

SECURUS
Technologies



**BROWN COUNTY SHERIFF'S OFFICE
INMATE TELEPHONE SYSTEM
COST PROPOSAL**

November 9, 2020
(Exhibit #9)



We exist to
SERVE and
CONNECT
to make our
world safe.

An RFP Solution Prepared for:
Brown County, Texas
Inmate Telephone System
November 9, 2020

Presented to:
Attn: Les Karnes-Phone Proposal
Brown County Sheriff's Office
1050 W. Commerce
Brownwood, Texas 76801

Presented by:
Dennis Reinhold
Sr. Vice President & General Counsel
Securus Technologies, LLC
4000 International Parkway
Carrollton, Texas 75007

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SECURUS FINANCIAL OFFER
FOR BROWN COUNTY,
TEXAS

Securus Financial Offer Summary

Securus Technologies has carefully designed a solution-based proposal to support and serve Brown County for all the technology needs. The Securus solution generates cost savings through automation, delivers proven efficiency improvements, and provides advanced **investigative capabilities**

These features, coupled with an **aggressive commission** rate for phone calls and Video calls will meet the needs of Brown County, as well as the Sheriff's Office, Inmate Welfare, local law enforcement and the community it serves.

Securus will deliver a turnkey solution backed by **33 years** of experience in serving law enforcement. Your dedicated project management team will provide a seamless installation and transition. Your specialized support team will ensure that Brown County reaps all the benefits of its new system. We are committed to delivering all of the software, hardware and law enforcement tools in the required timeframe and with proper training. The Securus solution will ensure the County can utilize the most advanced systems available. For Brown County, the Securus solution will drive greater efficiency, not to mention more call completions and increased County revenues.

Provided below is a summary highlighting the key solutions of our offer. Securus' complete solution includes all of the software and hardware required by the County. We also added several advanced value-added solutions and services at NO additional cost to Brown County. All of these technologies are proven in facilities nationwide and will drive greater efficiencies, deliver higher returns on investigative activities, and provide additional revenue streams to the county.

Products & Features Included in Offering

Secure Call Platform – Turn Key inmate telephone system with more than 550 features Including Billing Name Address Look Up / Covert Alerts / Personal Identification Numbers (PINs) with Pre-Recorded Names.

Securus Video Visitation – Video Visitation system offering remote paid visitation from a laptop or mobile IOS and Android devices via the Securus application. The solution includes Automating the scheduling and visitation process for the facility.

The proposed price of a 30 minute remote session is \$8.99

SecureView Tablets – Tablet system offering educational programs, commissary ordering, job search, and inmate entertainment. Endless supply of community tablets. Personal tablets can be rented for \$5.00 for the first day the remainder of month is free with no per minute usage charge and with access to premium content.

Music Downloads -\$1.09 - \$1.99

Games - \$0.00 - \$7.99

Movie Rentals - \$5.99 - \$10.00

Replacement Cost - \$160.00

E-Messaging - Digital communication between inmates and friends and family via the tablets or video visitation units inside the jail with automatic message review and control based on your standards.

10% Commission paid on E-Messaging(Stamps priced at \$0.50)

ICER Inter Communication Evaluation and Reporting Tool uncovering and providing alerts on inmate-to-inmate phone communications.

Threads – Analytic tool that takes advantage of both existing and imported call data to provide focused leads to investigators. This means you can use our centralized data base of phone calls to identify and compile actionable intelligence during investigations in a quicker manner than traditional methods.

Digital Mail Center – Facility mail is received by Securus and scanned electronically for delivery to inmates via the inmate video visitation terminals or inmate tablets. Any contraband discovered will be packaged appropriately and chain of custody maintained for potential prosecution by the Brown County Sheriff's Office.

Continuous Voice Biometric Verification (IPRO) - Real Time verification and alerts based on an inmate's biometric voice print as well as analytic tools to significantly enhance investigations. Proven investigative capabilities that revolutionize how inmate calls are reviewed.

Important Note: Securus Technologies is the only provider that can deliver voice biometric verification CONTINUOUSLY throughout the entirety of the call. Other ITS providers will write that they "comply" with this but please be aware that they do NOT do it continuously. The voice print for other vendors is typically checked at the beginning and periodically throughout the call. Inmates find a way around their biometrics systems.

Financial Offer #1

Inmate Telephone System

63.7% Commissions paid on Inmate Telephone Calls

Call rate of 31.1 cents/minute for all call types

Secureview Inmate Tablets/Video Visitation/Emessaging

10% Commissions paid on tablet premium content, video visitation and emessaging

Financial Offer #2

Inmate Telephone System

50.1% Commissions paid on Inmate Telephone Calls

Lower call rate of \$0.21 cents/minute for all call types

Secureview Inmate Tablets/Video Visitation/Emessaging

10% Commissions paid on tablet premium content, video visitation and emessaging



Exclusive for Securus Customers: Correctional Officer Memorial Fund - We are very proud to be the first vendor in our industry to launch our own program to assist Correctional Officer's families in the time of need. The fund provides financial assistance to families of those corrections officers who lose their lives in the line of duty. Securus will pay 1 year salary to the Officer's family.

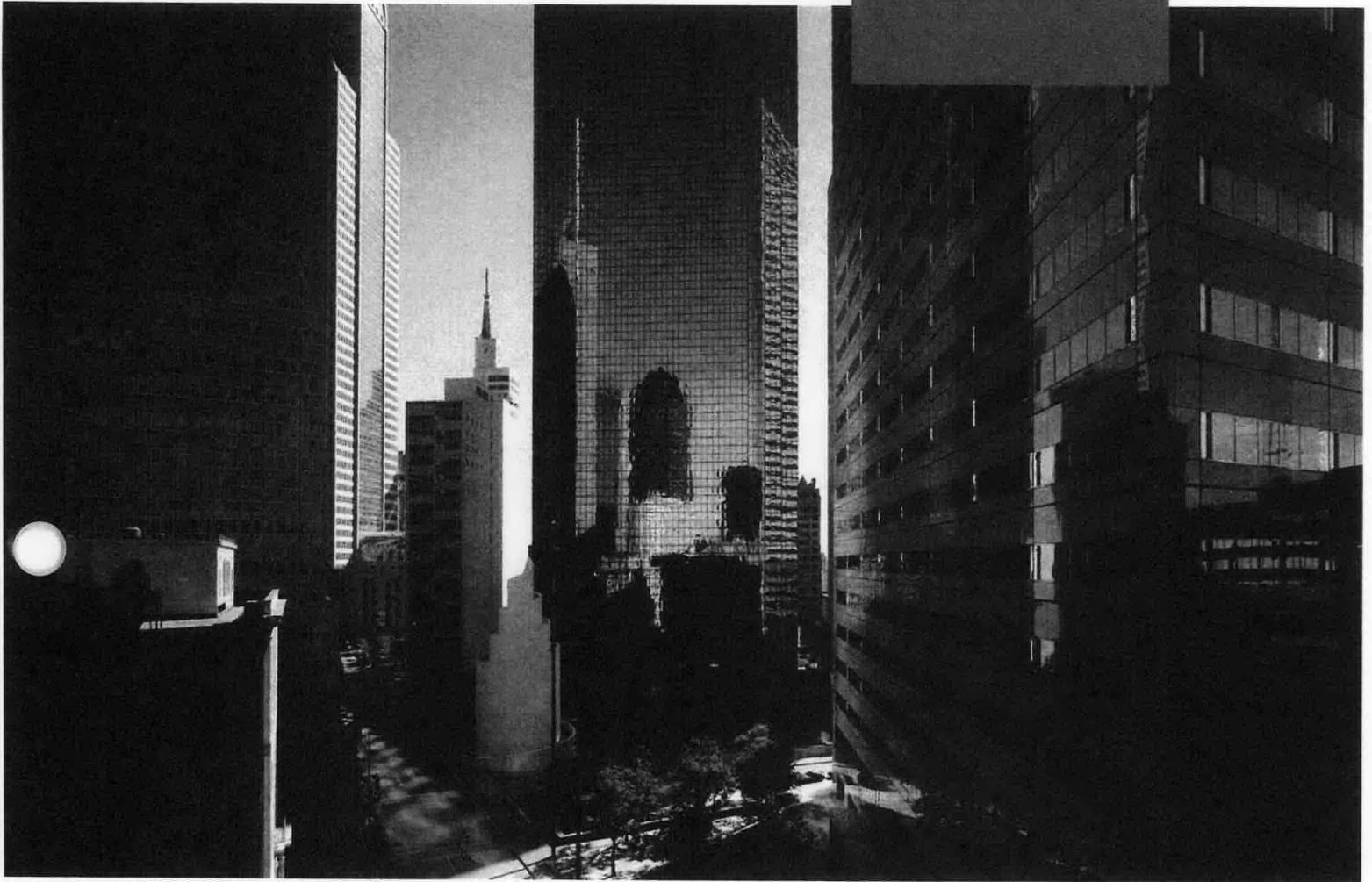
Conclusion

Securus has worked hard to develop an offer that fully serves the needs of Brown County and their constituents. We are committed to providing an offer that incorporates all of your requirements while providing the funds required to support your revenue requirements and world class technology to automate processes with dedicated on-site support to back it up. We recognize that the County may wish to propose modifications to our offers and we

are willing to be flexible in any negotiations to best support your operational goals today and going forward.

Securus respectfully requests the privilege of serving Brown County Inmate Communication needs and looks forward to establishing a long term, mutually beneficial relationship with the County and the community you serve.

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**INMATE TELEPHONE
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Securus Technologies, LLC
4000 International Parkway
Carrollton, Texas 75007

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COVER LETTER

November 9, 2020

Attn: Les Karnes – Phone Proposal
Brown County Sheriff's Office
1050 W. Commerce
Brownwood, TX 76801

RE: Inmate Telephone System

To whom it may concern,

Securus Technologies, LLC (Securus) is pleased to submit for your consideration our response to your RFP for inmate and visitor telephone system, video visitation solution, correctional-grade tablets, related investigative products and other additional inmate and facility products and services. Over the past 30 years, Securus has grown to be the industry's premier inmate communications service provider with additional available associated correctional and public safety solutions. Currently, Securus serves customers in all 50 states and in nearly 3,000 agencies across the nation.

Your Request for Proposal indicates that you are looking for an established, and reliable inmate communications and related services provider that can provide you with a turnkey advanced solution, to meet your growing needs and provide an additional revenue stream to fund inmate programs, facility safety and improvement projects at Brown County.

