE ENFORCER® network.
- 5. Scheduling for Onsite Installation** – *These steps can be done simultaneously with the ITS Plan, if the County so desires.* After you have had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:
 - 5.1 Onsite Escort Identification & Scheduling** – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the agreed-upon timing for onsite installation.
 - 5.2 Schedule Training Location and Times for Each User Group** – ICSolutions' certified National Trainer will work with the Facility to identify and reserve the location for the onsite training, as well as schedule the various times for each user group that will work best with the Facility's needs.
 - 5.3 Schedule Equipment Removal with Existing Provider (If Necessary)** – When a previous VVS is in place, ICSolutions will work with your existing provider to schedule pick up of all existing equipment to ensure minimal downtime of your VVS.
 - 5.4 Make travel arrangements for onsite installation team and trainer** – After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.

6. Equipment & Network Provisioning – ICSolutions Project Team works expeditiously to set up the necessary network and equipment that can have a long lead time:

6.1 Order Network Services – Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately four weeks for completion after ordering. The Baseline VVS Implementation Schedule and Gantt Chart provided after this narrative assumes average lead times for network installation, which requires more bandwidth than the ITS requires and is typically the most time-consuming task in the VVS implementation. Immediately after learning ICSolutions has been awarded the contract, ICSolutions' Director of Operations orders the network services and works with the Facility to schedule the delivery and installation of the circuits, which are necessary to power The Visitor™.

6.2 Requisition System Hardware from Inventory, Order Additional Items (If Necessary) – All video processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions' Project Team will requisition the equipment necessary for installation.

7. Equipment Build/Testing/Ship – During this phase, ICSolutions will build THE VISITOR™ to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation:

7.1 Software – ICSolutions will create the County's Site in THE VISITOR™, including configuring the centralized system in the data center (such as setting up your dedicated website); add terminals and enable features in accordance with the contract; create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure The Visitor™ features, as well as any other required value-added services (such as the Resident Portal and other touchscreen inmate self-service products), based on the contract requirements and the Facility's needs (as identified during the site survey and during the Kick-Off Meeting).

7.2 JMS Data Exchange Interface Development – ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, ICSolutions will work with you and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface (if any), ICSolutions will develop all required interfaces with you and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

7.3 Other Value-Added Services Required – ICSolutions will activate and configure all value-added services required, such as Touchscreen Inmate Self-Service Products. This phase includes obtaining all the relevant rules from the Facility, activating the service (such as the Resident Portal), developing any necessary interfaces with third-party products (such as inmate trust account lookup), configuring the system to your specifications, and QA testing all configurations.

7.4. Network – ICSolutions will configure the Network IAD, QA Test, and Burn in.

7.5 Hardware – For this task, ICSolutions conducts QA tests on the equipment to ensure it works. Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facility.

8. Convert Existing Data – If applicable, we will request the data from the current vendor. First, we will collect sample files from the existing vendor in preparation for porting the facility’s current inmate and call data into The ENFORCER®. ICSolutions will then review the current vendor’s data and the format in which it was received.

On-Site Installation – Within 10 days

Ref	WBS	Task	Duration
9	1.3.4	Site Installation	10 days
9.1	1.3.4.1	Verify/Test Network Circuits	1 day
9.2	1.3.4.2	Equipment Setup and Powered (including labeling any new cabling)	1 day
9.3	1.3.4.3	Installation of VVS Stations, including QA Testing & Test Plan Execution	8 days
9.4	1.3.4.4	Workstation Setup and Administrative Software Installed	1 day
9.5	1.3.4.5	Verify Inmate ID Data Flow is accurate	1 day
9.6	1.3.4.6	ID Phone Ports & Create Equipment Inventory Listing	0.5 day
10	1.3.4.7	Cutover	1 second
11	1.3.4.8	User Acceptance Testing	2 days
12	1.3.4.9	Training	2 days

9. Site Installation – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

9.1. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

9.2 Equipment Set Up and Powered (including labeling any new cabling) – ICSolutions will install all the necessary equipment in the equipment room. The onsite video visitation equipment will consist of a firewall and multi-functional video processing and recording servers, as well as UPS units. If any new cabling is installed, ICSolutions will label it.

9.3 Installation of VVS Station – The ICSolutions onsite team will install VVS kiosks and complete any final wiring. After stations are installed, ICSolutions’ Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, video visitation kiosks, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later in this document.

9.4 Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations you require. However, since THE VISITOR™ is operated through a single login to THE ENFORCER®, which is an easy-to-use browser-based GUI (Graphical User Interface), anyone with

a password and login ID granted by County administrators can access the system from any computer running a modern browser as if they were opening a website.

9.5 Verify Inmate ID Flow is Accurate – ICSolutions will verify that all information received from the Facility’s JMS, including inmate ID information, is correct.

9.6 ID Phone Ports & Create Equipment Inventory Listing – ICSolutions will ID all phone ports and create an equipment inventory listing.

10. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The Visitor™ system occurs quickly and seamlessly.

11. User Acceptance Testing – ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite.

12. Training – ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the Facility’s preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist Staff users in utilizing their Visitor™ system to the fullest. We have provided more detailed information on our training process in our Training Plan, included later in this document.

Post-Installation

Ref	WBS	Task	Duration
1.4 Implementation Project Monitoring & Controlling Process			
13	1.4.1	Post-Cutover System & Process Transition Monitoring	2 days
1.5 Project Closing Process			
14	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

13. Post-Cutover System & Process Transition Monitoring – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided onsite during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor your new system and processes to ensure it is operating as specified. For the purposes of the implementation project, this step ends upon the completion of user acceptance. After the implementation is complete, however, ICSolutions performs continuous monitoring of the system and the overall project, with automated system monitoring of each VVS station’s status (e.g., online, offline, etc.).

14. Meet to Review Implementation – ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions you may have, etc.

Installation Timing

ICSolutions is flexible about the timing of the VVS Implementation, and will work with you to customize the Baseline VVS Implementation Schedule to meet your needs. Whether you want to phase in VVS over time, or have a single cutover, the tasks for the implementation will be the same, with only the timeline changing to meet your needs.

Tablet Installation

These tasks are described in more detail following each table. Because the majority of these tasks are completed remotely, the on-site installation time is minimized.

*** Please Note** – The timeline for this installation is correlated to the number of escorts that the Facility is able to provide during both the infrastructure planning phase and the installation phase. The timeline in the Gantt chart directly following this section assumes that the facility is able to provide two facility escorts per each three-man team.

Pre-Installation

Ref	Task
1	Planning Phase
1.1	Site Survey
1.2	System Hardware Design
1.3	System Wiring Diagram
1.4	Order WAN Network
1.5	Order Cable & Conduit
1.6	Order Tablet System
1.7	Infrastructure Installation Planning
1.8	Interface Planning

1.1 Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During this site survey, our team will identify the number of IDFs, the number of housing units/PODs, the number of inmates per POD, and any available facility cable and/or fiber that could be utilized for the tablet solution.

1.2 System Hardware Design – During this phase, ICSolutions' Project Team will design the system hardware to ensure that it meets your Facility's unique needs. This includes MDF hardware (the content server, the port fiber switch, and the UPS with Power Management, which can be shared with the ITS and VVS), the IDF hardware (the Port POE Switch and the UPS), the wireless access points and the charging cabinet (one charging cabinet will be provided for every 10 tablets).

1.3 System Wiring Diagram – ICSolutions' Project Team will complete the system wiring diagram for the tablet solution. This includes determining and diagramming AP to IDF connectivity, IDF to MDF connectivity, and building to building connectivity (fiber).

1.4 Order WAN Network – ICSolutions will place the order for the WAN network; we will utilize a minimum of 50Mbps circuit.

1.5 Order Cable & Conduit – ICSolutions will place the order for all required cable and conduit, verifying that the order correlates to the system wiring diagram that was already created.

1.6 Order Tablet System – During this phase, ICSolutions will place the order for the entire solution, including all tablets and charging cabinets. ICSolutions will order 10% additional tablets to ensure we have spares on hand should any of the tablets need to be repaired. We will verify the tablet system order correlates to the hardware system design that was previously determined.

1.7 Infrastructure Installation Planning – ICSolutions will work with the Facility to determine facility approved work hours and facility-assigned escort personnel. ICSolutions requires two escorts per work crew. The installation timeline provided is dependent upon the Facility being able to supply the required number of escorts for our crews. During this phase we will also determine if a platform lift will be required for installation, whether there is one available, and identify any possible constraints in getting the lift into the facility, if applicable. Finally, ICSolutions will identify the individual installation personnel and submit all required background checks to the Facility.

1.8 Interface Planning – During this phase, ICSolutions will determine what additional interfaces will be necessary for the tablet solution, including interfaces to the Facility’s JMS, trust account provider, and commissary provider (interface only available with select commissary providers). ICSolutions will work with you and your other vendors to review their data format, and define what will be necessary to create a seamless integration with our proposed tablet solution. ICSolutions will develop all required interfaces with the Facility and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and SFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients.



ICSolutions Client Testimonial

“... **the transition was flawless.**
 The overall process was completed within a few weeks from the date the contract was signed ...”

Warden Joseph – Richmond County Correctional Institute

On-Site Installation

Ref	Task
2	Execution Phase
2.1	Infrastructure Hardware Receipt
2.2	Infrastructure Installation
2.3	Server Installation & Wi-Fi Activation
3	Testing & Training Phase
3.1	Interface Activation and Access Point Testing
3.2	Tablet Activation and Testing
3.3	Facility Staff and User Acceptance Training
4	Deployment Phase
4.1	Tablet Program Turn-up and Inmate Training

2.1 Infrastructure Hardware Receipt – During this phase, ICSolutions will receive all the required hardware for the tablet installation. This includes all hardware, such as the server, switches, wireless access points, tablets and charging cabinets, as well as the cable and conduit from the manufacturer.

2.2 Infrastructure Installation – Our onsite installation team will install the tablet solution. Our timeline assumes that each installation team of three individuals could install two housing units per day, and that the Facility allows us to work full 8-hour days Monday through Friday. Each team will also require two facility escorts.

2.3 Server Installation & Wi-Fi Activation – Our team will install the server, activate the Wi-Fi, and confirm connectivity. During this phase, we will also create a Wi-Fi Heat Map. The Wi-Fi heat map is a map of the wireless signal coverage and strength throughout the Facility.

3.1 Interface Activation and Access Point Testing – During this phase, we will turn up all required interfaces and test each access point. Our team will confirm connectivity and data integrity of all required interfaces.

3.2 Tablet Activation and Testing – The tablets will be turned up and connectivity to each device will be confirmed.

3.3 Facility Staff and User Acceptance Training – ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite. Tablet Training will include the Tablet System Administration Portal, ensuring that all Facility staff are familiar with how to manage and administer the new tablet solution, as well as sharing of Tablet Program Best Practices to ensure the Facility, your inmates, and your constituents receive the most from your new tablet program.

4.1 Tablet Program Turn-Up & Inmate Training – Tablets will be distributed to each housing unit, and ICSolutions will provide inmate training on the new tablet solution.

Post-Installation

Ref	Task
5	Project Completion/Close
5.1	Handoff to Tech Support – Ongoing Support

5.1 Handoff To Tech Support – Following a successful implementation of our tablet solution, ICSolutions will handoff the Facility to Tech Support to ensure that Facility personnel are familiar with how to receive ongoing support for the tablet solution. Tech Support for the tablets will be the same as for the inmate telephone system and video visitation system for maximum ease of use and efficiency. We have provided more information on our Maintenance and Support Plan for all aspects of our proposed service in **EXHIBIT F**. During this phase, training will be available onsite or online as needed, and can be requested by sending an email to training@icsolutions.com with the request.

Installation Testing Protocol

As described briefly above, ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, kiosks, software, and peripheral hardware.