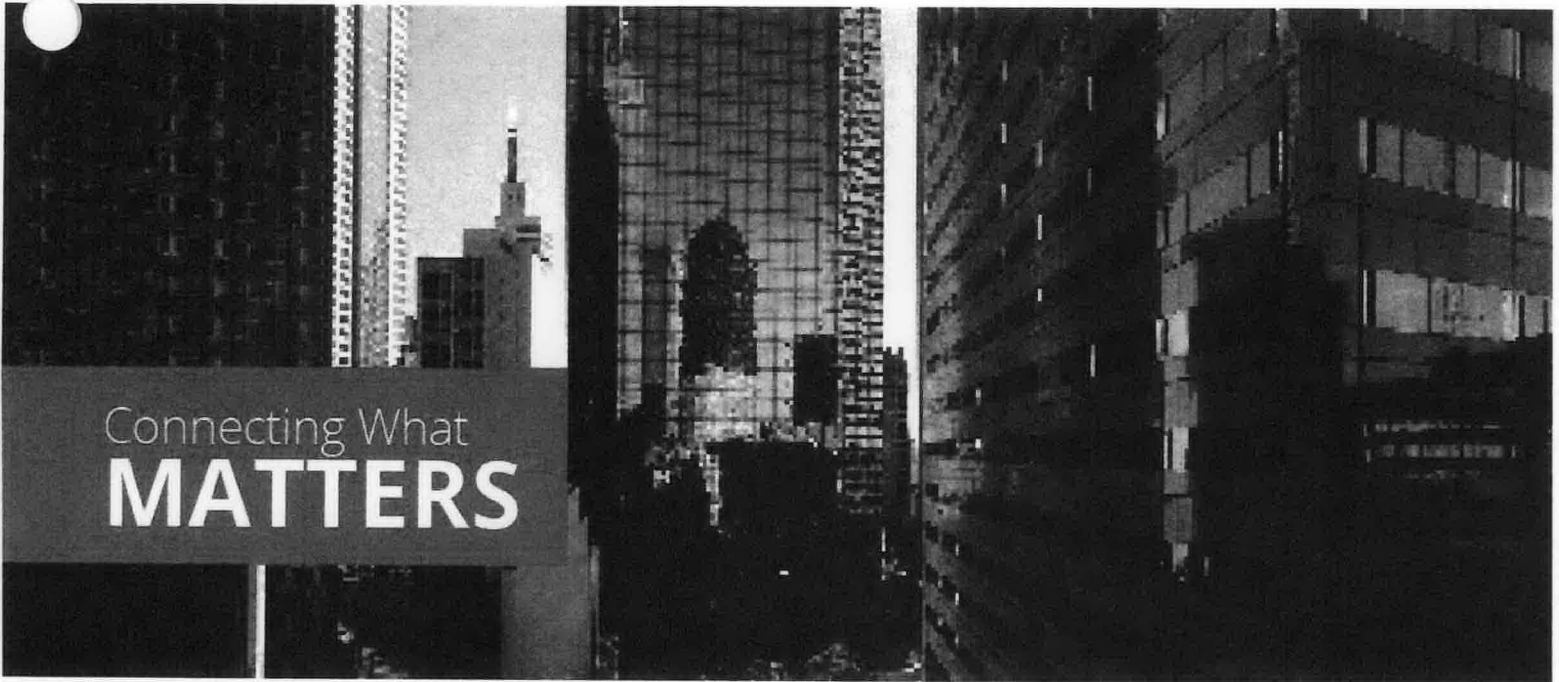
When you review this RFP response, you will see that Securus Technologies is the inmate communication services provider you are seeking to provide constantly evolving inmate communication and related services for many years to come.

Sincerely,



Dennis Reinhold
Senior Vice President & General Counsel
Securus Technologies, LLC
4000 International Parkway
Carrollton, Texas 75007
dreinhold@securustechnologies.com

EXECUTIVE SUMMARY



Executive Summary

Thank you for allowing Securus the opportunity to provide Brown County, and the Brown County Sheriff's Office with our best-in-class response to your RFP for Inmate Communications Services. We are proud and excited to present our response to your RFP as it allows us to focus on what we do best, **delivering technology that helps keep your facilities and communities safe**. Your RFP provides us with the opportunity to introduce our inmate communication technologies, proven automation, biometrics, intelligence gathering and investigative technologies, as well as our industry-leading facility and re-entry support services to help **keep our communities safer**; which is both of our goals.

It also provides us with the opportunity to prove to you that Securus is the best partner to immediately and significantly advance the technology capabilities that are available to your staff, and to continue the evolution of those capabilities throughout the life of the contract.

In the following pages, we will detail how Securus goes beyond the specifications for the role of an inmate telephone provider delivering valuable automation tools, while meeting and exceeding your evaluation criteria, and how our solution will deliver the greatest benefit to Brown County and the Brown County Sheriff's Office.

Core Technologies

Securus has proposed our NextGen Secure Communications Platform (SCP) allowing secure, single sign-on access to all the systems capabilities proposed. Our centralized platform will allow

all authorized Brown County users to only access the segments of the system they are permitted to and providing an audit trail on all usage. SCP is installed in over 2,700 facilities nationwide and has a proven history backed with over 30 years of experience.

Your implementation has been thoroughly reviewed and leverages our experience of installing our proposed system thousands of times. We have migrated many facilities of similar size and utilize a team-based approach to make the most of your staff's time and minimize facility operational interruptions. Our plan is designed to move thoughtfully, but quickly, to get your new technology into your inmates and officer's hands as fast as possible. A complete overview of our transition plan, including all milestones, can be found in Attachment C.

We know the importance of system security, and it is something we work hard at every day. The proposed system will support investigations and allow your officers to access all non-privileged calls with the confidence that they will be admissible in court proceedings. Securus will provide immediate online access to up to 5 years of recordings redundantly stored in our carrier class data centers. Our proven architecture delivers confidence that your recordings are safely stored, and accessible only through password protected access.

Our proposal will provide a complete overview of our tools, and how they will work and benefit the County and the department. The following are just a few examples of the new capabilities that meet and exceed your requirements as part of our proposal:

- **Call Pattern Analysis and Alerting with THREADS** – While other systems are limited to only analyzing inmate calling data, THREADS can accept any data source to allow a more thorough review. THREADS finds the needle in the haystack of data, making the most of your officer's time and providing actionable intelligence. More information sorted with more speed to build stronger cases.
- **Voice Recognition, Identification and Analysis** using our Investigator Pro (**IPro**), investigators will know not just *THAT* multiple inmate voices appear within a call, but also **THE NAMES** of all inmate voices that appear within that call. With Securus, crime has nowhere to hide.
- **Compare Called Parties by Voice** with Searchable Voice. This new tool, driven by the power of IPro, gives investigators the ability to select a voice sample from either the inmate or called party side of an inmate's telephone call, and then use that sample to search for all other calls where that voice occurs.

These are just some of the proven services that will work in unison to increase efficiency, staff safety and investigative return on effort for Brown County. We look forward to demonstrating our complete solution as part of this procurement process.

Additional Technology

As mentioned earlier, Securus is more than just an inmate telephone provider. Over our thirty-year history, we have grown by adding, and keeping customers, but we have also added capabilities to meet the changing needs of the communities you keep safe. We have acquired and developed corrections focused technologies and provided them as fully integrated solutions to address the latest issues facing corrections. Notable capabilities available through Securus include:

- **Tablets** Securus has included the secure tablet program as part of our proposal to Brown County and will provide no cost tablets for all eligible inmates at Brown County to utilize. **Proven educational tools to expand existing programs and reduce recidivism.**
- **Multi-Function Kiosks** – true corrections grade hardware allowing telephone calls and video connection, commissary ordering, and more without the need for separate kiosks.
- **ConnectUs Multi Application Engine** allows expanding capabilities delivered through the Securus multi-function device to streamline and automate current manual processes. Functions include grievance filing, commissary ordering, law library access, eMessaging, Jobview employment search, PREA reporting, inmate handbook access and numerous efficiency-enhancing applications creating redundancy with our tablet program.
- **Secure End to End Digital E-Messaging** to expand communications and drive increased revenues for the facilities available on the tablets and inmate kiosks.
- **Recidivism and Re-entry Programs** Working with Corrections and incorporating feedback and best practices from facilities nationwide to help stop the revolving door.
- **Securus Managed Digital Mail Center** will allow Brown County to get out of the physical mail service and further enhance efficiencies of staff. Physical mail is sent to a P.O. Box where our staff opens and scans mail which can be sent to officers for approval prior to making available to inmates on either video terminals or tablets in the housing areas.

Optional Technology from Securus

- **Guarded Exchange (GEX)** delivers proven force multiplier capabilities to support monitoring efforts as well as operating one of the nation's premiere cellular forensic laboratories. Securus will provide a ninety (90) day trial of GEX's capabilities for Brown County to review the benefits of this powerful, proven investigative program.

These are just some of the technologies available to Brown County from Securus. With Securus, Brown County will continue to evolve and benefit from working with the industry's leading corrections technology and service provider.

Financial Transparency

Over the last 30 plus years we have grown to be the largest inmate communications provider in North America supporting nearly 3,000 agencies through our different service organizations.

Inmates and their families and friends will have multiple secure methods to communicate, all with easy to understand, transparent pricing for phone calls, video connection, e-messaging and tablet content. Beyond the per minute cost of a call, Securus will only charge a funding fee, and will always provide a no cost funding option to maximize the time spent talking or video visiting.

Service

Securus has established field and service personnel throughout Texas and the proven infrastructure to support Brown County. Our offer includes a dedicated onsite technician to establish deep roots with our partnership and meet the daily needs of the County. Backing our field service and investigative teams is the industry's premiere Network Operations Center (NOC) and a multi-level technical support group to provide immediate tracking assignment and quick resolution. We are here 24/7/365, just like you are with disaster recovery and readiness plans that are tested and proven. We watch the health of our systems constantly, opening and resolving more than half of our tickets without customer intervention allowing your staff to focus on more important command and control tasks. Our service approach gives time back to our facilities by allowing you to do what you do best, keep people safe.

Securus associates are available 24 hours a day, 7 days a week, 365 days a year.

Our people, supporting Our technology. Compare this to the offerings of our competitors, many of whom have significant gaps in live person service each day. It's easy to see how **we earned our A+ Better Business Rating.**



"The technical support we receive when we have questions or concerns about the inmate phone system is without question the best we have experienced from any of our vendors. The technicians we talk with are always pleasant and demonstrate a commitment to satisfaction that is rarely found nowadays."

-Scott County Sheriff's Office, Shakopee, Minnesota

Cost Proposal

Securus has proposed two financial offers for the County's review. These offers both include reduced rates compared to the current rates and fee schedule, and provide options to include additional capabilities, far beyond those received from any other provider, while still increasing the current revenue return to support inmate programs and services. Our offers are flexible, and Brown County has our commitment that we will remain flexible to meet your needs throughout the term of the agreement.

Technology Presentation

Securus would welcome, and appreciate, the opportunity to demonstrate our full solution.

Why Securus?

Facilities have fewer employees, with more tasks to complete. Our technology and automation will allow one officer to complete investigative and administrative tasks that require a team today.

With Securus, Brown County would benefit from:

- A proven vendor with over 30 years of experience and nearly 3,000 sites served nationally
- Tablets for **all** inmates to support education, facility automation and entertainment options
- A corporate approach which has led to the acquisition of many best-in-breed technologies to meet the evolving needs of our customers
- A voice biometric technology that makes all others pale to in comparison, providing greater control over gang activity, insight into participants in human trafficking circles and not just verifying but identifying all inmates on a call
- A+ BBB Rated Call Center to support the community with mobile applications to allow for more funding and calling control options
- Analytic Programs that are not limited to calling data
- A Corporate Commitment to Serving Law Enforcement and Corrections

Securus is not a provider who has sat back and watched the world change. Our customer driven developments have led to solutions that solve real problems in the real world. We control communications without increasing your workload and provide targeted information to your investigative teams to make every moment of effort on your part count. When all of the pages are reviewed, points tallied, and you compare our technologies and services to other vendors, you will come to the inescapable conclusion that ***there is ONLY ONE CHOICE*** to deliver the Inmate Communications Services for Brown County... ***The answer is Securus.***

1 REQUEST FOR PROPOSAL NOTIFICATION

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

2 VENDOR INFORMATION SHEET

The signed Vendor Information Sheet has been inserted immediately following this page.

Please also see the Certificate of Authority immediately following the Vendor Information Sheet. This certificate is evidence of Dennis Reinhold's authority to bind Securus contractually.

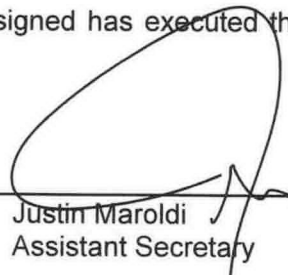
SECURUS TECHNOLOGIES, LLC

CERTIFICATE OF ASSISTANT SECRETARY

I, Justin Maroldi, being the duly elected and qualified Assistant Secretary of SECURUS TECHNOLOGIES, LLC, a Delaware limited liability company (the "Company"), do hereby certify that each person listed below has been duly elected and qualified as an officer of the Company, having the title set forth opposite such person's name and, in such capacity, has the authority to enter into agreements, contracts or other arrangements on behalf of the Company:

<u>Name</u>	<u>Title</u>
David Abel	Chief Executive Officer and President
Geoffrey Boyd	Chief Financial Officer
Dennis J. Reinhold	Senior Vice President, General Counsel and Assistant Secretary

IN WITNESS WHEREOF, the undersigned has executed this Certificate on the 17th day of August, 2020.


Justin Maroldi
Assistant Secretary

3 STATEMENT OF QUALIFICATION

The Statement of Qualification form has been inserted immediately following this page.

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:

Securus Technologies, LLC

4000 International Parkway

Carrollton, TX 75007

Telephone: 972-277-0300

Fax Number: 972-277-0514

1. Number of years proposer has been in this business: 34

2. Proposing firm must have satisfactorily completed or currently maintained FIVE (5) contracts of similar size in the last five (5) Years.

(a) Facility: Gateway Foundation- Judge John C Creuzet Judicial Treatment Center

Contact Name: Director Frank Davis, dfdavis@gatewayfoundation.org

Telephone: (972) 441-6160

(b) Facility: Rockwall County Jail

Contact Name: Captain Alex Gray, agray@rockwallcountytexas.com

Telephone: (972) 882-0300

(c) Facility: Gonzales County Jail

Contact Name: Commander Diane Taylor, dtaylor@co.gonzales.tx.us

Telephone: (830) 672-6362

Please note: Securus has added an additional page for references d and e.

Additional references:

(d) Facility: Fannin County Jail

Contact Name: Sheriff Mark Johnson, mjohnson@fanninco.net

Telephone: 903-583-2143, Ext. 2008

(e) Facility: San Patricio County Jail

Contact Name: Captain Del Lopez, sp.jailcapt@co.san-patricio.tx.us

Telephone: 361-364-2251

4 TERMS AND CONDITIONS

TERMS & CONDITIONS OF THE REQUEST FOR PROPOSAL (RFP)

PREPARATION OF THE RFP

1. Proposing firms are expected to examine any drawings, specifications, terms and conditions, general or special conditions, schedules and all instructions for the purpose of this RFP. Failure to do so will be at the proposer's risk.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has examined all specifications, terms and conditions, general or special conditions, schedules and all instructions for the purpose of this RFP.

2. Each proposer shall furnish the information required in the RFP. The proposer shall print or type their name on the face sheet of the RFP.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has provided all requested information from this RFP and has included our full corporate name on the face sheet of this RFP response.

3. Erasures or other changes must be initialed by the person signing the RFP.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

4. RFP's signed by an agent of the company must be accompanied by evidence of their authority.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Please see the Certificate of Authority immediately following the Vendor Information Sheet. This certificate is evidence of Dennis Reinhold's authority to bind Securus contractually.

5. If unit prices are requested, unit price shall include packing unless otherwise specified. If an error is made in the extension of unit pricing, the unit price will govern. In all cases, the unit cost multiplied by the quantity proposed will determine the extended cost of a line item.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6. Delivery charges are to be prepaid and included the proposed pricing.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

There will be no delivery charges for the inmate telephone system.

7. All items quoted that require utilities shall have local service. Proposer shall submit upon demand, a list of servicing agent's name, address, and phone number.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

8. Alternate products for those requested in the bid will not be considered unless authorized by the RFP.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

9. The terms, conditions and specifications listed in this proposal constitute the total terms and conditions that will be acceptable. Brown County will not be bound by conditions other than those stated.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

10. Quantities shown for each line item are minimal requirements. Brown County reserves the right to purchase additional items against this RFP on an "as needed" basis if pricing remains the same for the period of one (1) year (twelve months) from date of the opening. Brown County reserves the right to issue multiple Purchase Orders by line item(s) at unit prices quoted.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

11. Prices quoted shall be firm for a period of ninety (90) days from date of proposal opening.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

12. Brown County Government is not subject to taxation. A tax exemption certificate will be provided upon request.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

SUBMISSION OF THE RFP

1. The proposal is to be enclosed in a sealed envelope addressed to Brown County Sheriff's Office Attn: Les Karnes-Phone Proposal at the address on the face sheet of the RFP. The envelope is to include the name and address of the proposing firm and the date and time of the proposal opening. Vendor shall submit One (1) original and Five (5) copies of their proposal.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

2. Faxed and/or emailed proposals will not be accepted.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3. All price quotations and related proposal materials must be received in a sealed envelope. Time, date and nature of proposal must be clearly marked on face of sealed envelope.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

LATE RECEIPT OF THE RFP

1. The proposal and modifications or withdrawals thereof received after the time set for opening will not be considered.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

2. Proposals must be received by the Brown County Jail prior to 5:00 p.m. on the appointed date. Time will be determined by the clock in Brown County Jail and once its agent or their designee determines the time is 5:00 p.m., no other proposals will be accepted.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

AWARD OF THE CONTRACT

1. The contract will be awarded to that responsible proposer whose proposal will be most advantageous to Brown County, price and other factors considered.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

2. Brown County reserves the right to reject any or all proposals at its sole discretion and to waive informalities and minor irregularities in the proposals received.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

3. Brown County may accept any item or groups of items proposed unless the proposer qualifies the proposal by specific limitations. Unless otherwise provided in the schedule, proposals may be submitted for any quantities less than those specified; and Brown County reserves the right to make an award on any item for a quantity proposed at the unit price offered unless the proposer specifies otherwise in the proposal.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

4. A purchase order which will be issued to the successful proposer within the time for acceptance specified in the RFP shall be deemed to result in a legal and binding contract without further action by either party.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

5. Brown County reserves the right to award this RFP by line item, groups of items, or lump sum RFP, whichever is deemed to be in its best interest.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6. The proposer must state number of business days for completed delivery, after receipt of order (Days ARO). Delivery time quoted after receipt of order (A.R.O.) may be a factor in RFP award.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

7. Payment will be made within thirty (30) days after receipt of invoice and/or delivery of materials; whichever is later. Prompt payment discounts will be considered in the evaluation of this RFP.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

8. In compliance with this RFP, in consideration of the detailed description attached hereto; and subject to all conditions thereof, the undersigned agrees, if this RFP be accepted, to furnish any or all of the items upon which prices have been quoted in accordance with the specifications applying at the price set opposite each item. The undersigned further agrees, if awarded an order or contract, to enter into a written contract, if requested, specifically agreeing to indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or demands for payment that may be brought against it arising out of the use of any product or article that becomes a part of an order or contract. Proposer further agrees to indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or actions of every nature and description brought against it for, or on account of, any injuries or damages received or sustained by any party or parties, or by employees and servants of the undersigned or agents arising out of or in the course of fulfilling an order or contract.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

USE OF TRADE NAME/ALTERNATE PRODUCT

1. The use of the name of a manufacturer, brand, model or make used in describing an item does not restrict the proposer to that manufacturer. Others will be considered if they meet or exceed the items specified.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

2. All RFP's must meet or exceed the enclosed specifications. Proposer must indicate manufacturer's name, and model number offered. If proposer fails to provide this information, and an award is made, then the proposer shall supply the item(s) as specified. All items supplied by the successful proposer(s) shall be: 1) as per manufacturer's name, model number

and description quoted; 2) new and unused; and 3) meet OSHA standards. Remanufactured and/or reconditioned items will be unacceptable. Items delivered not meeting these requirements shall be subject to return and replaced at no additional cost to Brown County Government. Any exceptions to the specifications must be clearly noted and documented. Product literature and manufacturer cut sheets to be included with the RFP for all products quoted other than specified. RFP will be considered incomplete for failing to include required product literature along with RFP and may be rejected.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand 7010 phone model. The following information is the manufacturer-provided telephone specifications:

The Industry Standard

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

Features/Options

The proposed phone models include the following features:

- Built-in user-controlled volume "LOUD" button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled 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 hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound 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

3. When an alternate manufacturer, brand, model or make is proposed, Brown County will determine if the item proposed does meet or exceed the items as specified.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

4. Proposer shall submit sample upon request to properly evaluate product. Sample shall be submitted within five (5) business days of request, and at no additional cost to Brown County.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

5. Brown County reserves the right to request any additional information deemed necessary in the evaluation of this RFP. Requested information shall be submitted within five (5) business days from date of request.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

6. Brown County and/or federal, state and local agencies must have access to Brown County, documents, papers, and records related to this purchase or contract from the successful vendor(s). This access along with all contract related documents for this RFP award must be available for a minimum of three years from final payment of purchase order and/or contract to comply with federal retention regulations.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

GOVERNING LAWS & POLICIES

1. The laws of the State of Texas shall govern this contract, and all obligations of the parties are performable in Brown County, Texas.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

2. LICENCES – PROPOSERS ARE REQUIRED TO HAVE A CURRENT BUSINESS LICENSE AT THE TIME RFP'S ARE SUBMITTED. RFP'S FROM VENDORS WITHOUT A CURRENT BUSINESS LICENSE WILL BE DISQUALIFIED. It is the proposer's responsibility to determine if a Brown County Business License is required. SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has provided documentation of the following regulatory licensure:

Federal Communications Commission

Securus is licensed as a common carrier on a nationwide basis to provide interstate and international telecommunications services, assigned Federal Registration Number ("FRN") 0006222319, provided in Attachment A.

Texas Secretary of State

Securus Technologies, LLC is registered to do business in the State of Texas by the Office of the Secretary of State and a copy of the certificate is provided in Attachment A.

Public Utility Commission of Texas

Securus is an IP-Enabled provider in Texas and authorized by the Public Utility Commission of Texas to provide inmate telephone service. In addition, Securus provides public payphones and a copy of the registration is provided in Attachment A.

INSURANCE

The contractor will maintain, at their expense adequate insurance coverage to protect them from claims arising under the Worker's Compensation Act, from claims for damages resulting from bodily injuries and damage to their property and from claims for damage to any Brown County property while delivery is being made. A certificate of insurance must be on file in the Purchasing Department before work may begin.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has provided a copy of its certificate of liability insurance for your review in Attachment B.

EVALUATION CRITERIA

Proposal evaluations will consider the following criteria:

- Vendor qualification information
- County's past experience with the vendor
- Services offered
- Responsiveness to the Request for Proposal
- References
- Price/Commissions offered
- Compatibility with our RMS
- Compatibility with our commissary provider

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

5 REQUEST FOR PROPOSAL

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

LENGTH OF CONTRACT: Negotiable.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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	To be
MONEY KIOSKS	<u>considered</u>

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide inmate telephones and related equipment at the specified locations as required by the Brown County Sheriff's Office. The proposed system will only allow prepaid calls except for those telephone numbers designated by the Sheriff's Office.

Global Call Blocking

The NextGen Secure Communications Platform™ (NextGen SCP™) allows authorized facility personnel to manage blocked numbers using the platform user interface. Blocked numbers can be applied at various levels—facility, site, phone group, phone and inmate. NextGen SCP offers unlimited blocking so the resulting call blocking table that is created may contain as many entries as needed. In addition, there is an associated "Description" field that allows for additional information to be attached.

Typically, the call blocking list includes the phone numbers of local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. This feature prevents inmates from making calls to the specific numbers listed in the table.