Testing of both THE ENFORCER® and THE VISITOR™ systems will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP®'s waterfall approach for system implementations. The QC Team documents all testing and walkthroughs in Mantis. All results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by the Project Manager. The ENFORCER® and The Visitor™ system testing will encompass the following:

External System Interface	<ul style="list-style-type: none"> a. Interface protocol b. Access and security c. Error logging
Data Exchange	<ul style="list-style-type: none"> a. Data format b. File exchange/transfer timelines c. Error logging d. Confirm inmate count in JMS is synced with The Visitor™ video visitation (Admin page)
Database Integrity	<ul style="list-style-type: none"> a. Inmate Table <ul style="list-style-type: none"> i. Inmate ID ii. Inmate full name iii. Inmate PIN (if applicable) iv. Inmate housing location v. Inmate Status vi. Inmate PAN list (if applicable) b. Global Number Table <ul style="list-style-type: none"> i. Block List ii. Attorney List iii. Privileged List iv. Free numbers v. TDD Access numbers vi. PREA Hotline c. Inmate Station Table <ul style="list-style-type: none"> i. Station port labeling – Confirm accuracy ii. Station Grouping iii. Station Class-of-Service designation iv. Station On/Off times v. TDD Access numbers d. Rates & Dialing Table <ul style="list-style-type: none"> i. Surcharge & Per Minute entries by Tariff Type ii. Local number listing iii. Dialing rules by Tariff type

	<ul style="list-style-type: none"> iv. Dialing rule override (if any) v. Carrier access protocol e. Approved Visitor Table f. Video Visitation Station table g. Video Visitation Station Locations (e.g., identification, type, rules, etc.) h. Video Visitation Policies <ul style="list-style-type: none"> i. Schedule (Allowable visitation times by type of visit and visitor) ii. Rates & Fees iii. Designate free and paid visitations by visitor or type of visitation (e.g., remote visitations where the visitor is off-site using a home or office computer to visit)
<p>System Access</p>	<ul style="list-style-type: none"> a. User Role privileges b. User Role assignments c. User name & passwords d. Register as new user e. Approve new user
<p>Facility Workstations</p>	<ul style="list-style-type: none"> a. Access to The ENFORCER® system (including The Visitor™ module) b. Ability to monitor live recordings from both workstation and Facility Network if applicable c. Ability to download and burn recordings using the following formats: <ul style="list-style-type: none"> i. Wav ii. MP3 iii. Speex d. Run and test reports for accuracy of information
<p>Visitor™ Equipment & Network Preliminary Installation Check</p>	<ul style="list-style-type: none"> a. Check cabling b. Turn on/off system c. Test IP devices d. IP external assignments – confirm accuracy e. IP internal assignments – confirm accuracy f. Confirm firewall setup g. Equipment setup on domain h. Database communications i. Software version

Quality Assurance (QA) Testing	<ul style="list-style-type: none"> a. Video Visitation Station Center Application b. Control Software / Facility workstation(s) c. Monitoring d. Lobby Visitor Registration & Scheduling Terminal e. Remote Visitors f. Inmate Terminals
User Acceptance Testing (UAT)	<ul style="list-style-type: none"> a. Coincides with hands-on training b. Training Curriculum & tests performed in UAT customized per Facility's requests

Sample Installation Checklist

Below is a sample Testing and Acceptance Checklist:

HARDWARE		
Tests and Checks Performed	INITIALS	DATE
Check - Rack fully assembled.		
Check - 110/66 Blocks labeled and covered.		
Check - UPS is fully charged and operational. (plugged in)		
Check - Adtran 924 and network hardware labeled and installed on rack.		

NETWORK		
Tests and Checks Performed	INITIALS	DATE
Check - blue cable from smart jack to Adtran 924 NET/T-1 Port. All cables labeled and properly secured.		
Check red cable from Adtran 924e ETH 0/1 port to Fortinet ETH 0/1 port. All cables labeled and properly secured.		
Set up workstation(s) in predetermined location. Connect all peripherals and all cables labeled and properly secured.		
Connect network cable to workstation. Use patch cord to connect workstation to RJ 45 jack.		

POWER UP		
Tests and Checks Performed	INITIALS	DATE
Test - Perform start up test and confirm all machines start up correctly.		
Test - UPS test (utilize UPS test switch and confirm system stays on)		
Test - Start up workstation and confirm proper startup and that network can be seen		

SOFTWARE CHECK & TESTS

Tests and Checks Performed	INITIALS	DATE
Check - All computers for correct name and IP address.		
Check/Verify correct IP and Subnet		
Check - All computers - Network Properly. Installed and working.		
Check - All system clocks are updated properly.		
Check - Verify Inmate Stations.		
Test - Workstation – Verify Monitoring/Playback and Burn CD's		
Check - Facility PIN swap over		
Test - Make test calls from station blocks.		
Check - Facility branding		

SYSTEM CHECKOUT

Tests and Checks Performed	INITIALS	DATE
Verify system functionality by performing test calls from every station.		
Perform station cross connect punch work – verify stations are operational		
Test - Restart and confirm all modules are functioning properly.		
Test - Make test calls from each station- verify		
Check - Cameras Operational		
Test - Call Search		
Check - Calls for proper start/stop, origination, destination, PIN numbers		
Check - Verify each type of call (Local, IntraLATA, InterLATA, Interstate)		
Test - Perform live monitoring.		
Test - Perform dial up live monitoring.		
Test - Printing reports to printer		

Facility Staff Training Plan

Training Outlines and Objectives

ICSolutions' goal is to familiarize Facility personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. The user-friendly nature of THE ENFORCER® system and its THE VISITOR™ module makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Classes will be scheduled to fit the Facility's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- ✓ **User Manuals**
- ✓ **Quick Reference Guides**
- ✓ **Self-Help Training Guid**
- ✓ **Online & Hard Copies**

- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as preferred by the County.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; THE ENFORCER®'s Quick Reference Guide; and a demonstration of the commonly used features of THE ENFORCER® system; and hands-on interactive training **using the facility's own live system.**
- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- Training is typically divided into three types of sessions: **Standard User, Investigator, and Site Administrator (Super User)** and, for the VVS, we also add training for the **Control Officer.** Training length varies based upon user type and number of trainees, but most training sessions are roughly **one-hour** long.
- When a voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.
- Printed copies of the Quick Reference Guide will be provided for each facility. Online documentation (Quick Reference Guide, Investigative Suite Reference, Reports Guide, and Enhancements Summary) is provided as part of THE ENFORCER® system. These online documents are updated and published to all facilities every time THE ENFORCER® system is updated or enhanced.
- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.
- Initial and all follow-up training will be conducted by our dedicated Training department. ICSolutions is able to **accommodate your requests for training with very little notice.**
- All training is provided **at no cost to the facility.**



**ICSolutions Client
Testimonial**

"ICSolutions has provided continued refresher and new program update trainings ... I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering."

*Captain Almonte – Osceola
County Corrections Department*

Training Curriculum

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the facility's needs:

<p>Day-to-Day System Administration</p>	<ul style="list-style-type: none"> • Logging In, locally, remotely, to one site, multiple sites, etc. <ul style="list-style-type: none"> ◦ Single sign-on to ITS and VVS through The ENFORCER® • User Access Control Settings: Roles, permissions etc. • Call Process Flow & Control settings • Call Record Search • Blocked Number Administration • Inmate Account Editor <ul style="list-style-type: none"> ◦ Search for Inmate Account ◦ ANI Advanced Privileges and Inmate-specific controls ◦ Enter PANs, Inmate-specific blocks & exceptions ◦ Alerts on Inmate Accounts ◦ Print Account Information ◦ Account suspension/reinstatement ◦ Change PINs • Debit Account Administration • Visitor Registration & Scheduling • Connecting Visits • Visitor Verification (if applicable) • Viewing and Modifying Inmate and Visitor Profiles • Interface Functionality (if applicable)
<p>Investigative Functions</p>	<ul style="list-style-type: none"> • Live Call Monitoring/Scanning • Call Disrupt Function • Recording • Recording Exempt Numbers • Setting Alerts (email, pager and phone) • Recordings – Search, Retrieval & Reporting • Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc. • Running Ad-Hoc Call/Record/Recording Reports • Live Visitation Monitoring & Instant Disconnect • Visitation Recordings Search, Retrieval & Playback • Visitation Reporting & Interactive Tables
<p>Automated Calling Process Overview</p>	<ul style="list-style-type: none"> • Placing a Call • Debit Call Process • PrePaid Collect Process

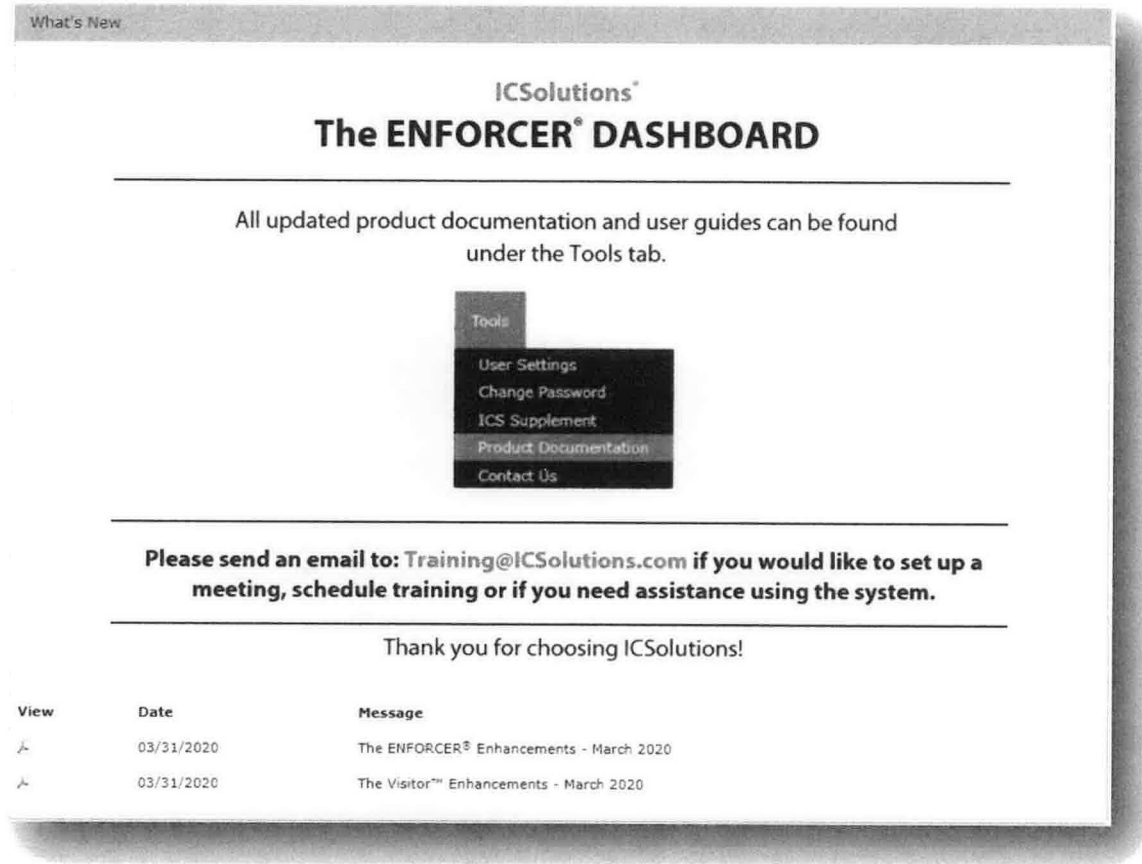
Visitation Administration	<ul style="list-style-type: none">• User Accounts & Privileges (ban visitors & other inmate restrictions)• System configurations• Creating messages to warn inmates and visitors of non-compliant behavior• Setting visitation rules for onsite, remote, and specified visitation centers or housing units• Establishing authorized visitor relationship type and privilege status• Interface functionality (if applicable)
Service & Maintenance	<ul style="list-style-type: none">• Initiating Trouble Reports & Scheduling automatic progress notifications• Information Gathering & Preliminary Trouble-shooting• Trouble Reporting and escalation• Viewing and reporting on trouble ticket histories
Tablet Training	<ul style="list-style-type: none">• Tablet System Administration Portal• System Management• Tablet Program Best Practices
Training and User Reference Tools	<ul style="list-style-type: none">• Quick Reference Guide• User Guide• Report Synopsis• Inmate Information Pamphlet in English & Spanish• Support Center• ICSolutions' and Support Team Contact Information

In addition to the printed training manuals, the full User Guide, Quick Guide, and Release Notes (describing changes in upgrades) are available to all authorized users directly through THE ENFORCER®.

The screenshot displays the THE ENFORCER® web application interface. At the top left is the ICSolutions logo with 'INMATE CALLING' above it. The title 'THE ENFORCER®' is centered at the top. On the top right, it shows the user information for Jackson County Correctional Institution: 'User: kcaballero (10.0.2.2.g2c4e0282-backports-f)' and 'Copyright 2005-2020'. Below the title is a dark navigation bar with the following menu items: Inmate, Global Numbers, Accounts, Monitor, Call Detail, Reports, Site Admin, Tools, and Logout. The main content area is titled 'Product Documentation for Inmate Calling Solutions' and includes the text 'Feel free to download these manuals'. Under the heading 'CURRENT DOCUMENTATION', there are links for: ENFORCER® Enhancements - March 2020, ENFORCER® Quick Reference Guide, ENFORCER® Investigative Suite Reference, ENFORCER® Reports Guide, and ICS Supplement Update Guide. Under the heading 'HISTORICAL ENHANCEMENTS AND RESOLVED ISSUES', there are links for: The ENFORCER® Enhancements Summary and The ENFORCER® Resolved Issues Summary.

User Access to Product Documentation

In addition, all users will be notified through THE ENFORCER®'s Dashboard of recent enhancements and related product documentation upon logging in.



Upgrades Dashboard

Inmate and End-Users Training Plan

ICSolutions offers several solutions to ensure that end users also have a transparent transition to the new system. First, we provide educational material for the housing and lobby areas to announce the upcoming transition date, calling and visitation rates, and ICSolutions' name, dedicated video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts. Also prior to cutover, we activate prepaid account functionality so that friends and family can set up their accounts ahead of time. Any and all signage and brochures will be approved by the Facility before distribution.

We can also provide written instructions on the phones, and we use clear and simple call prompts to guide inmates through the calling process. Call recipients whose phones cannot accept collect calls are given a free call followed by an automatic transfer to a live agent to explain calling options and help with account setup.

When inmate tablets are deployed, ICSolutions provides inmate training on the new tablet solution following distribution of the tablets to the housing areas.

BROWN CO TABLETS INSTALL

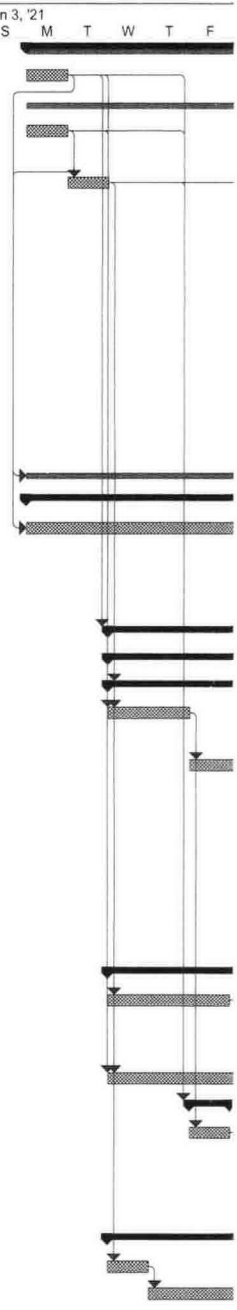
ID	Task Mode	WBS	Task Name	Duration	Mar 8, '20	Mar 15, '20	Mar 22, '20	Mar 29, '20	Apr 5, '20	Apr 12, '20
					S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
		0	Tablet Installation	60 days	[Gantt Bar]					
1		1	Planning Phase	8 days	[Gantt Bar]					
2		1.1	Site Survey	2 days	[Gantt Bar]					
3		1.2	System Hardware Design	1 day	[Gantt Bar]					
4		1.3	System Wiring Diagram	1 day	[Gantt Bar]					
5		1.4	Order WAN Network	0.5 days	[Gantt Bar]					
6		1.5	Order Cable & Conduit	0.5 days	[Gantt Bar]					
7		1.6	Order Tablet System	0.5 days	[Gantt Bar]					
8		1.7	Infrastruture Installation Plann	1 day	[Gantt Bar]					
9		1.8	Interface Planning	1 day	[Gantt Bar]					
10		2	Execution Phase	32 days	[Gantt Bar]					
11		2.1	Infrastructure Hardware Receij	5 days	[Gantt Bar]					
12		2.2	Infrastructure Installation	25 days	[Gantt Bar]					
13		2.3	Server Installation & WiFi Activation	2 days	[Gantt Bar]					
14		3	Testing & Training Phase	15 days	[Gantt Bar]					
15		3.1	Interface Activation and Access Point Testing	1 day	[Gantt Bar]					
16		3.2	Tablet Activation and Testing	12 days	[Gantt Bar]					
17		3.3	Facility Staff and User Acceptance Training	2 days	[Gantt Bar]					
18		4	Deployment Phase	5 days	[Gantt Bar]					
19		4.1	Tablet Program Turn-up and Inmate Training	5 days	[Gantt Bar]					
20		5	Project Completion/Close	0.5 days	[Gantt Bar]					
21		5.1	Handoff to Tech Support	0.5 days	[Gantt Bar]					



Project: Tablet Installation Date: Wed 11/4/20	Task	[Gantt Bar]	Summary	[Gantt Bar]	External Milestone	◆	Inactiv
	Split	Project Summary	[Gantt Bar]	Inactive Task		Manu
	Milestone	◆	External Tasks	[Gantt Bar]	Inactive Milestone		Durati

BROWN C ITS & VVS INSTAL

ID	WBS	Task Name	Duration	Start	Finish	Jan 3, '21
						S M T W T F
1		1 Enforcer Implementation Plan	30 days?	Mon 1/4/21	Fri 2/12/21	
		1.1 Project Initiation - Contract Execution	1 day	Mon 1/4/21	Mon 1/4/21	
		1.2 Project Planning Process				
4	1.2.1	Review Contract/RFP Requirements & Project Setup (Create ticket, project files, assign internal resources, etc.)	1 day	Mon 1/4/21	Mon 1/4/21	
5	1.2.2	Kick-Off Meeting: Schedule Onsite Survey, Obtain Contact Information, Gather Information to Configure ENFORCER	1 day	Tue 1/5/21	Tue 1/5/21	
6	1.2.3	Conduct Pre-Installation Site Survey	1 day	Wed 1/13/21	Wed 1/13/21	
7	1.2.4	Installation Plan Customization for Site Survey, Other Facility Needs Identified during the Kick-Off Meeting, and date of network provider's Firm Order Commitment (FOC)	2 days	Thu 1/14/21	Fri 1/15/21	
8		1.2.5 Scheduling for Onsite Installation	2 days	Thu 1/14/21	Fri 1/15/21	
9	1.2.5.1	Onsite Escort Identification & Scheduling	0.5 days	Thu 1/14/21	Thu 1/14/21	
10	1.2.5.2	Schedule Training Location and Times for Each User Group	0.5 days	Fri 1/15/21	Fri 1/15/21	
11	1.2.5.3	Schedule Equipment Removal with Existing Provider	0.5 days	Fri 1/15/21	Fri 1/15/21	
12	1.2.5.4	Make Travel Arrangements for Onsite Installation Team & Trainer	0.5 days	Fri 1/15/21	Fri 1/15/21	
13		1.3 Project Execution Process				
14		1.3.1 Equipment & Network Provisioning	20 days	Mon 1/4/21	Fri 1/29/21	
15	1.3.1.1	Order Network Services (including estimated lead time for circuit delivery & installation)	20 days	Mon 1/4/21	Fri 1/29/21	
16	1.3.1.2	Requisition System Hardware from Inventory, Order Additional Items (if Necessary)	1 day	Mon 1/18/21	Mon 1/18/21	
17		1.3.2 Equipment Build/Testing/Ship	15 days	Wed 1/6/21	Tue 1/26/21	
18		1.3.2.1 Software	7 days	Wed 1/6/21	Thu 1/14/21	
19	.3.2.1.1	Create Site in The ENFORCER	5 days	Wed 1/6/21	Tue 1/12/21	
20	1.2.1.1.1	Configure Centralized System in Data Center, such as setting up dedicated website	2 days	Wed 1/6/21	Thu 1/7/21	
21	1.2.1.1.2	Add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.)	2 days	Fri 1/8/21	Mon 1/11/21	
22	1.2.1.1.3	Create locations (pods, facilities, etc.)	1 day	Tue 1/12/21	Tue 1/12/21	
	.3.2.1.2	Create user accounts and assign authorized user roles based on access rules obtained during KO Meeting	1 day	Wed 1/13/21	Wed 1/13/21	
24	.3.2.1.3	Configure ENFORCER features based on the contract and Facility's needs (as identified during the site survey and during the KO Meeting)	1 day	Thu 1/14/21	Thu 1/14/21	
25		1.3.2.2 JMS Data Exchange Interface Development	10 days	Wed 1/6/21	Tue 1/19/21	
26	.3.2.2.1	Review Current Specification and Format (obtained during KO Meeting)	3 days	Wed 1/6/21	Fri 1/8/21	
27	.3.2.2.2	Develop Interface, including QA Testing	7 days	Mon 1/11/21	Tue 1/19/21	
28		1.3.2.3 Other ITS Value-Added Services Required	15 days	Wed 1/6/21	Tue 1/26/21	
29		1.3.2.4 Network	1 day	Fri 1/8/21	Fri 1/8/21	
30	.3.2.4.1	Configure Network IAD, QA Test and Burn in	1 day	Fri 1/8/21	Fri 1/8/21	
31		1.3.2.5 Hardware	5 days	Tue 1/19/21	Mon 1/25/21	
32	.3.2.5.1	QA Testing on Equipment	1 day	Tue 1/19/21	Tue 1/19/21	
33	.3.2.5.2	Prep equipment for shipping, deploy	1 day	Mon 1/25/21	Mon 1/25/21	
34		1.3.3 Convert Existing Data (If Applicable)	4 days	Wed 1/6/21	Mon 1/11/21	
35	1.3.3.1	Request Data From Current Vendor	1 day	Wed 1/6/21	Wed 1/6/21	
36	1.3.3.2	Review & Migrate Data from Current Vendor	3 days	Thu 1/7/21	Mon 1/11/21	
37		1.3.4 Site Installation	5 days	Fri 1/29/21	Thu 2/4/21	
38	1.3.4.1	Verify/Test Network Circuits	1 day	Fri 1/29/21	Fri 1/29/21	
39	1.3.4.2	Equipment Setup and Powered (including labling any new cabling)	1 day	Fri 1/29/21	Fri 1/29/21	
40	1.3.4.3	Inmate Phone Swap, including QA Testing	3 days	Mon 2/1/21	Wed 2/3/21	
41	1.3.4.4	Installation of VVS Stations & Inmate Kiosks, including any installing any new cabling, QA Testing, & Test Plan Execution	2 days	Mon 2/1/21	Tue 2/2/21	
42	1.3.4.5	Workstation Setup and Administrative Software Installed	1 day	Wed 2/3/21	Wed 2/3/21	
43	1.3.4.6	Verify Inmate ID Data Flow is Accurate	1 day	Wed 2/3/21	Wed 2/3/21	
44	1.3.4.7	ID Phone Ports & Create Equipment Inventory Listing	0.5 days	Wed 2/3/21	Wed 2/3/21	
45		1.3.4.8 Cutover	0 days	Wed 2/3/21	Wed 2/3/21	
46	1.3.4.9	User Acceptance Testing	2 days	Wed 2/3/21	Thu 2/4/21	
	1.3.4.10	Training with Training Guides & Materials, customized based on Facility's services	2 days	Wed 2/3/21	Thu 2/4/21	
48		1.4 Project Controlling & Monitoring Process				
49	1.4.1	Monitor for Problems	2 days	Wed 2/3/21	Thu 2/4/21	
50		1.5 Project Closing Process				
51	1.5.1	After Action Reporting - Meet with Customer to Review Implementation	1 day	Thu 2/4/21	Thu 2/4/21	