Securus will upload your call blocking list during the installation process to eliminate the burden of initial setup from your facility staff. All dial-around area codes and exchanges, such as 800,

900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

Free Calls

Securus will provide free calls to designated individuals, Public Defenders, bail bondsmen, or other numbers at the discretion of the Sheriff's Office. NextGen Secure Communications Platform™ (NextGen SCP™) can provide these calls through any or all inmate telephones so that County staff is not responsible for escorting inmates to a designated telephone. NextGen SCP allows authorized personnel to apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) used.

Authorized County staff can add numbers to the free call list through the NextGen SCP user interface, as shown in the following figure.

Configuring Free Calls

SECURUS
Dashboard Monitor Explore Investigate Manage Admin Securus Demo Site

ADD MANAGED NUMBER

Cancel Save

Phone number details

Country Code Required Phone Number (include area or city code) Required

1 - United States/Canada/it (555) 555-1234

Description

Enter the description

Characters remaining: 255

Phone number settings

- Active
- 3-Way Call Detection
Value set at: Securus Demo Site Override
- DTMF - Allow & Detect
- Watch
- Private (Use for Attorney/Client Privilege)
- Passive Acceptance
- Allow Even If Inmate is Suspended
- Voice Biometrics
Value set at: Securus Demo Site Override
- Continuous Voice Verification (CVV)
Value set at: default setting Override
- Record Call

Block this phone number

Applied To

You have not selected a location or inmate to apply these phone number settings.

Add a Location or Inmate

BNA info

Information not yet available

Operator 22

Default

Cancel Save

Securus can provide the County with the ability to configure free call(s) by both inmate and phone group through the **First Calls Free** feature. This feature was designed to provide an efficient, automated way for staff to:

- Easily comply with legal or regulatory free call requirements
- Manage free calls with no manual intervention
- Prevent the abuse of free calls and the resulting loss of calling revenue

Programmable Call Duration

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) can be used to set a maximum time limit for any or all calls related to either an individual PIN or all PINs. The calling service will then automatically manage all imposed durations, reducing the workload for facility personnel.

The system will give the inmate a verbal announcement one minute prior to end of their call and then enforces the facility policy with a hard stop.

Constant Fraud Controls

A significant number of emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus calling service continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. The system logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hook switch dialing', 'black boxing', 'hacking', and other fraudulent telephone activities.

The calling service will provide, at a minimum, the following fraud prevention aids:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, the calling service controls the call and buffers digits between pressing and sending. For instance, when the system asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on the Securus calling service.

Fraud Detection Data Analysis

Securus provides some of the most advanced fraud detection capabilities in the corrections industry. The NextGen Secure Communications Platform™ (NextGen SCP™) continuously analyzes call data and system parameters to detect anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All logged telephone activity is statistically analyzed to detect attempts at 'Hookswitch Dialing,' 'Black Boxing,' 'Hacking,' or other fraudulent telephone activities.

Constant Fraud Controls

A significant number of emerging threats are call diversion schemes that mask the true destination of calls. NextGen SCP will provide, at a minimum, the following fraud prevention aids:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Detection of call forwarding
- Collection and prevention of DTMF

The system, by default, does not allow the inmate to press additional digits. It uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For instance, when the system asks for language selection it expects a one-digit answer, or when asking for a Personal Information Number (PIN) it expects the maximum PIN length. The system does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. **This patented feature is only available on the Securus calling service.**

Incoming Calls

To ensure maximum security to the system, Securus provisions the trunks in the calling service data center as outgoing only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand 7010 phone model. The following information is the manufacturer-provided telephone specifications:

The Industry Standard

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

Features/Options

The proposed phone models include the following features:

- Built-in user-controlled volume "LOUD" button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled 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 hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound 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



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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

With Securus' NextGen Secure Communications Platform™ (NextGen SCP™), each inmate telephone is individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides maximum flexibility in PIN placements. For example, a facility may wish to allow PIN operation in maximum security or long-term areas, while allowing an “all calls” option in overnight, work release, or trustee areas. The calling service has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

Some facilities may choose to assign each inmate a unique PIN that they must enter before making a telephone call. PINs also provide an audit trail of the inmate who placed each specific call. PINs also allow the facility increased control over which inmates can call which numbers.

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

Facilities can choose one of the following three primary modes to a single phone or group of phones in a facility:

- Mode 1, Open PIN
- Mode 1, Open PIN with Restrictions
- Mode 3, Closed PIN

Mode 1, Open PIN

This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to make a phone call. There are no individual phone number restrictions or calling lists in this mode. NextGen SCP applies global system calling restrictions to every call.

Mode 2, Open PIN with Restrictions

Mode 2 builds on the Mode 1 Open PIN feature and adds the ability to place call restrictions and limits on specific call types, while allowing all other phone numbers to process as they would in an Open PIN system. Mode 2 restrictions can include the recording and alarming of numbers and the use of the facility or global number lists for special circumstance numbers, such as attorneys and external crime tip numbers.

Mode 3, Closed PIN

Mode 3 provides the most restrictive calling privileges. It also requires the most administration of the three modes. Each inmate registers telephone numbers on their calling list. The total number of destination numbers available is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the called party, and their relationship to the inmate. The telephone numbers that each inmate registers are associated with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmate's request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover, or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers commonly available to all inmates. The common numbers may be assigned global or facility accounts.

The system can set a maximum time limit for any call or all calls from an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone, or telephone number associated with a PIN such as:

- Time of day and/or day of week
- Maximum duration of a call for that PIN or phone
- Maximum number of calls or minutes an inmate may use per day, week, or month

The calling platform automatically manages all imposed calling restrictions.

Securus provides an automated PIN and PAN management system called E-Imports that can off-load facility labor required to enter PINs and PANs manually.

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 rewarded. 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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus NextGen Secure Communications Platform™ (NextGen SCP™) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security ensure that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

Call Monitoring

The NextGen SCP Monitor Activity function allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the handset icon.

The NextGen SCP Scan Patrol feature is an extension of the Monitor Activity function, providing Brown County personnel with the ability to automatically cycle through live calls in brief intervals of time. This creates an opportunity to determine the relevance of call content for requesting further detailed analysis. Users enter a specific amount of time for the system to play each call before moving to the next active call, similar to an automobile scanning function. Scanning begins on the first active call posted and continues to the next active call, before looping back to the first active call once the scan has completed a cycle.

These processes are undetectable by the inmate or the called party and will not disrupt the recording process. Concise descriptions of activity are shown for each phone in use. For example, the system shows the inmate name, inmate ID, dialed number, start date/time, and duration of calls. One additional feature in the NextGen Monitor Activity function is the Recent Activity tab that provides information related to recently ended calls. This gives listeners the advantage of quickly accessing a call that just ended and is no longer designated as an actively monitored call.

Additional functions available through Call Monitoring include:

- Ability to forward call to an investigator for case-related call monitoring
- Ability to terminate a call if agency security or policies are being violated
- Ability to add notes to a call in progress which are later viewable as part of the CDR
- Ability to access recent calls to the same phone number
- Ability to access recent calls from the same phone terminal
- Ability to view BNA information of called party

NextGen SCP does not record any calls with entities your agency has designated as private, such as calls with legal counsel or clergy. NextGen SCP prevents all unauthorized attempts to listen to private calls and, in fact, does not make the monitor function available on these designated private calls. The communication record also clearly indicates the call as "private" in the user interface and will not contain a recording.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to ensure complete investigator anonymity.

Call Recording

The integrated calling services recording application works independently, so there is never a need for integration of a third-party manufacturer's product. This allows your facility to deal with a single vendor if any issues arise. NextGen SCP also shows if the call was accessed, available call notes, or if the call is flagged. Clicking on a call will open a side-bar and any associated details for the communication event, such as the billing name and address (if available), phone location details, call type, call status, CDR ID, termination category, cost of the call, and the call prompt language selected. This side-bar provides an easy method for downloading the call recording, extending the expiration retention period date for a call recording, a note capability for the CDR, and access for viewing the recording history all with a single mouse click.

NextGen SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored online for immediate access for 12 months. NextGen SCP can also be used to copy the recording and call detail information to a digital file that can be transferred to CD or DVD for additional back up, if necessary.

The calling service records all calls simultaneously and allows personnel to listen to previously recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as local police departments, can also access these functions. Any user that Brown County approves can have access to easily and remotely access the recording and monitoring function of inmate calls from any computer or device with Internet access. Securus has tested and certified call playbacks and live monitoring on:

- Operating Systems/Devices
 - iOS
 - Android OS
 - OS X
 - Windows
- Browsers
 - Chrome

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Video ConnectSM

Securus Video ConnectSM (SVC) is a web-based visual communication system that allows friends, family members, and attorneys to schedule and participate in video sessions with an inmates' loved on —from anywhere with internet access—using a smartphone, tablet or PC with internet access. Remote video communication provides family and friends limitless opportunities to connect with a loved one by sharing everyday events like birthdays, reviewing homework, watching cartoons with their kids, attending a concert, and opening presents on Christmas. Many studies have shown a link between individuals maintaining relationships with their loved ones reduces recidivism.

This advanced solution provides multiple benefits, including:

- Allows inmates to interact with family members in home situations
- Allows more family members to be involved in visits – much better alternative for children
- Provides additional convenience to stay connected across distance
- Provides ability to have more visits at times that are convenient
- Improved inmate communication with legal representation, bail-bondsmen, family, and any other persons authorized by Brown County administration
- Increased inmate and visitor morale with increased opportunities to visit

Remote Video Sessions

This method allows remote visitors, such as family and friends, bail bondsmen, probation officers, and attorneys secure communication with inmates from outside the facility via a broadband internet connection on -Android and Apple device mobile devices.

Remote visitors access SVC services through the Securus mobile application or the www.videovisitanywhere.net website. Remote users need only a mobile phone, tablet, or computer with a built-in or external webcam and a microphone and speakers, or a headset.

Family and friends can obtain account approval *remotely* by submitting an online request which will include the picture and driver's license images within their account.

From the mobile app or website, visitors select the facility and inmate with whom they would like to visit and submit the request. Once approved, they can:

- Create, reschedule, and/or cancel a video session
- Pay for the video session with a credit or debit card
- Join a video session—no officer intervention is required



How It Works: Remote Video Sessions

An inmate's family, friends, and others—such as attorneys—can access SVC services through the mobile app or by going to www.videovistanywhere.net using any standard internet browser on a computer or mobile device. This website allows users to establish an account, schedule and pay for a remote video session, and view account activity.

When users log on to the website or mobile app, they select the facility and individual they wish to visit. The system shows the available dates and times from which they can pick; through an integration with the jail management system, the application automatically schedules sessions according to the individual's housing location, available terminals at that location, and available video time slots. Remote video sessions are charged on a per-session rate, and friend and family can pay using a debit or credit card.



How It Works: On-Site Video Sessions

Onsite video allows visitors to arrive at the facility to engage in video session at a touch-screen terminal with an inmate. When a visitor arrives at the facility, he or she is directed to the designated terminal area after passing through security. Once at the terminal, visitors enter a PIN unique to that video session as validation of the visitor's appointment with the inmate. The PIN is provided to the visitor when scheduling the session. Visitors can schedule their onsite video session in three easy ways:

- Securus mobile app: Visitors can schedule an onsite session using the Android or Apple Securus mobile app
- Onsite terminal: Visitors can schedule using one of the touch-screen terminals configured for scheduling within the lobby
- Securus Online Website: Visiting www.videovisitanywhere.com through a mobile device or computer

The facility's needs dictate the scheduling process. By default, onsite sessions are subject to the same scheduling rules as remote video sessions.