ID	WBS	Task Name	Duration	Start	Finish	Jan 3, '21
						S M T W T F
1		1 Enforcer Implementation Plan	30 days	Mon 1/4/21	Fri 2/12/21	
	1.1	Project Initiation - Contract Execution	1 day	Mon 1/4/21	Mon 1/4/21	
	1.2	Project Planning Process				
4	1.2.1	Review Contract/RFP Requirements & Project Setup (Create ticket, project files, assign internal resources, etc.)	1 day	Mon 1/4/21	Mon 1/4/21	
5	1.2.2	Kick-Off Meeting: Schedule Onsite Survey, Obtain Contact Information, Gather Information to Configure ENFORCER	1 day	Tue 1/5/21	Tue 1/5/21	
6	1.2.3	Conduct Pre-Installation Site Survey	1 day	Wed 1/13/21	Wed 1/13/21	
7	1.2.4	Installation Plan Customization for Site Survey, Other Facility Needs Identified during the Kick-Off Meeting, and date of network provider's Firm Order Commitment (FOC)	2 days	Thu 1/14/21	Fri 1/15/21	
8	1.2.5	Scheduling for Onsite Installation	2 days	Thu 1/14/21	Fri 1/15/21	
9	1.2.5.1	Onsite Escort Identification & Scheduling	0.5 days	Thu 1/14/21	Thu 1/14/21	
10	1.2.5.2	Schedule Training Location and Times for Each User Group	0.5 days	Fri 1/15/21	Fri 1/15/21	
11	1.2.5.3	Schedule Equipment Removal with Existing Provider	0.5 days	Fri 1/15/21	Fri 1/15/21	
12	1.2.5.4	Make Travel Arrangements for Onsite Installation Team & Trainer	0.5 days	Fri 1/15/21	Fri 1/15/21	
13	1.3	Project Execution Process				
14	1.3.1	Equipment & Network Provisioning	20 days	Mon 1/4/21	Fri 1/29/21	
15	1.3.1.1	Order Network Services (including estimated lead time for circuit delivery & installation)	20 days	Mon 1/4/21	Fri 1/29/21	
16	1.3.1.2	Requisition System Hardware from Inventory, Order Additional Items (If Necessary)	1 day	Mon 1/18/21	Mon 1/18/21	
17	1.3.2	Equipment Build/Testing/Ship	15 days	Wed 1/6/21	Tue 1/26/21	
18	1.3.2.1	Software	7 days	Wed 1/6/21	Thu 1/14/21	
19	.3.2.1.1	Create Site in The ENFORCER	5 days	Wed 1/6/21	Tue 1/12/21	
20	1.2.1.1.1	Configure Centralized System in Data Center, such as setting up dedicated website	2 days	Wed 1/6/21	Thu 1/7/21	
21	1.2.1.1.2	Add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.)	2 days	Fri 1/8/21	Mon 1/11/21	
22	1.2.1.1.3	Create locations (pods, facilities, etc.)	1 day	Tue 1/12/21	Tue 1/12/21	
	.3.2.1.2	Create user accounts and assign authorized user roles based on access rules obtained during KO Meeting	1 day	Wed 1/13/21	Wed 1/13/21	
24	.3.2.1.3	Configure ENFORCER features based on the contract and Facility's needs (as identified during the site survey and during the KO Meeting)	1 day	Thu 1/14/21	Thu 1/14/21	
25	1.3.2.2	JMS Data Exchange Interface Development	10 days	Wed 1/6/21	Tue 1/19/21	
26	.3.2.2.1	Review Current Specification and Format (obtained during KO Meeting)	3 days	Wed 1/6/21	Fri 1/8/21	
27	.3.2.2.2	Develop Interface, including QA Testing	7 days	Mon 1/11/21	Tue 1/19/21	
28	1.3.2.3	Other ITS Value-Added Services Required	15 days	Wed 1/6/21	Tue 1/26/21	
29	1.3.2.4	Network	1 day	Fri 1/8/21	Fri 1/8/21	
30	.3.2.4.1	Configure Network IAD, QA Test and Burn in	1 day	Fri 1/8/21	Fri 1/8/21	
31	1.3.2.5	Hardware	5 days	Tue 1/19/21	Mon 1/25/21	
32	.3.2.5.1	QA Testing on Equipment	1 day	Tue 1/19/21	Tue 1/19/21	
33	.3.2.5.2	Prep equipment for shipping, deploy	1 day	Mon 1/25/21	Mon 1/25/21	
34	1.3.3	Convert Existing Data (If Applicable)	4 days	Wed 1/6/21	Mon 1/11/21	
35	1.3.3.1	Request Data From Current Vendor	1 day	Wed 1/6/21	Wed 1/6/21	
36	1.3.3.2	Review & Migrate Data from Current Vendor	3 days	Thu 1/7/21	Mon 1/11/21	
37	1.3.4	Site Installation	5 days	Fri 1/29/21	Thu 2/4/21	
38	1.3.4.1	Verify/Test Network Circuits	1 day	Fri 1/29/21	Fri 1/29/21	
39	1.3.4.2	Equipment Setup and Powered (including labling any new cabling)	1 day	Fri 1/29/21	Fri 1/29/21	
40	1.3.4.3	Inmate Phone Swap, including QA Testing	3 days	Mon 2/1/21	Wed 2/3/21	
41	1.3.4.4	Installation of VVS Stations & Inmate Kiosks, including any installing any new cabling, QA Testing, & Test Plan Execution	2 days	Mon 2/1/21	Tue 2/2/21	
42	1.3.4.5	Workstation Setup and Administrative Software Installed	1 day	Wed 2/3/21	Wed 2/3/21	
43	1.3.4.6	Verify Inmate ID Data Flow is Accurate	1 day	Wed 2/3/21	Wed 2/3/21	
44	1.3.4.7	ID Phone Ports & Create Equipment Inventory Listing	0.5 days	Wed 2/3/21	Wed 2/3/21	
45	1.3.4.8	Cutover	0 days	Wed 2/3/21	Wed 2/3/21	
46	1.3.4.9	User Acceptance Testing	2 days	Wed 2/3/21	Thu 2/4/21	
	1.3.4.10	Training with Training Guides & Materials, customized based on Facility's services	2 days	Wed 2/3/21	Thu 2/4/21	
48	1.4	Project Controlling & Monitoring Process				
49	1.4.1	Monitor for Problems	2 days	Wed 2/3/21	Thu 2/4/21	
50	1.5	Project Closing Process				
51	1.5.1	After Action Reporting - Meet with Customer to Review Implementation	1 day	Thu 2/4/21	Thu 2/4/21	

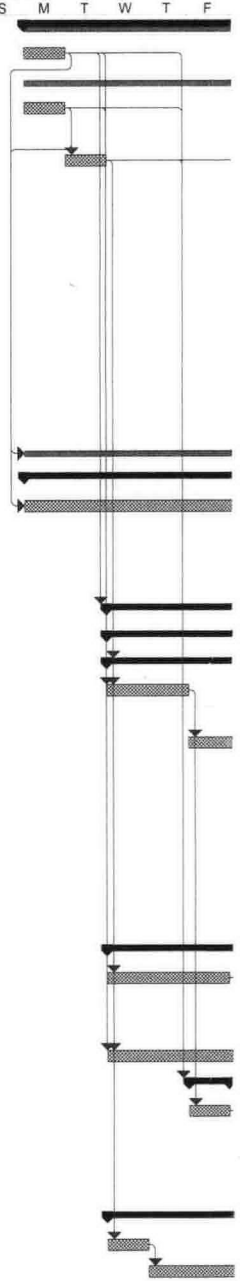




Exhibit F

Maintenance & Support Plan

EXHIBIT F

Maintenance & Support Plan

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**



Complete Service at
no cost to the County

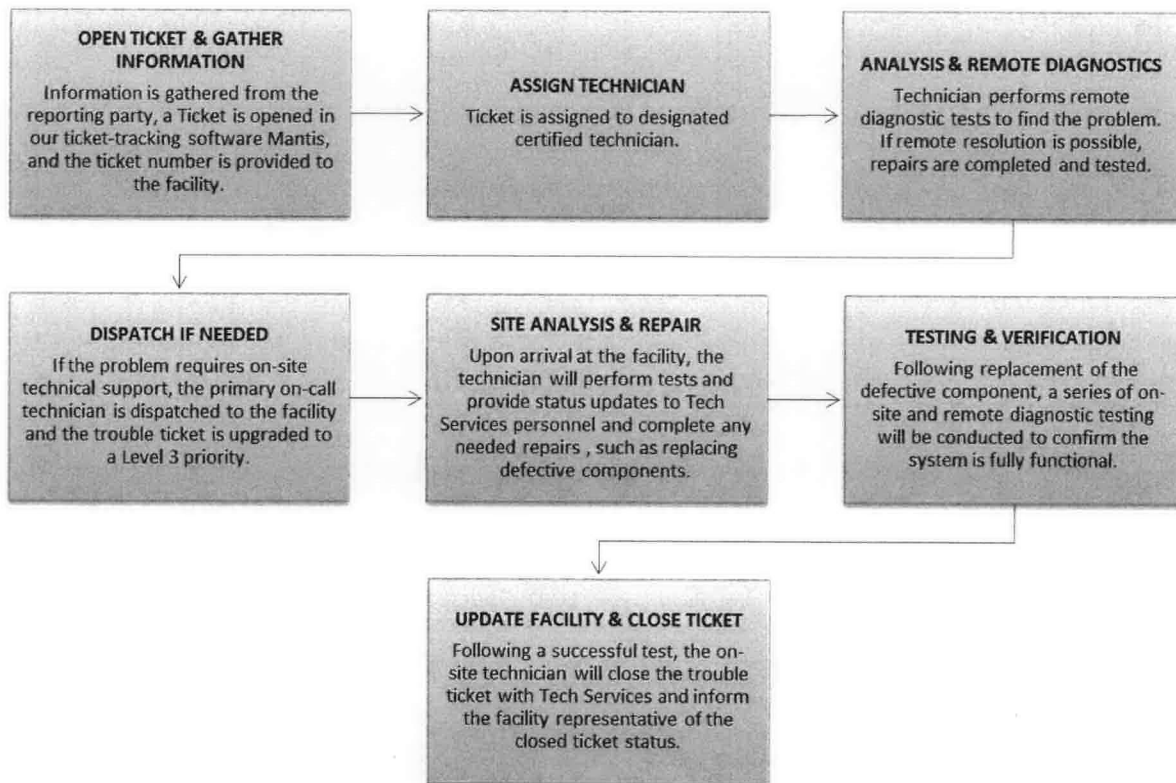
ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your THE ENFORCER® Telephone System, The Visitor™ Video Visitation System and Wireless Inmate Tablets. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the County for this service.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When **calling our toll-free number (866-228-4031)** you will be connected with a live Level 1 TSC technician. Each call is handled with care following these basic steps:



24/7/365
Live Support Center

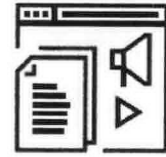


TSC personnel are professionally trained and experienced in the operations of the inmate telephone system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via phone, email, or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract.



**Easy, real-time,
online Trouble
Ticket Tracking
With Mantis**

Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show when a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

Main | My View | View Issues | Report Issue | Change Log | Roadmap | My Account | Logout Issue # Jump

Reporter:	Monitored By:	Assigned To:	Categories:	Severity:	Resolution:	Profile:
any	any	any	any	any	any	any
Status:	Hide Status:				From:	Target Version:
any	closed (And Above)				any	any
Show:	View Status:	Show Sticky Issues:	Channel(s):	Use Date Filters:	Relationships:	
50	any	Yes	6	No	any	
Platform:	OS:	OS Version:	Test:			
any	any	any				
Groups:						
any						
ATI:	Customer or Person Reporting Problem:	Hold Expires:	Invitation Number:	Target Date:	Vendor Ticket:	
any	any	any	any	any	any	
Note By:		Sort by:	Updated Descending			
any						

Search [Advanced Filters] | Create Permalink

Viewing Issues (1 - 6 / 6) | [Print Reports](#) | [CSV Export](#) | [Excel Export](#)

<input type="checkbox"/>	<input type="checkbox"/>	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	<input type="checkbox"/>	0020104	6	Enforcer	minor	assigned (spastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	<input type="checkbox"/>	0022647	2	ENF Interface	minor	assigned (jgaetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	<input type="checkbox"/>	0022510	18	Enforcer	minor	assigned (jgaetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	<input type="checkbox"/>	0019086	17	Network	major	assigned (qlangdo)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgaetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (thouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

Select All

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the County.

<p>Priority Level 1</p>	<ul style="list-style-type: none"> • Multiple Housing Units not operational • Multiple intake phones out of service • Entire System Failure 	<p>Remote diagnostics and repair will begin within 1 hour</p>
<p>Priority Level 2</p>	<ul style="list-style-type: none"> • One entire Housing Unit not Operational • One intake phone not working • Technical or Recording Failure • Recording Access Failure • Server Capacity Warning • Commissary Interface Failure 	<p>Remote diagnostics will begin within 1 hour Repair will begin within 8 hours</p>
<p>Priority Level 3</p>	<ul style="list-style-type: none"> • One of multiple phones in a Housing Unit Not Operational 	<p>Repair will begin by the end of the 2nd Business Day</p>

Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of THE ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



**Always-on
Remote Monitoring,
Diagnosis & Repair**

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Joe Garbe Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 jgarbe@icsolutions.com
Level Three	Brendan Philbin Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Joe Garbe Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 jgarbe@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Joe Garbe Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 jgarbe@icsolutions.com

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Video Visitation Escalations

When a video visitation system (VVS) is in place, ICSolutions' video visitation technician will be added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

Tablet Maintenance and Support

ICSolutions will be responsible for the ongoing maintenance and all other functions performed under this contract. Maintenance and repair is included as part of the turnkey tablet solution for the term of the contract. In the event an access point requires repair, the local dedicated technician will have spares on hand to replace the non-functioning equipment. Other issues will be addressed remotely when possible.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The Facility will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award.

All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes, but is not limited to, administrative interface, system software, preventative maintenance, wiring, and telephone installation.



**LOCAL Repair
Technicians + Spare
Parts Storage =
FAST RESPONSE**

Regular Account Reviews

Mr. Joe Garbe will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting your expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Garbe to continuously improve and adapt ICSolutions' service to maximize your satisfaction throughout the contract term.

Exhibit G

Proposed Staffing Plan

EXHIBIT G

Proposed Staffing Plan

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to THE ENFORCER® inmate calling system and THE VISITOR™ video visitation system; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Joe Garbe**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 135 employees dedicated to the development, installation, maintenance, and service of THE ENFORCER® inmate telephone system and THE VISITOR™ video visitation system. The professional team involved in the aforementioned duties and ongoing management of service for Brown County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included at the end of this **EXHIBIT G**.

Client Services

Mike Kennedy
Vice President of Sales
& Marketing

Responsibilities

Mr. Kennedy leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. He is responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

Joe Garbe
Regional Account
Manager

Responsibilities

As Regional Account Manager, Joe will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Joe will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Joe Garbe has been with ICSolutions since 2009 and started in the telecommunications industry in 1999, with vast experience in meeting customers' needs through sales, marketing, and project and account management. Joe has been dedicated to the inmate calling market since 2007. Joe obtained his Bachelor of Science degree in Business at Emporia State University in Emporia, KS.

Sylvia Castillo
Director of Client
Services

Responsibilities

As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

Qualifications

Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.

Latisha Steger
Director of Sales
Engineering / Training
Department

Responsibilities

As the Director of Sales Engineering, Latisha works directly with the facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on THE ENFORCER® system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via WebEx, as the facility prefers. In addition, Ms. Steger also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.

Qualifications

Ms. Steger has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.

Don Newsome
Corporate Account
Manager / Training
Department

Responsibilities

Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has more than 30 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert
Director of Operations

Responsibilities

Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Qualifications

Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.

Melissa Mitchell
Project Manager

Responsibilities

Melissa will be responsible for managing the installation, including development of the Facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion.

Qualifications

Ms. Mitchell has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Jamie Klingner
Project Manager, PMP

Responsibilities

Ms. Klingner is a subject matter expert on THE ENFORCER® and THE VISITOR™ user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Ms. Klingner is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts.

Qualifications

Ms. Klingner is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Ms. Klingner has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.

Justin Naquin
Regional Field Service
Manager

Responsibilities

Justin is the field supervisor for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Qualifications

Justin joined ICSolutions in 2004 and has more than 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.

Latoya Coleman
Technical Support
Manager

Responsibilities

Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin
Vice President of
Product Development

Responsibilities

Mr. Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Qualifications

Mr. Philbin is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

Steve Shieldes
Director of
Information
Technology

Responsibilities

Mr. Shieldes is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Qualifications

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

George Langdin
Technical Services
Manager (IT
Engineering)

Responsibilities

George leads the engineering team responsible for building, configuring, and testing all ENFORCER® equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.

Qualifications

George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. Mr. Langdin obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

The ICSolutions' management team is highly experienced in telecommunications and, more specifically, the correctional market segment.

Tim McAteer, Company President has 25 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

Mike Kennedy, VP of Sales & Marketing, has more than 30 years' experience in account management and business development in the telecommunications industry, including both operator services and inmate telephone services offered nationwide.

Brendan Philbin, VP of Product Development, has more than 30 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

Ken Dawson, Director of Contracts & Regulatory, also has more than 30 years' experience in the telecommunications industry including co-founding and developing several companies engaged in back-room support for the industry.

Brian Dietert, Director of Operations, has more than 30 years of telecommunications experience, more than three decades of which have been specialized in the Correctional Communications Market.

Joseph Garbe

Regional Account Manager, Inmate Calling Solutions, LLC

SUMMARY

Seasoned sales and account management Sales Executive with extensive experience in account and market penetration, account retention and growth, new product introduction, market development, and sales strategy development and implementation. Successful management of C-Level interaction and relationships. Excellent written and verbal communications skills. Proven track record in territory penetration, management and expansion.

PROFESSIONAL EXPERIENCE

Regional Account Manager, Inmate Calling Solutions, LLC 2010 - Present
Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

Territory Manager, Public Communication Services 2007 - 2010

- Established, developed, and maintained relationships at the county and state level for a 17 state sales territory
- Responsible for sales of inmate phone systems and to mid-sized and large county facilities
- Generated over 5 million dollars in annual revenue for PCS
- Achieved Number One Sales Producer status for PCS in 2008
- Delivered the most 800 + bed logo sales since 2007 for PCS

Senior Account Manager, Sprint 2004 - 2007

- Established key government & education industry relationships and accounts, then promoted and transitioned to healthcare & higher education vertical markets
- Generated new prospects via database, networking and intense sales activities
- Primarily responsible for selling wireless voice & data solutions, as well as wire line applications (i.e. MPLS, Frame Relay, LD, internet, local phone service and all related equipment)
- Achieved Top 3 Wire Line Producer in District - 2005

Senior Account Executive, NextiraOne 2003 - 2004

- Created and presented communication solutions for large multi-location and multinational companies.
- Consistently exceeded sales quotas by 5% - 10% in a highly competitive market.
- Closed integrated sales which included Cisco, Alcatel and Nortel equipment and maintenance contracts.
- Generated new business through networking, "cold-calling," and other sales activities.
- Developed and nurtured business/professional relationships via aggressive contact and follow up.

Senior Telecom Account Executive, Qwest Communications 2001 - 2003

- Generated new revenues and grew existing \$900K annual customer base.
- Analyzed and provided telecommunications and Internet-based solutions for medium to large sized companies, based on customers' business models and requirements.
- Provide Internet and IP-based solutions (Hosting, Disaster Recovery/Business Continuance, Frame Relay, ATM, VPN, Dedicated Internet Access – 56k to OC-192), Telecom solutions (Switched/Dedicated, VoIP), Customer Premises Equipment (PBX/Phone systems - Cisco, Nortel, Compaq, Dell, HP).
- Prospected and initiated contact with all levels of management within Fortune 500 organizations.

Account Executive, Paradigm 4

2000 - 2001

- Averaged 108% of quota in nine-month period.
- Territory included Dallas/Fort Worth, Oklahoma and Colorado.
- Initiated customer relationships with local Fortune 1000 organizations such as PepsiCo, Perot Systems, 7-Eleven Corp, University of Texas, Baylor Healthcare and others.
- Performed proven sales techniques (prospecting, cold-calling, handling rebuttals, closing, and account maintenance).
- Provided support to new clients and maintained and grew existing current customer base until Paradigm4 ceased business operations on 02/28/01.

Major Account Executive, MCI/WorldCom

1999 - 2000

- Averaged 104% of quota in last 6 months.
- Recommended communications solutions to new and existing businesses. Applications included Frame Relay, VPN, Internet, Web Hosting and Voice.
- Consistently exceeded sales projections by establishing and growing a large telecommunications customer base through prospecting and "cold calling" businesses in the immediate Dallas/Fort Worth area.
- Received Quarterly Sales Achievement award in Q4 '99 and Q1 '00.
- Successfully completed Miller Heiman Strategic Selling and Conceptual Selling courses, 1999 & 2000.

EDUCATION

B.B.A., Marketing - Emporia State University, Emporia, KS

1992

Melissa Mitchell

Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Accomplished business professional with extensive experience providing the leadership and support needed to drive the achievement of key organizational business goals and objectives. Skilled at coordinating the logistics needed to see project through from inception through to successful complete. Demonstrated strength building and maintaining strong, long-term relationships with strategic business partners and project stakeholders based on the effectiveness of the leadership provided. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic business environments.

Areas of Expertise

- Operational Improvements
- Stakeholder Communication
- Project Requirements Definition
- Team Leadership
- Training
- Process Management-Lean Six Sigma Yellow belt
- Risk Assessments & Mitigation
- Project Resource Allocation
- Business Process Improvement
- Strategy & Execution
- Budget Management
- Regulatory Compliance
- Business Relationships
- Project Management

PROFESSIONAL EXPERIENCE

Project Manager, Inmate Calling Solutions, LLC

2020 - Present

Responsible for managing the installation, including development of each facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion. Melissa is an integral part of every installation at ICSolutions. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Project Manager, GTL

2019 - 2020

Managed and coordinated up to 20 simultaneous project implementations nationwide for GTL's proprietary technology solutions. Monitored and identified proposed expenditures that could cause a project to fail to meet projected budgetary cost objectives. Benchmarked project progress throughout implementation to include milestones specific to task requirements, planning, installation, system settings, and testing. Managed project plans specifying deliverables, end goals, scheduling, identification of risk, and contingency plans. Coordinated day-to-day activities of project personnel to ensure each project moved forward on the published project schedule. Maintained project status updates to keep management, clients, and others informed of to date project status and related issues. Coordinated and responded to requests for changes from original specifications. Developed and maintained all project deliverable documentation. Managed relationships with County, State and/or Federal Correctional entities. Trained facility staff on technology products.

Service Coordinator, Southwest Airlines

2018 - 2019

Managed the resolution of escalated calls in a timely, professional manner to maintain the customer's levels of satisfaction. Walked through call flows and scenarios to help representatives handle escalated calls. Provided comprehensive employee technical support, including training call center representatives to correct errors on company applications. Served as the designated individual to help customer service representatives with questions regarding company policies and procedures.

Customer Service and Sales Agent, Southwest Airlines

2016 - 2018

Delivered exceptional levels of service while helping customers with reservations, including itinerary modifications, cancellations, bookings, and accommodations to create increased satisfaction and loyalty. Worked to deliver results that met and exceeded target metrics in terms of call handling and sales. Notable achievements: Selected as a designated floor walker to help other employees with the new reservation system implementing in 2017.

Director National Accounts, BSG Clearing Solutions

2009 - 2016

Led in the comprehensive management of Telecom clients for both account and project management issues inclusive of sales, customer service, regulatory, contract negotiations, implementation, and problem resolution. Led customer projects from initiation to completion while documenting processes, communicating progress to clients, and working with internal customers as well as external vendors to meet deadlines. Responsible for successful initiation, planning, design, monitoring and execution of large multi-platform projects for large Telecom companies. Spearheaded enhanced relationships with both new and existing Telecom clients including contract negotiation and rates specific or customized to meet the needs of Fortune 500 clients including AT&T CenturyLink, Qwest TELUS and Verizon Business. Developed efficient procedures for projects that were delivered to client but dynamic enough to modify the plan according to changing circumstances. Coordinated day-to-day activities of project team to ensure each project proceeded according to the published project schedule. Responsible for communicating with both the internal team and the client on status of project as well as documenting all conference calls, onsite meetings and internal meetings. Analyzed and successfully addressed specific client needs with creative solutions and customization, including internal and external coordination. Continually reviewed sales, telemarketing, 3rd party scripts, and internet marketing to ensure regulatory compliance. Served as the primary contact for 450+ clients regarding customer service, projects, accounting, help desk, regulatory, and IT support and functionality. Notable achievements: Managed C-suite relationships for the top 40 highest revenue generating clients, producing a 15% increase in revenue annually with key accounts including AT&T, CenturyLink, Verizon Business, and Qwest.

Director, Client Services, BSG Clearing Solutions

2002-2009

Managed and worked to enhance relationships with a global client base, including total account management support for sales, service, regulatory, contract negotiations, implementation, project management and problem resolution. Led a team of Project Managers to ensure projects met published schedule and approved budget. Responsible for helping motivate the Project team to hit their goals. Led in the development of a high performing Account Management Team that included new streams of revenue on top of a \$150M revenue stream with a 97% client retention rate yearly and detailed account metrics. Served as the primary contact for 450+ telecom clients regarding all facets of customer service, regulatory, accounting, project management and IT support and functionality. Assumed a proactive approach to the training and support for account managers in terms of escalated issues. Notable achievements: Supported the creation, design, and implementation of a quality assurance program that supported all current and on-going Federal Trade Commission requirements, resulting in the development of a Company Best Practices Program while serving as the impetus for change within the industry.

EDUCATION & CERTIFICATIONS

Studied Criminal Justice – University of Texas San Antonio/Texas Tech University

Lean Six Sigma Yellow Belt Certified

SUMMARY

Seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations. Proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Possesses excellent relationship building and communication skills.

Core Competencies

- Client & Account Management
- Project Management
- Contract Negotiation
- Relationship Development
- Financial Analysis
- Budgeting & Allocation
- Multi-Task 100+ Projects a Month
- Planning & Execution
- Event Planning

Additional Proficiencies

- Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, Publisher, Project and OneNote
- Basecamp by 37 Signals and Cosential for team collaboration and project and client management
- Business Development communications skills with ability to analyze client needs to meet expectations
- Marketing and business procurement and relationship development
- Effective team member, comfortable with leading or collaborating
- Quickbooks, Quickbooks Point of Sale
- Adobe Creative Suites, Corel 9, Wacom Tablet, Printing Press Pro Extreme

PROFESSIONAL EXPERIENCE

Project Manager, PMP, Inmate Calling Solutions 2016 - Present
Subject Matter Expert of Enforcer and The Visitor user interface and VRS. Assists with onsite training for all. Collaborates with engineers to prioritize and manage product development for improved user experience. Creates custom websites for each deployment of The Visitor™ with Agency-specific information and helpful links. Produces product documentation for all module with functionality from the user perspective. Coordinates between Product Development and Documentation departments to assist with highly technical information needed for RFP responses. Conducts contract analysis for necessary development to meet contractual needs. Develops project plans in Microsoft Project Gantt charts. Manages project development of The Visitor™ and continued product improvement.

National Accounts Manager, Praeses 2014 - 2016
Managed vendor contracts for correctional facilities to ensure all financial, technological, quality and service requirements were contractually met. Focused on non-local accounts located in California, New Mexico, Alabama, Tennessee and Virginia varying in size from average daily population of 250 to 18,000 inmates with monthly revenues averaging from \$7,000 and \$200,000. Developed and maintained long-term, successful relationships with new and existing customers as the single point of contact for all service and contractual issues. Provided in-depth industry knowledge of Inmate Telephone System (ITS) components, both hardware and software for multiple vendors. Drafted complex documents for customers including Request for Proposals (RFP), Contracts and Amendments. Negotiated contractual specifics including commission percentages and extension terms. Evaluated vendor responses to RFPs to provide customers an independent and objective perspective and provide recommendations based on industry knowledge. Facilitated high-level, technical vendor presentations. Completed reconciliation and other accounting roles for billing files, detailed records, and revenue and commission reports. Managed projects for new or transition installation and implementation of new inmate phone systems, video visitation systems, kiosk solutions or any other additional technology provide by the vendor. Maintained statistical data on call patterns and call traffic volumes for correctional facilities. Identified trends and opportunities for revenue growth.

Account Executive, Gremillion & Pou Integrated Marketing 2012 - 2013
Led coordination, management and execution of day-to-day campaign and project responsibilities on behalf of clients, prioritizing and managing a high volume of detailed work and providing excellent client service. Provided strategic planning and execution of long and short term integrated marketing campaigns. Developed and presented marketing campaigns with annual budgets exceeding \$250,000. Developed online campaigns across search advertising, email, website promotions employment acquisitions and social networking platforms. Supervised 100+ projects monthly from conceptualization to creative production, traffic and research. Communicated daily with both clients and vendors to assure timely delivery of projects and client satisfaction. Maintained status reports on all open projects. Processed account-specific billing and maintained budgets.