When prompted, the inmate identifies himself on the terminal using single- or dual-password authentication and the session starts automatically, requiring no officer intervention.

Efficiency-Driving Services

The SVC service is just one of many applications available on Securus' ConnectUs platform. ConnectUs is the inmate user interface on the terminals. ConnectUs provides limitless opportunities for inmates to self-perform tasks that reduce facility involvement and to help automate facility processes. These inmate opportunities include:

- Making phone calls
- Reading PDFs (i.e. Inmate handbook)
- Listening to MP4 videos (i.e. PREA)
- Displaying dynamic facility notifications



Frequent Technology Updates

The Securus Video Connect (SVC) service receives regular feature upgrades as needed to keep up with advancements in technology and within the industry. The Video Connect system is access through NextGen Secure Communications Platform™ (NextGen SCP™), allowing the facility a tremendous amount of control over the system. Securus enables new features and modules through the centralized system, even after installation.

Summary

Securus Video ConnectSM is a **100%** web-based platform video communication solution specifically designed for correctional facilities.



Our SVC system provides Securus clients the very best video system to facilitate communication between the inmate and their family and friends. Securus maintains the SVC system so family and friends will not be directed to a third-party site to create or manage their video sessions. The system is operational 24x7x365, so that the County benefits from a quality of service that is fast, accessible, and secure.

Advantage of Securus Video ConnectSM

Securus Video ConnectSM service provides many advantages that make the service your best solution:

Hardware	<p>Securus assembles or manufactures all inmate and public-facing corrections-grade hardware, ensuring the highest quality hardware in the market for the past 20 years.</p> <ul style="list-style-type: none">• Securus has deployed more than 8,000 terminals across the nation, at more than 200 sites; more than all other ITS providers in the industry.• The only video terminal with LED lighting that automatically activates when a session begins, and deactivates at the end of the session.
Software	<p>Securus employs a large staff of dedicated developers and regularly release new software updates on our web-based platform to our customers—at no charge.</p> <ul style="list-style-type: none">• Unlimited applications on our ConnectUs™ platform• Customized messaging to provide inmates with important facility news or updates
Automation	<p>Securus requires no staff intervention to connect authorized video sessions (saving you staffing resources).</p>

	<ul style="list-style-type: none"> • Visitors can schedule both remote and on-site video sessions from our website • SVC automatically checks for session time conflicts
Consumer Experience	<p>Securus offers a mobile website, iOS application, and Android application that facilitate remote video sessions. This allows for more opportunities to connect. To date:</p> <ul style="list-style-type: none"> • Friends/family members have installed the mobile app more than 61,000 times. • Securus has conducted more than 1.8 million SVC remote sessions for a total of more than 2.7 million on-site and remote sessions.
Single-Source Provider	<p>Securus provides all aspects of video communication, including hardware assembly and/or manufacturing, software development, technical support, customer support, field service, network monitoring, marketing, etc., while other providers outsource much of this work. This benefits Brown County with:</p> <ul style="list-style-type: none"> • Intelligence from a single communications provider • Interoperability of multiple systems and applications with proven technical and customer support

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

The Securus NextGen Secure Communication Platform™ (NextGen SCP™) is a centralized, “State of the Art”, web-based platform that can be easily expanded to allow future growth.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus offers Multi-Session Live Monitoring (MSM) through the NextGen Secure Communications Platform™ (NextGen SCP™). The Securus Video ConnectSM (SVC) service MSM allows facility administrators to view a “slideshow” of all active video sessions. Up to 12 simultaneous sessions can be seen on the screen at one time—more than any other video

provider. If there are more than 12 active video sessions at one time, the system will scroll through all active sessions, providing County management and control over inappropriate and suspicious behavior.

Multi-Session Monitoring Window



How it Works

MSM streams multiple, in-progress video sessions to allow the authorized user to monitor multiple sessions at the same time, which is ideal for facilities with a centralized monitoring room with multiple concurrent live visits.

A County user can configure the parameters to view all live visits according to their access credentials and preferences. The available parameters include:

- Visit type
- Visitor type
- Inmate terminal group or individual terminal
- Visitor terminal group or individual terminal

Filter Parameters

SECURUS Technologies Dashboard Monitor Explore Investigate Manage Admin Marketing Next Gen Demo Site

MULTISESSION VIDEOS

NG SCP Demo Marketing Next Gen Demo Site

Live Viewer Settings (Default) Launch Multisession Monitor

Visit Type Required

- Onsite
- Remote

Visitor Type Required

- Home User
- Attorney
- Unregistered Visitor
- NG Visitor

Preferences Required

Session #: 4

Rotation Time: pause

Save these settings

Terminal Group/Terminal Required

Inmate

- All
- Pod A
 - Pod A-3
 - Pod A-2
 - Pod A-1
 - Wintel A1
 - Wintel A2
- Pod B
 - Wintel B2
 - Pod B-1
 - Pod B-2
 - Wintel B1

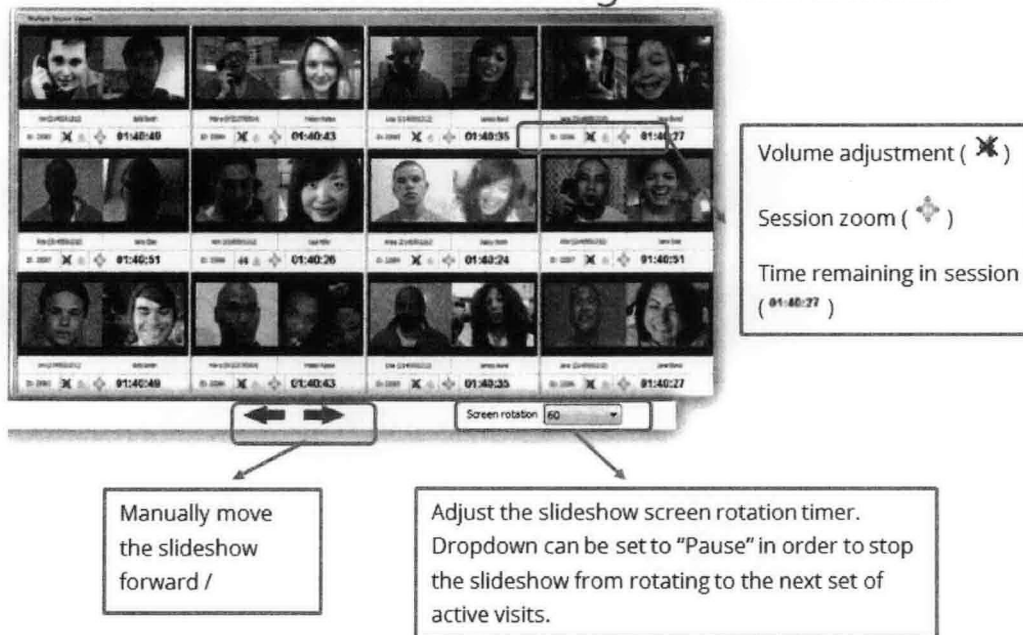
Visitor

- All
- MRK Visitor Center
 - MRK Visitation 1
 - MRK Visitation 2
 - MRK Visitation 3
- MRK Attorney Visitation
 - Attorney 1
 - Attorney 2
- Family Visitation
 - Family Visitation B
 - Family Visitation A
- Visitor Terminal Group
 - EPMO Visitor Terminal 1
 - Helen VI Shared MPG
 - Helen VI Shared Terminal 1

Reset Launch Multisession Monitor

Sessions are displayed in the order in which they began, beginning in the upper left corner. For example, if a County facility has 12 sessions all scheduled to begin at 1:00 p.m., the first session in the upper left of the MSM window will be the visit where both the visitor and inmate joined first.

Multi-Session Monitoring Window Details



Storage of Recordings

Video recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers located in Dallas and Atlanta. The Data Centers house commercial-grade, high-performance, managed video systems built to the latest technology standards. These centers manage all the hardware and software controlling fraud detection, investigative features, visitation processing, visitation records, and actual recordings of visitations. They are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

Securus records all video sessions to two separate Storage Appliances, using two separate connections to the different Appliances. The Securus Data Centers are carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must always carry identification badges
- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

Other companies may try to convince you that a second rate method of storing video recordings – such as storing them in video connection terminals accessible by inmates – is adequate. Do not be fooled. With Securus, you can be assured your video session recordings will be secure. No other company in the industry provides this level of security.

SVC Chain of Evidence

Securus has multiple security measures in place to maintain the integrity and storage of a video session:

- All Securus Video ConnectSM sessions encode the video/audio from the end point of the camera/microphone. The video session is then encrypted before it is streamed to one of the two Securus data centers. When the Video Communication streams from the end point to our data center and then back out to the other end point, it is encrypted. This layer of security protects the recorded session. In the event that an unauthorized person intercepts the network transmissions to retrieve the record, he would have to break the encryption to gain access to the actual visitation.
- The same is true when the Video Communication is completed and stored in our data center. The encrypted video from each end point is stored in its encrypted form. In the event that an unauthorized person obtained access to the Securus storage center to obtain a visitation recording, the person must be able to break the encryption in order to view the recordings.

Downloading Video Session Recordings as Evidence

The CD Image creation feature allows for the consolidation and export of call detail records into evidentiary artifacts. It provides flexible content and formats along with an embedded browser and appropriate players for all included files. Specific features include:

- Collect CDRs from one or more call detail searches
- Selectable video and call recording formats
- Active X or HTML 5 CD image format deliverable in ISO, ZIP, TARGZ
- Record summary report

- Recording index indicator
- CD/DVD percentage used indicator

4. 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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Remote visitors, such as family and friends, bail bondsmen, probation officers, and attorneys secure communication with inmates from outside the facility via a broadband internet connection on – laptops, as well as, Android and Apple device mobile devices.

Remote visitors access SVC services through the Securus mobile application or the www.videovisitationwhere.net website. Remote users need only a mobile phone, tablet, or computer with a built-in or external webcam and a microphone and speakers, or a headset.

Family and friends can obtain account approval *remotely* by submitting an online request which will include the picture and driver's license images within their account.

From the mobile app or website, visitors select the facility and inmate with whom they would like to visit and submit the request. Once approved, they can:

- Create, reschedule, and/or cancel a video session
- Pay for the video session with a credit or debit card
- Join a video session—no officer intervention is required



How It Works: Remote Video Sessions

An inmate's family, friends, and others—such as attorneys—can access SVC services through the mobile app or by going to www.videovistanywhere.net using any standard internet browser on a computer or mobile device. This website allows users to establish an account, schedule and pay for a remote video session, and view account activity.

When users log on to the website or mobile app, they select the facility and individual they wish to visit. The system shows the available dates and times from which they can pick; through an integration with the jail management system, the application automatically schedules sessions according to the individual's housing location, available terminals at that location, and available video time slots. Remote video sessions are charged on a per-session rate, and friend and family can pay using a debit or credit card.