Project & Business Development Manager, Slack Alost Development 2011 - 2012
Evaluated risk and proposed mitigation to eliminate affect the project's budget or schedule. Scheduled project timing and budget to include land acquisition, financing, design, construction, finishing phases, and delivery to meet customer deadlines and company budget. Managed projects from planning phase through delivery to maintain project timing and budget. Trained project teams on communication skills and analysis required to effectively market services and meet client expectations. Spearheaded development of proposals and marketing materials distributed to potential sales leads. Led research of client project management systems and recommended chosen software for tracking clients and projects from lead to contract completion. Established and maintained Basecamp account for project team collaboration and file sharing. Conducted webinars and on-site training sessions on company software.

Paralegal, Capital Assistance Project of Louisiana 2009 - 2011
Prepared legal documents and evidence for civil, criminal, and capital murder cases and file pleadings with court. Met with clients and other law professionals to discuss details of cases. Gathered and analyzed research data, such as statutes, decisions, legal articles, and codes.

Owner / Founder / Manager, Mint Julep Paperie 2003 - 2009
Established custom stationery, announcement and gift retail store that grew from one to six employees and produced a profit in the first year with sales beating break-even projections by 12%. Created custom stationery, invitations and announcements using Adobe Illustrator, Corel 9, Wacom Tablet and Printing Press Pro Extreme. Attended national and regional markets to purchase and price merchandise. Designed retail space, company logo, website, and advertising material. Exceeded customer's expectations in offerings, product results, and production time. Developed business plan analyzing both retail and wholesale custom stationery and gift industry to determine potential profitability of each.

Wholesale Stationery, Deahlco Designs 1998 - 2003
Sold stationery, invitations and holiday greetings locally through home shows which proved business potential. Created custom artwork and integrated custom designs into marketable products. Developed plan for national wholesale stationery business.

Third-Grade Teacher, Trinity Episcopal School, New Orleans, Louisiana 1994-1996
Taught reading, math and science to third-grade students. Acquired skills in access needs the needs of individual students. Evaluated students and communicated results at parent teacher conferences.

Sales Associate Manager, James Avery Craftsman 1993-1994
Trained new sales associates and coordinated their responsibilities while also serving customers. Balanced sales and prepared deposits for bank each evening. Responsible for safely storing jewelry valued in excess of \$750k and closing the store.

EDUCATION & CERTIFICATIONS

PMP Certification

B.A. Communication, Denison University, Granville, Ohio May 1993

Completed coursework towards Masters in Education, Tulane University, New Orleans, Louisiana, May 1996

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

- Selected to serve as President & General Manager of ICSolutions in 2010
- Joined the corrections industry with the Keefe Group Companies as a Staff Accountant in 1992
- Gained nearly 20 years of experience with Keefe Group companies serving as Vice President and General Manager for Keefe Supply Company, Access Corrections, Access Securepak, and the Vice President/COO for Keefe Commissary Network
- Extensive experience working directly with correctional facility Administrators and Staff
- Demonstrated expertise at ensuring efficient and compliant operations, high quality services, and advanced technologies.
- Received Bachelor's of Science in Accounting from the University of Missouri, St. Louis in 1992.

PROFESSIONAL EXPERIENCE

President & General Manager, Inmate Calling Solutions, LLC 2010 - Present
ICSolutions is a leading provider of telecommunications products and services designed specifically for the security aspects of corrections. As President & GM of ICSolutions, responsible for all aspects of the company including the employees, assets, products, services, operations, regulatory compliance, and financials. In its first year of operations under the Keefe Group companies, ICSolutions had an exceptional year exceeding projected financial plan and growing inmates under contract by 29% from the previous year.

Vice President & General Manager, Keefe Group 2008 - 2010
Keefe Supply Company, Access Securepak, and Access Corrections provide commissary products, services, and technologies to correctional facilities. As Vice President and GM, responsibilities included all aspects of the company including employees, assets, products, services, operations, and financials.

Vice President & Chief Operations Officer, Keefe Group
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As VP/COO, responsibilities included operations, company assets including more than \$35 Million in product inventory, facilities, operations, employees, and financials.

Vice President of Operations, Keefe Group 2003 - 2005
Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Vice President of Operations for Keefe Group, responsibilities included all operations including our on-site operations, employee management at correctional facilities, our facilities, equipment, and inventory. Managed startup commissary operations in nine statewide DOC's, some of which had inmate population over 1,000 inmates. The responsibilities included development of operational plans, hiring and training of all staff, selection and procurement of facilities and equipment, contract compliance, and startup operations in numerous jail facilities including those with inmate populations above 1,000 inmates.

Director of Operations, Keefe Group 2001 - 2003
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Director of Operations, responsibilities included employee management, operations, facility management, and equipment management for Keefe Commissary Network.

Regional Manager, Keefe Group 1995 - 2001
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Regional Manager, responsibilities included the sales pursuit and customer retention for the entire Midwest region with Keefe Commissary Network.

Purchasing Agent, Keefe Group

1995 - 2001

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Purchasing Agent, responsibilities included keeping facilities stocked with ample inventory levels to ensure the product needs of our correctional facility customers. This included analyzing inventory levels, placing product purchases, and sourcing new products and suppliers.

Staff Accountant, Keefe Group

1992 - 1994

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Staff Accountant, responsibilities included financial reporting of the business and the Accounts Receivables and Payables departments.

EDUCATION

Bachelor's of Science in Accounting, University of Missouri St. Louis

1992

Michael Kennedy

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC 2004 - Present
Leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. Responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

President/ Vice President Sales, Infinity Networks, Inc. 1997 - 2003

- Provided oversight when company converted from sales and marketing organization to full service provider.
- Organized and trained sales force, customer service representatives and MIS personnel.
- Increased sales from \$2 million to \$12 million.
- Introduced proprietary validation platform and bad-debt controls reducing bad-debt and uncollectibles for annual savings \$800,000.
- Responsible for all RFP and bid analysis.
- Developed extensive knowledge of Omniphone, Radical and Science Dynamics equipment.

Director Carrier Services, Schlumberger/Global Tel-Link 1992 - 1997

- Introduced new billing product for operator service companies generating sales of \$2 million.
- Promoted to Director, responsible for customer service, regulatory, technical support and long distance resell program.
- Launched long distance resell product
- Managed direct sales and agent sales in ten cities throughout southeast.
- Member of corporate sales team that saw annual sales increase from \$8 million to \$32 million.

Account Manager, National Data Corporation 1989 - 1992

- Provided sales and sales support to telecommunication companies outsourcing operator services, billing and collection and validation services.
- Assigned validation product manager responsibilities.
- Client list included Metromedia, Allnet, LDDS, Telecom*USA, Telesphere.

Field Service Technician, PAR Microsystems 1988 - 1989

- Installed and serviced data communication, networking equipment for POS systems.

Avionics Technician, United States Marine Corps 1980 - 1988

- Avionics Technician for F/A-18 and EA-6B aircraft.
- Received meritorious citations for managing squadron training program.

EDUCATION

University of South Carolina, Columbia, SC - 3 years completed in B.A. Business Administration

INTERESTS

Technology, college athletics, furniture restoration.

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

Executive with nearly two decades of leadership experience in the telecommunications industry delivering strategic vision, market and product strategy, technology innovation, program and project management. Proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in the telephony billing, collections, bad debt management and inmate telephone services

PROFESSIONAL EXPERIENCE

Vice President of Product Development, Inmate Calling Solutions, LLC 2002 - Present
Responsible for the design & development of all technologies, products, and applications deployed by ICS for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Chief Operating Officer, Integretel Billing Solutions 1996 - 2002
Responsible for all back-office functions of the company. This responsibility includes overseeing the billing & collection, client settlement, customer service, quality control and data processing functions. Also, designed and deployed a web based reporting platform - NetImpact™ which streamlined the entire back-office function thereby resulting in significant overhead savings. Responsible for the implementation of the IP based infrastructure for Integretel's Internet billing subsidiary, PaymentOne Corporation.

Vice President Operations, Value Added Communications 1989 - 1996
Operator services company servicing the hospitality and correctional markets. Responsible for system configuration, site installations, customer service, quality control and client settlement. Engineered the Agent Management System, which automated the reconciliation and disbursement of commissions to agents and facilities. This system was also utilized to reconcile and report LEC and vendor collection activity. Responsible for the design and deployment of fraud control processes that can be found in the state wide correctional systems of New York, Minnesota, Colorado and several county inmate facilities across the country.

EDUCATION

Graduated with honors from Ballinacfad College in Southern Ireland. Prior to immigrating to the United States, acquired a broad knowledge base including sales, product development, accounting and management.

Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

- Three decades of installations experience in the corrections industry
- Results-driven telecommunications director
- In-depth knowledge of core telecommunications business processes and technologies
- Proven ability to perform business growth objectives of a telecommunications company
- Extensive knowledge of local and toll network architecture
- Effective management abilities in established and start-up environments

PROFESSIONAL EXPERIENCE

Director of Operations, Inmate Calling Solutions, LLC 2011 - Current
Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Director of Network & Field Services, Public Communications Services, Inc. 2008 - 2011
Supervised and trained field services technicians on the installation, maintenance, and repair of inmate telephone systems. Configured the VPNs/network components connecting each facility to company WAN and data centers.

Director of Partner Relations, AGM Telecom Corporation 2005 - Present
Accountable for driving a multi layered sales and customer service organization that included creating sales proposal and contracts, cost analysis, customer presentations, and financial modeling. Managed and staffed inbound and outbound call center ensuring accuracy for customer transactions and processing using numerous payment methods. Directed Partner sales channel to establish new customer products and procedures from beginning to end.

Installed and maintained numerous calling and network platforms for Direct and Partner channel facilities.

Provide Leadership to startup operation that has grown from three installations (\$3K per month Call Revenue) in 2005 to one hundred twenty five installations (\$3.6M per month Call Revenue) in 2007.

Director of Billing Operations, T-NETIX, Inc. 2003 - 2005
Directed day to day operations of multi-vendor transaction based Billing System. Daily interface with cross functional team and manage customer expectations internal and external. Client base includes high profile companies such as AT&T, Sprint, SBC, and Qwest. Managed, measured, and increased efficiency of department that processes 1.4M transactions daily. Departmental accountability for end to end process from download to rating to out-clearing to the respective partner.

Sales Engineer 4/2003 - 11/2003
Created and managed sales engineering process for start to finish. Provided sales staff with design and delivery of all systems to respond to RFP. Supported Senior Level Management with presentation material and delivery to Key accounts. Identified solutions for Partner success from cost savings to increased efficiency.

Director of Sales Engineering, Solutions, Evercom Systems, Inc. 1998 - 2003

Directed all aspects of a \$24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.

Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

Director of IT Operations 2000 - 2002

Responsible for leading a team of cross functional departments heads to contribute to the success of the company's most critical projects. During this process I was responsible for adding \$12M annualized to top line revenue by identifying a number of deficiencies in process and procedures. Designed and directed my team to deploy a corporate wide validation system to increase control of bad debt and provide enhanced management capabilities of the call processing system. Managed a team of engineers responsible for the companies wide and local area network. In addition, supported all desktops, servers, routers, switches, and other network associated hardware. Responsible for the company's enterprise billing system that processed over \$300M annualized revenue.

Director of Network Engineering 1999 - 2000

Planned facility and trunking requirements for over 2,000 facilities nationwide, supporting both toll and local services. Administered the selection, configuration, purchase, and installation of network transport elements, digital loop carrier gear, and switching equipment from various vendors. Managed the vendor service contracts for the network facilities and the wholesale voice and data related services (e.g., negotiation, cost comparisons, selection, and implementation). Prepared budgetary information for projecting network costs based upon deployment schedules.

Director of Operations 1998 - 1999

Managed day to day operations for all company correctional facilities west of the Mississippi River. Managed Inside and Outside Technical Support for all private and regional correctional facilities west of the Mississippi River. Managed and oversee all Installation activities. Performed as primary liaison to Wackenhut Corrections Corporation.

Director of Engineering, NAI/TSC/VAC 1990 - 1998

Developed and maintained the Domestic and International least-cost routing design for the long distance network.

Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

Manager of Engineering and Technical Support 1992 - 1996

Supervised various personnel performing functions in project management, switch engineering, transport engineering, data engineering, network operations, field operations, IT, construction, outside vendors, and contractors. Responsible for the research, recommendation, requirement gathering, technical development, process flows, and activities/tasks for the Customer Care Call Center, Billing, Provisioning and Customer Operations Organizations.

Installation Manager 1986 - 1992

Responsible for the management and installation of all correctional facilities.

Responsibilities included design, procurement, and implementation of all associated hardware.

Supervised a team of several installers and inside support personnel.