Securus Video Connect (SVC) Mobile Apps

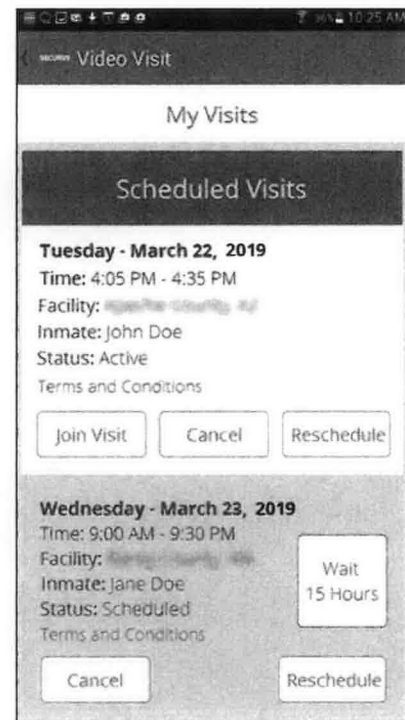
Securus' video connection solution has grown larger and faster than any other system in the industry because the technology and service are the best. **This is evidenced by more than 1.5 million video visits between inmates and family and friends annually.**

Securus' SVV app for Apple iPhone®, iPad®, iPod touch®, and Android™ devices continues that technology growth with full mobile support for conducting video connection sessions. This revolutionary new app makes it easier for inmates and friends and family members to communicate, which provides facility customers, like Brown County, with additional investigative sources as well as an additional revenue stream.

Full mobile support provides an easy and convenient way for SVV users to complete remote video visits with an Apple device or Android™ smartphone or tablet. The ability to conduct remote video visits with a mobile device provides family and friends with limitless opportunities to visit with their incarcerated loved one from almost anywhere. In addition to visiting remotely with the app, users can:

- Synchronize visit details with OS (operating system) calendar
- Receive text notifications about pending video visits
- Review visit details
- Test Wi-Fi/cellular connection to determine quality of video visit

Securus is the first inmate telecommunications provider with a fully functioning application that allows users to complete remote video visits. Our application eliminates the need for laptops, web cameras, or any additional hardware. In addition, home internet is no longer needed to complete remote video visits for users with a Wi-Fi hotspot or data cellular service.



Sample app screen

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Video connect terminals are configured to meet the Brown County's requirements.

The Securus ConnectUs terminal, which provides video session, is a correctional facility grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and tamper-proof, and a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus expects to provide an ethernet over fiber or ethernet over hybrid fiber-coaxial internet connection to operate the Video System. In the event these internet connection types are not readily, or economically available, other high-speed internet connection types will be utilized, such as microwave or fixed wireless internet connections.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

A decade ago, it was hard to imagine that your correctional facility would need anything more than a telephone on the wall for inmate communications. Today, there are a wide variety of communications options and the device on the wall can be used for so much more than telephone calls.

ConnectUs™ is Securus' vision for the future of inmate communication and self-help services. ConnectUs™ includes an integrated video terminal that facilitates access to Securus and third-party services through a common interface. Your facility can completely manage what an inmate can or cannot do through the ConnectUs™ software.

Imagine turning your existing hardware into multi-purpose inmate communication devices...

Which present a familiar interface that completely controls ***everything*** an inmate is presented with...

Yet provides unprecedented communication access within the facility and beyond...

Providing automated reporting compliance, and conflict management...

With an infinite ability to scale—allowing quick implementation of whatever the "next" app might be...

The ConnectUs™ software enables users to perform multiple operations, similar to a smartphone. Inmates can place a telephone call or join a video communication session, read a digital inmate handbook, submit a grievance, watch a tutorial video or place a commissary order.

ConnectUs™ also manages which applications are available to inmates and when. It ensures that a scheduled visit is not interrupted by another inmate placing a telephone call or using the device to place a commissary order. Moreover, other vendors easily create and publish an application for use by your inmates through ConnectUs™.

Inspired Design

ConnectUs™ is a collection of intentional details that add up to an impressively powerful inmate communication platform that consolidates all inmate activities into a single unified interface.



Multi-language



Digital Bulletin Board



BIG Buttons



Multi-task



Conflict Resolution

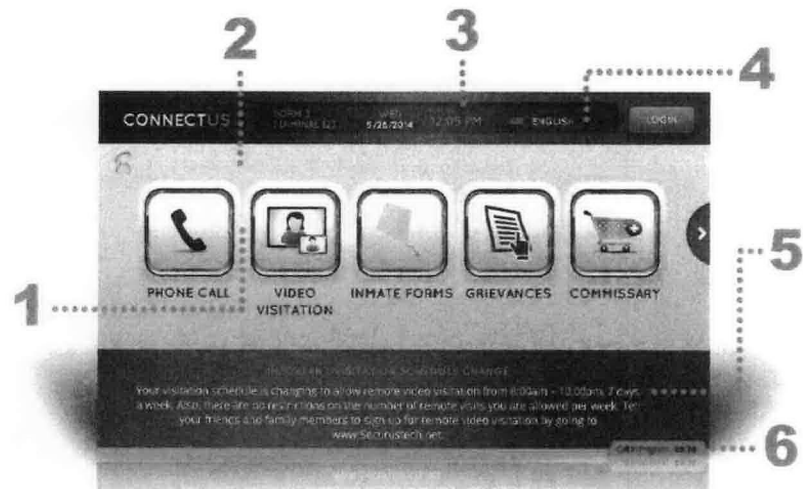


Touch Screen

With a customized mix of applications, your facility can deliver an experience that keeps pace with today's technology while making life better for your inmates and staff.

1. Conflict Resolution

ConnectUs™ manages available applications by the time of the day or day of the week. This allows for information applications, such as an inmate handbook, to be available during non-calling hours. ConnectUs™ automatically prioritizes scheduled communication events higher than non-scheduled communication events. If a video communication is scheduled and another inmate wants to use the same terminal for a telephone call, ConnectUs™ will limit the call duration to avoid conflict with the video communication session. Similarly, the Telephone Calling Application is disabled when a video visit is scheduled to begin. We manage usage conflicts, so your staff does not have to.



2. Applications

ConnectUs™ provides an "app store" environment where new functionality can quickly and easily be developed and delivered to the inmate.

3. Date/Time

ConnectUs™ continually displays date and time so inmates can manage their schedules and not miss or be late to scheduled communication events.

4. Multi-Language

ConnectUs™ supports the ability to display applications in multiple languages – allowing inmates to use the system in their preferred language and enhancing your facility's support of non-English speaking inmates.

5. Digital Bulletin Board

ConnectUs™ allows you to easily publish notifications that are always displayed on the ConnectUs™ terminal. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video Communications.

6. Multi-Tasking

ConnectUs™ allows an inmate to use multiple applications at the same time. They can be on telephone call while reading the inmate handbook, or placing a commissary order, or submitting a grievance. The ability to multi-task allows inmates to accomplish tasks quickly instead of unnecessarily preventing other inmates from using the terminal.

Inmate Telephone Application

Inmates can speak to loved ones using the calling services of our NextGen Secure Communications Platform™ (NextGen SCP™). NextGen SCP delivers the latest in inmate calling technology with improved call quality, more effective investigative tools, and greater flexibility and scalability for future growth. New technologies are applied immediately through quarterly upgrades provided at no cost.

Inmates can place calls with the same ConnectUs™ terminal they use to conduct a video communication or submit a grievance. All communications are 100 percent monitored and completely secure.



Benefits

- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware

Video Communication Application

Nothing beats the ability to “see” a loved one, and Securus Video Communication makes that and much more possible. While a friend or family member visits from the comfort of their home or office, an inmate visits from their pod, eliminating the need to move the inmate inside the facility.

SVC is a fully web-based video communication system that allows family, friends, attorneys, and public defenders to schedule and participate in video communication sessions with an inmate – from any computer or mobile device connected to the Internet.



Benefits

- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more capabilities with less hardware

Inmate Request Form Application

Valuable time is lost every day when officers have to process inmate requests manually. Worse yet, every request must be handwritten and there is no easy way to maintain accurate records. This creates unnecessary liability for your facility and leaves inmates believing their requests have been ignored.

Now inmates can electronically create and track requests through the ConnectUs™ application while facility staff electronically review, respond, and process those requests. Requests and responses are tracked and saved for future reference. Two-way communication with inmates could not be easier.

Benefits

- Allow any number of forms made available electronically
- Define custom routing of forms to the correct person
- Enables two-way communication so inmates to receive an electronic response
- Documents and archives all communication

Grievance Application

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain inmate rights must be honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines and creates legal liability.

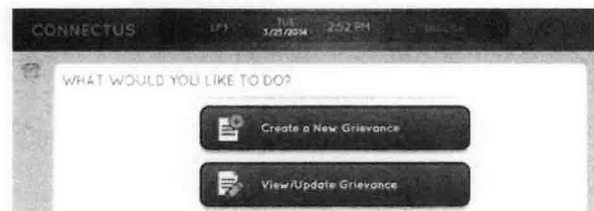
The Grievance Application is a form submission and routing tool that allows inmates to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.

Benefits

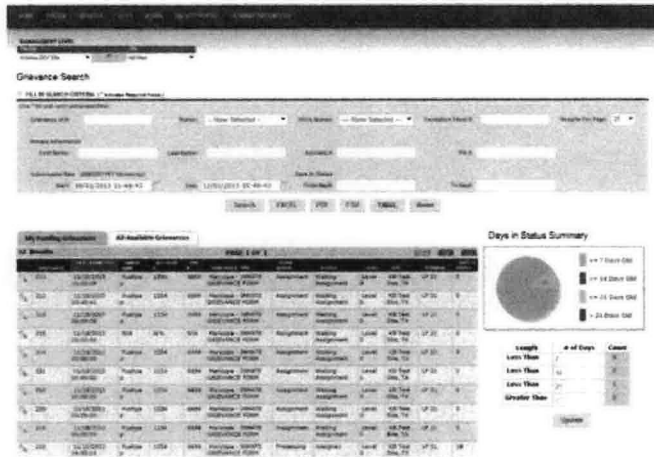
- Create multiple inmate forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from jail staff to validate that the response was received
- Eliminate manual administration/paper-handling of grievance forms

How the Grievance Application Works

- First, Securus will create any number of customized forms specifically for your facility. You may have a different grievance form for medical issues than you do with operational issues.



- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.



- Routing can also include an appeals process. If inmates are allowed to appeal a grievance response, the form can automatically be routed to a different member of your staff tasked with managing appeals.
- Inmates access the Grievance Application through ConnectUs™, where they can view and manage existing submissions or create new requests.
- Your staff will use Securus' centralized platform, NextGen SCP™, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure compliance with all necessary standards. A customized Grievance widget within NextGen SCP allows you to process grievances quickly and easily.

Commissary Application

ConnectUs™-enabled devices continue to be useful even when telephone and video communication hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility.

Benefits

- Eliminate the need for multiple inmate terminals or kiosks
- Increase efficiency by automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

Inmate Handbook Application

A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook.

Benefits

- Reduces/Eliminates printing/distribution costs
- Reduces staff workload distributing and replacing handbooks
- Provides instant, electronic updates to documents

Video Education Application

ConnectUs™ provides the ability to upload any MP4 video. Everything from a video version of your inmate handbook, a jail orientation video, or a video tutorial on how to use ConnectUs™ is possible. You can make the video available for viewing any time or only during defined hours.