Justin D. Naquin

Regional Field Service Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

- Regional Field Service Manager**, Inmate Calling Solutions, LLC 2004 - Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for ICSolutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.
- Service Manager**, Infinity Communications, Southern Louisiana Communications 1993 - 2004
- Installation of all Jail Equipment
 - Supervision of seven field technicians.
 - Maintenance of communication and payphone systems.
 - Administrative duties such as ordering and RMA
 - Inventory management of assets within the shop.
 - Training of technicians and preventive maintenance
- Correctional Coordinator** of Louisiana Operations, Tel-Link 1991 - 1993
- Installation of Jail Equipment
 - Servicing and maintaining prison phone systems.
 - Inventory control and daily production reporting.
- Service Technician/Manager** Coin Call Corporation 1986 - 1991
- General Maintenance of Payphones and equipment.
 - Dispatching of Payphone Technicians and Inventory.
- Machine Shop Foreman**, Gemoco 1981 - 1986
- Supervise Machinist and Quality Control.

EDUCATION

Diploma, Thibodaux High School Thibodaux, LA

- Omniphone Inc. Mobile, AL ~ Certificate of Completion 1998 - 1999
- Training on new equipment for prison phone systems.

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

Technical Services Manager, Inmate Calling Solutions, LLC 2004 - Present
Built, installed, and maintained inmate telephone systems in city, county, and state facilities. Trained and supported customers and internal teams. Managed team of buyers, programmers, and system administrators. Took personal responsibility for 24/7/365 operation of 200+ systems, including on call duties. Managed configuration of Apache, Postgresql, and telephony servers. Lead programmers in developing custom inventory system to manage \$3+ million in assets. Developed inmate e-mail product. Worked closely with CIO and COO to provide creative, reliable, and cost effective technical solutions for customers and internal teams. Provided management with statistical analysis of financial performance of telephone systems.

Student Asst. IV, IET MediaWorks, UC Davis April - Sept. 2003
Developed interactive lessons for Spanish classes using Adobe Flash.

Information Systems Consultant, Los Gatos High School 2001 - 2002
Managed 500+ Windows and Macintosh desktop systems, MacOS X Servers, and Windows 2000 servers. Reconfigured Mac labs to use NetBoot, OpenDirectory, and AFS. Planned and implemented software, hardware, and network upgrades. Trained users. Created and implemented security standards. Maintained and secured school administration/student information system. Managed upgrade of school telephone and IVR system. Supervised student assistants and volunteers.

Teaching Assistant/Advisor, Steve Wozniak June - Sept. 2001
Assisted in teaching classes and provided general technology advice and assistance.

General Manager/Systems Administrator, HotlineHQ LLC 1999 - 2002
HotlineHQ LLC operated HotlineHQ.com, a Hotline search engine and information site. At its peak in 2001, we served 15 million hits monthly. Founded company and managed all business aspects including service marks, accounting, and strategic alliances; maintained Macintosh servers running Linux; created web site.

Information Services Specialist, Research Services, Inc. 1998 - 2000
Responsible for purchasing; maintenance of file, domain, VPN, and PPP servers; primary tech support contact for national and international employees; managed IT budgeting and staffing.

Private consulting and tutoring

SKILLS

Computer: Linux primarily RedHat/Fedora, Mac OS Classic and X, Windows
Languages: JavaScript, HTML, PHP, BASH scripting, SQL, some proficiency with Java, C, C++, Python

EDUCATION

University of California, Davis - B.S. in Psychology with an emphasis on Biology, Classes included C and C++

Sylvia Castillo

Director of Client Services, Inmate Calling Solutions, LLC

SUMMARY

Executive serving customers and providing client leadership in the telecommunications industry since 1993, delivering innovative customer and client management. Proven track record of leading staff in order to deliver outstanding customer and client services. Extensive knowledge of billing regulations and compliance, collections policies and procedures, as well as in-depth knowledge of all of ICSolutions' clients.

PROFESSIONAL EXPERIENCE

Director of Client Services, Inmate Calling Solutions, LLC 2010 - Present

As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

Director of Compliance and Regulatory Affairs, BSG Clearing Solutions 2003 - 2010

As the Director, Sylvia developed and implemented BSG's Compliance Department which is responsible for identifying all relevant state and federal laws and engineering effective solutions and processes to ensure BSG's compliance with such laws. In addition, she also prepared responses to over 300 subpoenas and data requests which require the identification of the relevant documents, awareness of BSG's document retention location and processes, retrieving the relevant documents, and drafting appropriate objections and responses.

Regulatory Supervisor, Billing Concepts, Inc. (Bci) 1993 - 2003

As a supervisor, Sylvia managed a staff of 30 customer service representatives which included completing performance reviews, addressing performance issues, tracking attendance, and terminating representatives as necessary. Part of her job duties also included: Completing annual budget forecasting and analyses with oversight from executive management; developed and achieved customer service department goals; developing and implementing customer service policies and procedures; and established and maintained quantity and quality standards developed in order to ensure compliance.

EDUCATION

University of the Incarnate Word 2003

Bachelor of Business Administration, San Antonio, Texas

San Antonio College 1995

Associate of Art Degree, San Antonio, Texas

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

Dynamic, performance driven sales and management professional with proficiency in relationship building at all levels. Excellent interpersonal skills with a strong ability to multitask with outstanding organizational and follow-up skills. Ability to identify problems, perform proper troubleshooting, and resolve issues quickly. Solid knowledge of customer service expectations and client needs. Ability to perform independently beyond expectations, maintain a high level of professionalism, and confidentiality with company affairs. Quickly obtains knowledge and use systems proficiently in a minimum amount of time.

PROFESSIONAL EXPERIENCE

Director of Sales Engineering, Inmate Calling Solutions, LLC 2012-Present
Responsible for product demonstrations nationwide, conduct training for all customers' accounts, and provide training updates for ICSolutions sales team. Assist during implementation to complete staff training and ensure system setting match contract requirements. Provide advanced product implementation, monitoring software changes and custom system settings, Create and maintain sales presentation, training curriculum, and all other customer documentation. Develop internal processes and controls to ensure service requirements are met; monitoring and adapting relationships with customers and vendor partners.

Work as a liaison between Corporate Support Staff and Engineering; provide updates and training on new features and system developments. Product development and support to all ICS personal in developing and implementing training programs. Work with all ICS vendor partners and support partner accounts. Manage voice biometrics implementation and training. Provide feedback to update marketing materials such as brochures, website, and user manuals. Assist with user interface to support system design and feature enhancements.

Regional Account Manager, Inmate Calling Solutions, LLC 2007 - 2012
Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

Sales and support across the Southeast region, growing accounts and supporting existing customers. Conduct software demonstration and customer trainings. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs

Senior Recruiter, MISource, Inc. 2006 - 2007
Responsible for seeking out, screening, and interviewing candidates for engineering or technical positions. Clients include several government contractors for the department of defense such as General Dynamics and Lockheed Martin. Maintained relationships with clients and work with their Human Resource departments directly to ensure precise qualifications were met; interviews scheduled, and act as a liaison between the client and candidates. Travel to various clients to walk candidates in for interview, discuss current open positions, and retrieve interview feedback. Follow up with candidates during waiting periods, provide feedback, and confirm appointments. Administer payroll paperwork complete, drug test and background check scheduled, and verify start dates.

Account Support Manager, Pro Tech Monitoring, Inc.

2006 - 2007

Support 40-50 accounts across the Midwest territory requiring travel to Wisconsin, Minnesota, Iowa, Illinois, Kentucky, Tennessee, and Arkansas. Maintain regular contact with customers to include site visits and host trainings 3-4 times per year for each account. Offer products and demo software functionality to new and prospective clients. Assist customers with troubleshooting and answer questions. Work with Directors and Management to resolve any issues, ensure proper billing, inventory control, and provide monthly reports. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs. Conduct training for groups of 20-30 people on equipment and software over an eight hour day or two four hour days. Customize training manuals and materials and complete updates as necessary. Work with Call Center staff to understand call trends and review customer calls. Inventory tracking, review and approve orders. Generate reports to assist customers in meeting contract requirements of maintaining a low percentage of spare inventories. Provide documentation for customers to develop budgets and figure quarterly projections. Setup and manage company booth at conferences and trade shows to demonstrate product and software to increase sales. (ACA-NC, WCA-WI, MCA-MN, ICA-IA, & ACA-FL) Seek out State and local Directors to meet and discuss product options and begin sales process. (TN, IL, IN, IA, AR, WI, & GA State Commissioners)

Senior Representative, Verizon Wireless

2000 - 2006

Assist customers with activation and programming, discuss bills and explain details, make changes to wireless plan and features. Investigation, resolution, and documentation of verbal and written complaints. Interact with all other departments. Assist store agents in activating phones and programming. January 2006 assist in training of new Data products. Conduct demonstrations of PDA's and air cards. Conduct training for GPS in children's phones used as a chaperone. July 2003 participate in Pilot Test of ACSS. (Enhancement to current system) May 2003 conduct training for IEX. (Allows employees to check their schedules daily) September 2002 Diversity Banner Project. I have been chosen for many of these projects due my coordination and creativity skills. 2000 Open Help Desk/Escalations Department: handle customer complaints and request for supervisor. Assist representatives with changes and understanding billing. Assisted with Vision transition. (new billing system) Help desk trained first. I acted as a floor supervisor to assist representatives after training.

EDUCATION

American InterContinental University, Bachelor's Degree/Business Administration
Florida Metropolitan University, Associates Degree

2005 - 2007
2003

Don Newsome

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC

SUMMARY

- Gained nearly 20 years of experience in the corrections industry serving as Deputy Sheriff and Corrections Sergeant for Wakulla County Sheriff's Office and Lee County Sheriff's Office
- Extensive experience working directly with correctional facility Administrators and Staff
- Uniquely familiar with correctional procedures and processes to enhance his ability to optimize specifically for correctional facilities
- Received a degree from Tallahassee Community College in 1992

PROFESSIONAL EXPERIENCE

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC 2017 - Present
Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Project Manager, CTS - SmartCOP 2007 - 2017
As project manager, Don was responsible for implementation of CTS Software Projects.

Deputy Sheriff, Wakulla County Sheriff's Office, Crawfordville, Florida 2003 - 2007
Don worked in the Patrol Unit, K-9 Unit, and Narcotics Intervention.

Corrections Sergeant / Accreditation Team, Wakulla County Sheriff's Office 2002 - 2003
Don's major responsibilities included training new officers in the Booking Unit on Procedural and State Requirements and to train all employees on CTS America's Jail Management System.

Deputy Sheriff, Lee County Sheriff's Office, Ft. Myers, Florida 1999 - 2002

Corrections Deputy / Training Officer, Lee County Sheriff's Office, Ft. Myers, Florida 1998 - 1999

Law Enforcement Instructor, Madison County Community College, Madison, Florida 1995 - 1998

Corrections Sergeant / Training / Accreditation Manager, Florida DOC 1995 - 1998

Corrections Deputy, St. John's County Sheriff's Office, St. Augustine, Florida 1992 - 1995

Communication Officer, Leon County Sheriff's Office, Tallahassee, Florida 1988 - 1991

EDUCATION

A.A. Degree, Tallahassee Community College 1992

Stephen L. Shieldes

Director of Information Technology, Inmate Calling Solutions, LLC

SUMMARY

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

PROFESSIONAL EXPERIENCE

Director Information Technology, Inmate Calling Solutions, LLC 2013 - Present
Mr. Shields is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Manager Database Development, Carnegie Technologies 2011 - 2013
As manager of database development I report to the CIO and responsible for DB team of database developers/architects in the creation, maintenance and deployment of custom software and applications.

Manager Database Operations, Pocket Communications 2006 - 2011
As manager of database operations I reported directly to the CIO and responsible for a DBA team that managed all data and databases at pocket communications (11 Oracle Instance, 31 MySQL servers, 10 MS SQL Servers). I designed and built the companies data warehouse on a MySQL Linux platform integrating data from multiple vendor data sources, and implemented SAP Business Objects suit of products for report and data delivery . Designed and built an ETL and report tracking system to monitor and report on 300+ daily ETL and Reporting jobs. Implemented Excelsious dashboard software to provide strategic, tactical and operational dashboards enterprise wide.

Sr. Database Administrator, Clear Channel World Wide 2000 - 2006
As Director Web Services for 18 months, I was responsible for a team of 12 people, an operational budget of 2.5 million, and 3000+ Web Properties of Clear Channel Worldwide. Reduced the operational cost by 50% while increasing the performance, growth and reliability of the Clear Channel Web Farm. Once it was stable and efficient, it was turned over to Clear Channel Radio Interactive in Cincinnati OH. Lead DBA on the implementation of People Soft ERP solution which manages all of Clear Channel's Human Resources and Financials. Lead DBA on the migration of the People Soft ERP solution from ORACLE on HP/UX to MS SQL SERVER 2000. I was also responsible for all Oracle instances, and assist the administration of over 200 Microsoft SQL server instances.

Sr. Database Administrator, Billing Concepts 1998 – 2000
At Billing Concepts, I managed a team of DBAs and System Administrators. Managed the development and database architecture for Aptis Software, which was a subsidiary of Billing Concepts that developed and sold billing software based on Oracle's database. Implemented Oracle Project and managed Oracle applications running on HP/UX and implemented and maintained a company run ISP.

Database Administrator, ILD Telecommunications 1997 – 1998
I was responsible for (8) ORACLE 7.3 instances. The largest Oracle instances were 61 GB, running 24 X 7. Responsible for upgrading all of the instances from ORACLE 7.3.2 to ORACLE 7.3.4. Reorganized the datafiles of the 61 GB Oracle instance for superior disk access gaining a 25% improvement in performance. Responsible for the Migration the 61 GB ORACLE instance from DG/UX (SVR4) to Solaris 7.

Lead Systems Programmer, WorldCom. 1994 - 1997
I was responsible for the development and maintenance of a telephone billing system that processed an average of 2 million records a day. The billing system was written using ORACLE (ver 7.3) with Proc*C / C applications and written on a Data General Aviiion running DG/UX (SVR4).

Programmer/Analyst, Operational Technologies 1993 – 1994
I was responsible for maintenance of all C / Pro*C ORACLE applications, on a VAX/VMS System using ORACLE (ver 6). Developed a portable User Interface to port between VMS, MS-DOS and UNIX. The User Interface was accomplished in half of the time budgeted. Developed standard operating procedures for change requests. These standards decreased the time used in communication between Management and software developers by 50%.

Journeyman Analyst, Technology Systems 1992 - 1993
I supervised and controlled the conversion of all development software to a Code Management System. Automated the code Management System with the development of MAKE type DCL programs on VMS. Supervised & Helped Maintain all C/ Pro*C ORACLE applications on VAX/VMS system using ORACLE (ver 6).

Programmer, OAO Corporation 1990 - 1992
I supervised and controlled the conversion of all developed software from ORACLE Ver. 5 to ORACLE Ver. 6 to include testing and documentation. Developed data validation software, in Pro*C & SQL for analyzing and loading data into ORACLE database on a VAX/VMS system. Developed installation program for software distribution on the PC in C. Assisted in the design of a data validation program for the PC.

EDUCATION

1989 Associate of Applied Science. Major: Computer Programming San Antonio College, San Antonio, Texas

1989 Associate of Applied Science. Major: Computer Applications Design San Antonio College, San Antonio, Texas

Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions 2015 - Present
Oversee Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinate with field technicians via telephone to change hardware and software configurations. Work to resolve escalated client issues quickly and efficiently.

Systems Engineer, Inmate Calling Solutions 2012 - 2015
Assembling and testing Linux servers Responding to trouble tickets reported in ticketing system Configuration of ICSolutions developed software for new installs Updating ICSolutions developed software in a production environment

Tech Support Representative, Inmate Calling Solutions 2009 - 2011
Assisted customers with product related issues. Assisted in troubleshooting hardware and software issues across multiple Microsoft Windows and Linux platforms. Coordinated with field tech via telephone to change hardware and software configurations. Field tested new applications on live systems.

Tier II Technical Support Representative, Comcast 2008 - 2009
Provided customer service/technical support for hardware/software, and operating system issues, as well as, installation of hardware and software (Windows and Macintosh Environments).

Computer Forensics Lab Teachers Assistant, Jackson State University 2006 - 2007
Assisted in testing and maintaining forensics hardware for lab usage. Also, created procedural study material for student testing.

Voluntary Internship, CyberCrime Fusion Center of MS 2005 - 2006
Assisted with development of informational material regarding various cybercrimes and prevention.

EDUCATION

B.S. in Computer Science/Minor in Math, Jackson State University 2008

Exhibit H

**Business Licenses,
PUC & FCC Documentation**



Office of the Secretary of State

Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Application for Certificate of Authority for INMATE CALLING SOLUTIONS, LLC (file number 800263415), a CALIFORNIA, USA, Foreign Limited Liability Company (LLC), was filed in this office on October 29, 2003.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on November 02, 2020.



A handwritten signature in black ink, appearing to read "Ruth R. Hughs".

Ruth R. Hughs
Secretary of State



Office of the Secretary of State

**CERTIFICATE OF AUTHORITY
OF**

INMATE CALLING SOLUTIONS, LLC
Filing Number: 800263415

The undersigned, as Secretary of State of Texas, hereby certifies that an application of the above company for a Certificate of Authority to transact business in this state under the Texas Limited Liability Company Act has been received in this office and has been found to conform to law.

ACCORDINGLY, the undersigned, as Secretary of State, and by virtue of the authority vested in the Secretary by law, hereby issues this Certificate of Authority to transact business in this state from and after this date for the purpose or purposes set forth in the application under the name of

INMATE CALLING SOLUTIONS, LLC

Dated: 10/29/2003

Effective: 10/29/2003



A handwritten signature in black ink, appearing to read "G. Connor".

Geoffrey S. Connor
Secretary of State

Form 304
(revised 9/03)

This space reserved for office use.

Return in Duplicate to:
Secretary of State
P.O. Box 13697
Austin, TX 78711-3697
FAX: 512/463-5709



Application for
Certificate of Authority
Pursuant to Article 7.05
Texas Limited Liability
Company Act

FILED
In the Office of the
Secretary of State of Texas

OCT 29 2003

Corporations Section

1. The name of the limited liability company is as set forth below:

INMATE CALLING SOLUTIONS, LLC

The name must not be the same as, deceptively similar to or similar to that of an existing corporate, limited liability company, or limited partnership name on file with the secretary of state. A preliminary check for "name availability" is recommended.

2A. The legal name of the limited liability company does not contain the words "Limited Liability Company," or "Limited Company," or the abbreviations "L.L.C.," "L.I.C.," "L.C.," or "L.C." The name of the company with the word or abbreviation that it elects to add for use in Texas is:

2B. The limited liability company name is not available in Texas. The assumed name under which the limited liability company will qualify and transact business in Texas is:

3. The entity electing to obtain this certificate of authority is not required to use an organizational ending indicating it is a limited liability company since it is not characterized or formed as a limited liability company under the laws of the jurisdiction governing its formation.

4. Its federal employer identification number is: 82-0559085

Federal employer identification number information is not available at this time.

5. It is organized under the laws of: (set forth state or foreign country) CALIFORNIA

6. The date of its organization is 08/13/02 and its period of duration is:

perpetual or limited duration of a term of years set at: _____

7. The principal office address in the state or country of the company's jurisdiction of formation is:
(If the company does not maintain an office address in its jurisdiction of formation, then provide the registered office address of its registered agent in the jurisdiction of formation in the space provided below.)

5683 RUE FERRARI,

SAN JOSE

CA

95138

Address

City

State/Country

Zip/Postal Code

8. Its proposed registered agent in Texas is: (See instructions. Cannot be company named above.)

National Registered Agents, Inc.



Office of the Secretary of State

October 30, 2003

RE: INMATE CALLING SOLUTIONS, LLC
File Number: 800263415

It has been our pleasure to file the application for certificate of authority and issue the enclosed certificate of authority authorizing the referenced foreign limited liability company to transact business in Texas.

Unless exempted, limited liability companies are subject to state tax laws, including franchise tax laws. Shortly, the Comptroller of Public Accounts will be contacting the company at its registered office for information that will assist the Comptroller in setting up the franchise tax account for the company. The first year franchise tax return will be due a year and ninety days after the issuance of the certificate of authority. Thereafter, an annual franchise tax return is due in May of each year. If you need to contact the Comptroller about franchise taxes, you may contact the agency by calling (800) 252-1381, by e-mail to tax.help@cpa.state.tx.us or by writing P. O. Box 13528, Austin, TX 78711-3528. Telephone questions regarding other business taxes, including sales taxes, should be directed to (800) 252-5555.

Limited liability companies do not file annual reports with the Secretary of State. An application for amended certificate of authority must be filed with the Secretary of State if the company changes its name, changes the purposes to be pursued in Texas, or changes the assumed name it elected to use on its certificate of authority. It is important for the company to continuously maintain a registered agent and office in Texas. Failure to maintain an agent or office or file a change to the information in Texas may result in involuntary dissolution of the company.

If we can be of further service at any time, please let us know.

Sincerely,

Corporations Section
Statutory Filings Division
(512) 463-5555

Enclosure

Come visit us on the internet at <http://www.sos.state.tx.us/>

PHONE(512) 463-5555
Prepared by: Rosa Ruedas

FAX(512) 463-5709

TTY7-1-1

Exhibit H - Page 4

Public Utility Commission

IXC REPORT

Company: CO_N_BUSINESS

Track No: IX050013

Type: LC

Approved: 2005-03-07
00:00:00.0

Relinquished:

Status: Active

Local Call Service: No Service

Dome. Long Distance: No Service

Inter. Long Dist: No Service

Distance:

Note:

Mailing Address

Primary: *Company / Physical*

ICSOLUTIONS
5883 RUE FERRARI

SAN JOSE, CA 95138

Main: 408-362-4000

Alt: 800-661-3845

Fax: 408-362-2798

Email: bphilbin@inmatecallingsolutions.com

Authorized Rep

ICSOLUTIONS
5883 RUE FERRARI

SAN JOSE, CA 95138

Main: 408-362-4000

Alt: 800-661-3845

Fax: 408-362-2798

Email: shaffner@inmatecallingsolutions.com

Contact
ICSOLUTIONS
5883 RUE FERRARI

SAN JOSE, CA 95138

Main: 408-362-4000

Alt: 800-661-3845

Fax: 408-362-2798

Email: bphilbin@inmatecallingsolutions.com

Associated Names

Primary: INMATE
CALLING
SOLUTIONS,
LLC.

Identification Numbers

Certificate: IX050013

Type: IXC

Date: 03/07/2005

Note:

Filings:

25000-2499

Type: IXC

Date: 03/07/2005

Note: Original
Registration

Filings:

25000-2808

Type: PROJECT

Date: 08/30/2006

Note: AMENDMENT
- Name
Change
from
Inmate
Calling
Solutions,
LLC. to
ICSolutions,
LLC.

Filings: Name
Change

Donna L. Nelson
Chairman
Kenneth W. Anderson, Jr.
Commissioner
Brandy D. Marty
Commissioner
Brian Lloyd
Executive Director



Rick Perry
Governor



RECEIVED
7/9/2014
5:34:56 PM
PUBLIC UTILITY
COMMISSION OF
TEXAS
ONLINE SUBMISSION
Submitted By:
ICSolutions

Public Utility Commission of Texas
Pay Phone Registration
Project 41757

Company Information

Company Name: INMATE CALLING SOLUTIONS LLC
PUC Tracking No.: PP040020
Project No: 41757

Submissions: 0

Last Submitted: Never Submitted

Organization Type: Limited Liability Company, L.L.C

NOTE: For changes to business entity, state of incorporation, identification numbers, or business or professional certificates please convey information in the note field in the Affirmation section below. Thank you.

Click the "Submit" button to complete this section.

[Submit](#)

Certified D/B/A Names

Company/DBA/Additional Names Information

ICSOLUTIONS

Company Addresses and Contact Information

Business Information

Company / Physical

Non Emergency

Primary Address

Company: INMATE CALLING SOLUTIONS LLC
Contact: KEN DAWSON
Title: DIRECTOR CONTRACTS & REGULATORY
Address1: 2200 DANBURY
Address2:
City/St/Zip: SAN ANTONIO TX 78217
Website: www.icsolutions.com

Main: (210) 581-8100
Toll-Free: (800) 661-3845
Fax: (210) 832-8915
Home:
Cell:
Email: kdawson@icsolutions.com

Pay Phone Info


Carrier Service	Carrier Type	Provider Name	Action
LEC	CLEC	McLeodUSA	
LD	IXC	McLeodUSA	
LD	IXC	Qwest	
LEC	ILEC	Southwestern Bell	

County Name	Facility Name	Action
BEXAR	Bexar County Jail	
BEXAR	Bexar County Jail	
CAMERON	Cameron County Jail	
HUNT	Hunt County Detention Center	
JACKSON	Jackson County Jail	
JACKSON	Jackson County Detention Center	
MIDLAND	Midland County Jail	
MIDLAND	Midland County Jail	
MONTGOMERY	GEO Care Montgomery Center	
NEWTON	Newton County Jail	
PALO PINTO	Palo Pinto County Jail	

PALO PINTO	Palo Pinto County Jail
WEBB	Laredo Processing Center
WEBB	Webb County Detention Center
WILLACY	MTC Willacy Jail
WILLACY	Willacy County Jail
ZAVALA	Crystal City Jail
ZAVALA	Crystal CityJail

Adad Data File Uploader

Files Uploaded (max 1 files. Only txt,xls file types allowed)

File Name	Size	Date	Delete
PP040020.txt	1.43 KB	7/9/2014 5:32:03 PM	

Affirmation

Comments:

Name: Ken Dawson

Title: Director Contracts & Regulatory

Affirm Date: 7/9/2014 5:32:54 PM

Status: EDIT

By submitting this report, I swear and affirm that all statements and representations submitted herein are true and correct to the best of my knowledge.

Registration Detail

FRN:	0010682326
Registration Date:	04/02/2004 12:21:43 PM
Last Updated:	06/30/2014 09:19:00 AM
Entity Name:	Inmate Calling Solutions, LLC
Entity Type:	Private Sector , Limited Liability Corporation
Contact Organization:	
Contact Position:	Director
Contact Name:	Mr Ken R Dawson
Contact Address:	2200 Danbury San Antonio, TX 78217 United States
Contact Email:	kdawson@icsolutions.com
ContactPhone:	(210) 581-8104
ContactFax:	(210) 832-8915