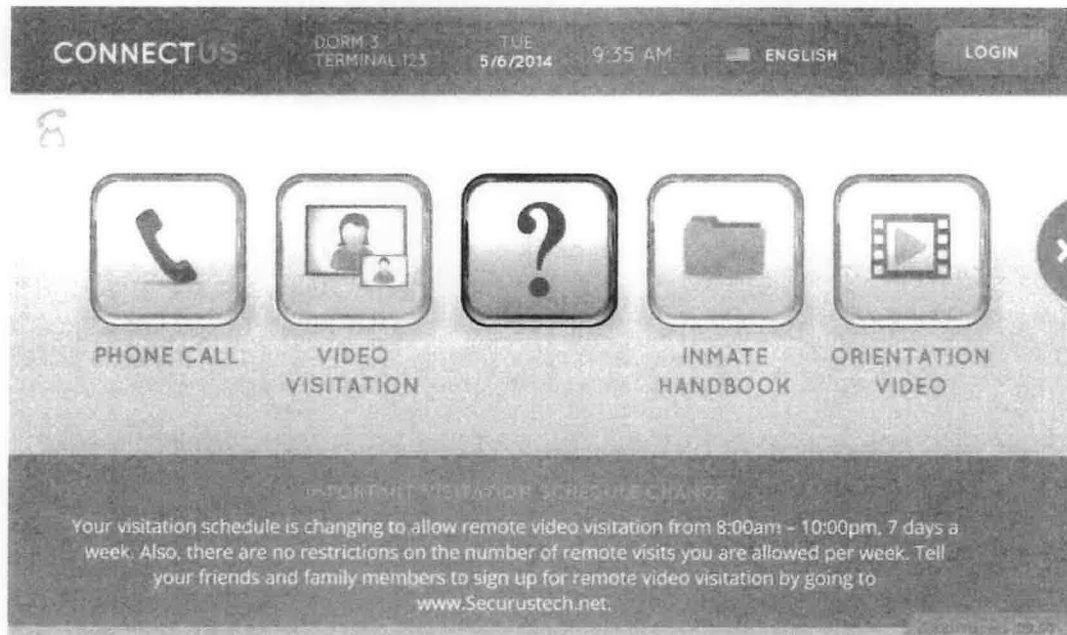
Benefits

- Communicate information to all inmates, even those unable to read
- Provides a form of communication that is often easier to comprehend, ensuring your message is understood
- Provides educational videos without staff involvement

Prepared for What's Next

The ConnectUs™ platform always remains up to date through regular updates. The platform can be customized to meet your needs and has the flexibility to handle whatever is next. In fact, using standard application programming interfaces, this innovative platform enables almost limitless integration with virtually any application, today or in the future.

Securus' mission is to deliver valuable solutions to our customers through technology. This thinking drives all we do. ConnectUs™ is the latest Securus technological innovation designed to improve the safety of your staff and inmates, as well as to simplify facility operations.



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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' Unity Tablet Program is the industry's only comprehensive tablet program built around 8 fundamental beliefs:

- **Tablets should be AFFORDABLE:** Securus provides free content and applications that are available to the inmate population through Community Tablets. Inmates subscribing for a low one-day fee will have unlimited access to their purchased or rented media for the next 29 or 30 days. Premium content is offered at inexpensive rates. For pricing details, please see the cost proposal provided in a separate sealed envelope.
- **Tablets should MAXIMIZE UTILIZATION:** The Unity Tablet Program offers applications and content that are beneficial and accessible by every inmate at your agency. Community Tablets can be utilized at no cost, allowing access to essential communication, education, self-help, re-entry resources, and functionality that streamlines facility processes. Personal Tablets offer unlimited access to the device, purchased premium content with all the same applications and content that is available on the Community Tablet. Once purchased, premium content can be utilized without any additional fees for the length of the tablet subscription, keeping inmates occupied for longer periods of time.
- **Tablets should ENRICH THE LIVES OF INMATES:** Securus provides programming and resources on all tablets to better the lives inmates. Through the Unity Tablet Program, inmates access applications for education, personal development, mental health, addiction recovery, employment resources and other essential programming for free.
- **Tablets should provide EQUAL ACCESS TO CRITICAL CONTENT:** Securus ensures that every individual has access to critical content by making it available through both Community Tablets and Personal Tablets. By making this content available on Community Tablets, it can be accessed by an inmate on any device, at no cost. Community Tablets allow the entire inmate population to have access, including those who are indigent.



- **Tablets should INCREASE COMMUNICATION:** Both Community Tablets and Personal Tablets provide access to communication applications, such as the phone and eMessaging, increasing the number of devices that can provide these services at your agency. Inmates have increased opportunity to communicate with loved ones through the Unity Tablet Program.
- **Tablets should IMPROVE AGENCY EFFICIENCY AND SAFETY:** The Unity Tablet Program provides applications that can improve the efficiency of the agency and the safety of both staff and inmates. Through Unity Tablets, inmates can submit forms and grievances, utilize a law library, and access available resources from their cell or housing unit. The agency can distribute documents and send communication through tablets. By utilizing Unity Tablets for these purposes and more, the amount of the movement within the facility can be reduced.
- **Tablets should be EASY TO ADMINISTER:** The Unity Tablet Program was designed with ease-of-use in mind while still allowing staff to maintain complete control over tablets in the hands of inmates. Tablet subscriptions can be activated from any Community Tablet without the need for staff interaction. The Officer Tablet puts tools like Availability Restrictions and Behavior Modification directly in the hands of staff. Securus is able to automate the level of inventory for your agency to ensure that Community Tablets are always available to inmates.
- **Tablets should have FLEXIBLE DEPLOYMENT OPTIONS:** Securus developed the Unity Tablet Program to be flexible to meet the needs of multiple agencies. Community Tablets and Personal Tablets provide valuable applications and resources. The agency can create a schedule that allows selected applications to be either available or unavailable at certain times. The ability for the agency to add their own content to the devices, such as a handbook or policies, is also available.

Our solution is "turnkey", requiring minimal facility administration and allows for the expansion and customization of content and capabilities without risking security. Best of all, by using the Command & Control Officer Tablet, authorized staff will have complete control over what content each inmate tablet is permitted to access. A typical distribution ratio is one tablet for every four inmates. However, based on Brown County's requirements, adjustments can be made up to one tablet per inmate.

Unity Tablets are provided to the facility with each of the applications already on the tablet and ready for use.

Community Tablets enable inmates to use communication applications, access critical self-help programming, practice their religious beliefs, search for employment following incarceration, improve their lives through educational programming and more, all without incurring any additional costs. For a small fee, inmates can use the "Make Mine" feature to easily convert any Community Tablet into their own Personal Tablet, providing access to premium content as well as the free and critical content available on all Community Tablets.

The Unity Tablet offers agencies the flexibility of a safe and secure personal device for inmates to assist in re-entry programs, job search, law library requirements, communication with family, and education. All these applications, plus religion, mental health, and premium content options, keep your inmate population occupied in a way that is positive. This allows your staff to be able to safely focus on important security issues and save time by reducing the need for the risky and expensive movement of inmates to provide the same services.

“

Before the tablets, I would walk past a unit and there would be 5-6 guys acting up; yelling, spitting, and pushing each other around.

After the tablets, I walked past the same unit and it was so quiet I didn't think anyone was in there. Everyone was quietly sitting around with the tablets.

They are doing very well in my facility.

”

Major - Fort Bend County, TX

One of many benefits of our Unity Tablet Program is the streamlining of how inmates communicate not only with friends and family, but also with correctional officers. Many of the applications available on Unity Tablets, such as, Education, Forms & Grievances, Commissary Ordering, eBooks, Law Library, and Document Viewer can replace many traditionally manual paper processes. These features reduce the need to use paper to submit grievances, make requests, order commissary, or even to read such items as the inmate handbook or religious materials.

Unity Tablet software, network, servers, and content have the highest levels of security and

have even been field-tested by cybercrime experts to ensure your protection.

Types of Tablets

The Unity Tablet Program is flexible and combines the accessibility of free Community Tablets with an ability to maximize premium content and usage through Personal Tablets. Securus is the only provider that offers Command & Control Officer Tablets that allow your authorized staff to have complete control over tablets within your agency.

UNITY FUNDAMENTAL - FLEXIBILITY

FREE COMMUNITY TABLET
Provide equal access to critical content and applications

PERSONAL TABLET
Allows constant access with unlimited usage of premium media options

COMMAND & CONTROL OFFICER TABLET
Agency staff has complete control over the tablet program

Not a "One Size Fits All" Solution

Community Tablet

With free Community Tablets, inmates have equal access to critical content and applications such as communication applications (like Phone and eMessaging), education, mental health, commissary ordering, inmate forms and grievances, and much more.

Inmates simply log in and begin using the tablets at no cost. Unlimited usage of these critical applications drives operational efficiencies, safety, and user betterment. Community Tablets are wiped of all downloaded content each night.

FREE COMMUNITY TABLETS - THE PURPOSE OF FREE TABLETS

Free Community Tablets allow the incarcerated population equal access to critical content and applications. Simply log in and begin using the tablets at no cost.



- Increase **Communication**
- **Improve processes** at your facility
- Provide access to **education** and **enriching content** for all residents
- Available for any user or assigned to a specific user
- Easily **distribute information** to each incarcerated individual

ALL for FREE

Assigned/Unassigned Community Tablets

Community Tablets can be assigned or unassigned:

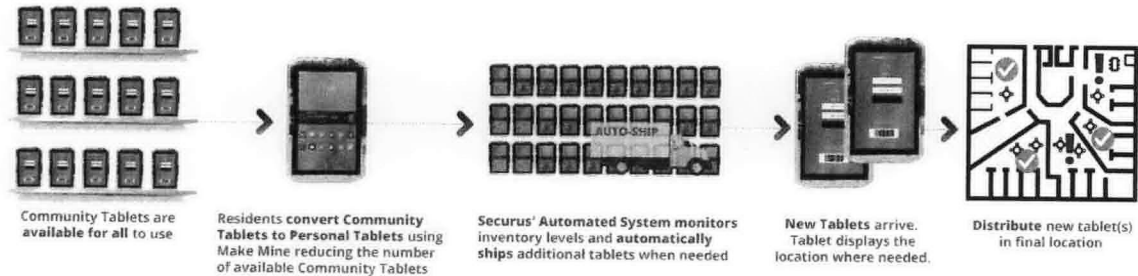
- Unassigned Community Tablet: Any inmate can access an Unassigned Community Tablet. This allows any individual to log in and utilize the tablet. The wallpaper will be green.
- Assigned Community Tablet: Only the assigned inmate will be able to access an Assigned Community Tablet. No other inmate will be able to access this tablet. This can be used to provide specific individuals with access to the features on a Community Tablet. The wallpaper changes to orange to indicate the tablet is assigned.

Different colors of wallpaper are utilized for easy identification.



Maintaining Tablet Inventory

Securus automatically maintains inventory levels of Community Tablets. With just-in-time shipping, Securus ensures there are always enough Community Tablets on site to supply inmates with equal access to critical applications and content with no need to store a large number of tablets. When the threshold of Community Tablets goes below a predefined amount, Securus will automatically ship additional Community Tablets to the site.



Personal Tablets

In addition to the assigned or unassigned Community Tablets, inmates can subscribe to a tablet for their personal use.

Securus allows users to instantly rent their own Personal Tablets at a low cost for the first day and receive an additional 29 days at no additional cost. For details, please see the Cost Proposal provided in a separate sealed envelope.

Make Mine Feature



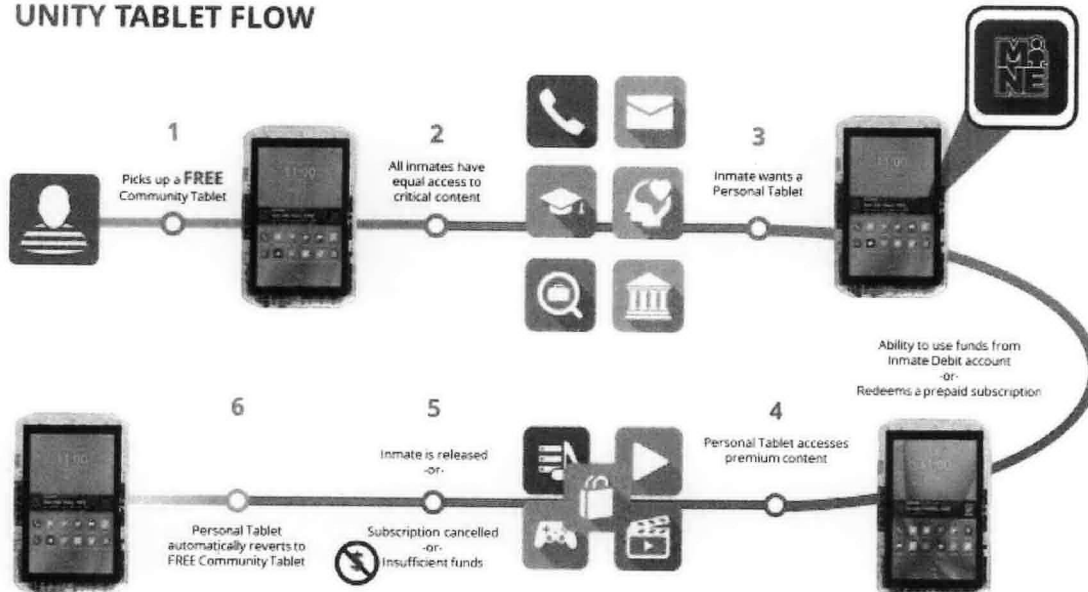
The "Make Mine" feature gives the Inmate the option to immediately convert a Community Tablet into a Personal Tablet. This feature will benefit facility staff by eliminating the task of distributing tablets to inmates. This will allow an inmate to start their subscription to access premium content either on their own or through a friend or family member. Once the inmate successfully completes the "Make Mine" process, all premium applications are automatically downloaded to the tablet.

TABLET SUBSCRIPTIONS

Convert a Community Tablet to a Personal Tablet



UNITY TABLET FLOW



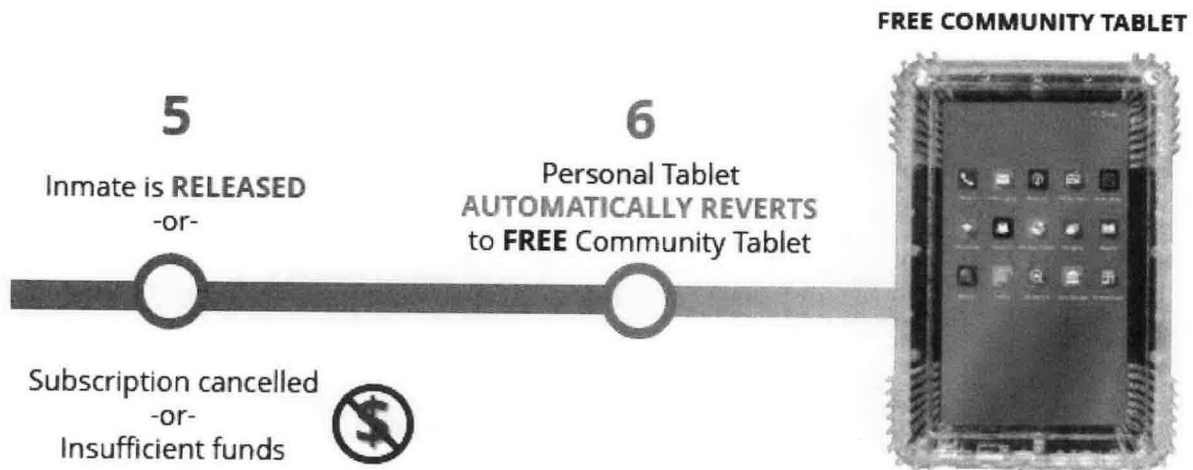
The Make Mine process is simple:

1. Securus will deploy Free Community Tablets to meet the needs of all users throughout your agency to ensure equal access to essential applications.
2. An inmate can easily log in to any free Community Tablet by entering their credentials.
3. The inmate presses the "Make Mine" banner and selects the option to purchase a tablet subscription.

4. Securus' Make Mine feature automatically checks the user's account balance to ensure there are funds to pay for the subscription.
5. The device automatically converts from a Community Tablet to a Personal Tablet. All premium applications are automatically downloaded without any involvement from agency staff.

Should the subscription end after 30 days or upon release, the Personal Tablet automatically reverts into a Free Community Tablet with no agency staff involvement.

PERSONAL TABLET RETURNS TO FREE COMMUNITY TABLET



From a Personal Tablet, users have unlimited access to critical applications and content, in addition to premium media. Subscribing to a Personal Tablet allows the user to purchase and use premium media, including the latest releases in Music and Movies. Games are available as long-term rentals. Once purchased or rented, the user has unlimited access to their premium content on his or her Personal Tablet.

The Purpose of Personal Tablets:

- For a low-monthly rental fee, inmates gain access to premium media that's always available without ongoing per minute usage charges or expensive monthly subscription fees
- Reduces conflicts by not forcing inmates to share a device
- Maximizes opportunities for inmates to access communication applications and use premium media
- Reduces the incentive for inmates to hide or dominate tablets

- Maximizes the amount of time an inmate can spend on a tablet
- Allows premium media to reside on the physical device while providing the best user experience
- Eliminates the wait time to access premium media content, unlike shared-only models
- Eliminates the wait time for content to be downloaded to the device each time it is used
- Unlimited access to purchased and downloaded content for the duration of incarceration

PERSONAL TABLETS - WHY PERSONAL TABLETS?

Combines access to critical applications with an ability to access premium media

- Low-monthly rental fee gives access to **Premium Media**
- **One Resident** per device. Not having to share reduces the need to hide or dominate the tablet
- **Maximize Opportunity** to use premium media with no waiting for content to download
- Purchased music and games are stored on device for **Unlimited Offline Usage**



UNLIMITED ACCESS

Personal Tablet Applications

The following list provides a summary of the applications and content available on Personal Tablets:

- **Phone** – Allows the tablet to function as a fully-integrated extension of the Securus' NextGen SCP™ platform. All features and restrictions of SCP will still apply.
- **eMessaging** – Two-way, corrections-grade digital messaging platform with facility regulated monitoring and control capabilities, as well as intelligence gathering opportunities.
- **Digital Mail Center** – Physically scanned mail delivered through tablets, reduces contraband entering the facility through the mail.
- **Media Store** – Modern premium media and entertainment options available at affordable prices.
- **Music** – Millions of songs available in multiple genres of music, such as, Country, Gospel, Rock, Pop, and more.

- **Games** – 850+ games and growing – a wide selection of titles at a low cost to inmates.
- **Movies** – Non-explicit content only and many popular movies and TV shows available.
- **Newsstand** – Digital news subscription service allowing access to information on current events.
- **eBooks** – The largest library available with access to over 50,000 titles.
- **KA Lite** – Self-paced preloaded educational platform with access to thousands of videos and exercises providing the complete education experience.
- **Lantern** – Full-service Learning Management System (LMS) that offers blended learning experiencing through interaction with educators and content providers.
- **Mental Health & Addiction Recovery** – Dozens of resources designed to assist with anxiety relief, depression assistance, guided meditation, thriving after addiction, alcoholism, opiate addiction, twelve-step programs, and much more.
- **Religion** – Access to Holy Books, sermons, teachings, and practices for a wide range of faiths and beliefs.
- **Job Search & Prep** – Daily updated job postings allow inmates to begin their search for employment following release. Additional programming is available to teach inmates important skills for finding employment.
- **Law Library** – Provides inmates with up-to-date legal information allowing them to perform comprehensive legal research.
- **Commissary** – Provide access to commissary ordering (with vendor agreement).
- **Forms and Grievance** – Fully automate the process of inmates submitting requests/forms via an easy-to-use interface with real-time access to both current and past forms and updates.
- **Viewer** – Display all facility documents and videos (e.g. Handbooks and PREA).
- **TYRO** – The Securus exclusive TYRO application provide access to programming that focuses on maintaining family bonds, life skills, and additional topics that assist in the re-entry process.
- **Services** – A staff to inmate communication tool that allows administrators to post real-time notices, policies, procedures, and messages to one, a group of, or all tablets within the agency.
- **FM Receiver** – Provides the ability to listen to local corrections broadcasted audio.
- **Chasing the Dragon Movie** – A documentary developed as a resource to educate inmates on the dangers of opiate addiction and how it destroys lives.
- **Clock**
- **Calculator**
- **Unlimited Possibilities!**

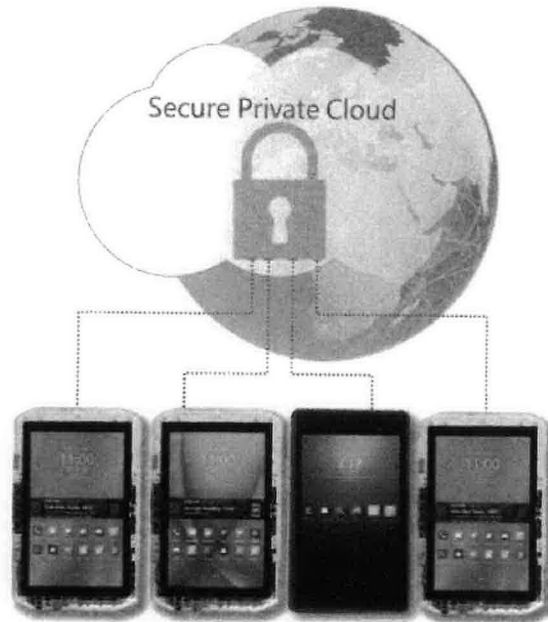
Upgrades and Updates

Securus designed the Unity Tablet Program to be as hassle-free as possible with over the air updates. Software updates are automatic and on-going in order to ensure that the inmate maintain access to the latest and greatest applications and content that Securus can provide.

OVER THE AIR (OTA) UPDATES

Seamless and Systematic

- All updates are OTA – connected to Securus Wi-Fi
- All software updates and tablet upgrades are automatic OTA
- No need to download content every session
- No staff involvement
- No shipping tablets for fulfillment and repairs



SECURUS Technologies | 19

Easy Tablet Replacement

The Personal Tablet replacement process is immediate, easy and hassle-free. Using an authorized Officer Tablet, facility staff can easily approve a replacement tablet. The inmate simply picks up an available Community Tablet, enters his or her credentials, redeems the replacement, and regains access to previously purchased or rented content.


PERSONAL TABLET REPLACEMENT PROCESS



Command & Control Officer Tablets

Securus is the only provider that uses Officer Tablets. Securus' unmatched Command & Control officer tablets enable facility staff to easily control who gets a tablet, what is on the tablet, and when that tablet can be used.

Command and Control Applications



Agency Staff can easily control:

- **WHO** gets a tablet
- **WHAT** is on a tablet
- **WHEN** the tablet can be used

Staff maintains complete control over:

- A single tablet
- A group of tablets
- All tablets within the facility

UNMATCHED level of Command & Control capabilities

Command & Control Officer Tablets are customizable devices that can be distributed at your agency as needed. Agency staff has the ability to maintain complete control over all tablets at your agency. Staff can control tablet functionality by tablet, group of tablets, or all tablets at the agency in real time. Applications available on a tablet can be controlled at once or on an app-by-app basis. Officer Tablets can be configured for various roles & permissions that allow the appropriate staff the ability to control tablets under their jurisdiction. Securus knows this level of control is critical for a successful tablet program.

Existing Securus Tablet customers have confirmed that the ability to control access to tablets and application activity has provided them with the administrative control necessary to ensure overall safety and security. Command & Control Officer Tablets allow designated agency staff to remove any and all tablet functionality, a capability that can be used for inmate behavioral modification.

Officer Tablets have detailed dashboard views that allow your staff real-time search functionality and analytics. Administrative functionality on the dashboards is comprehensive and flexible. Individual staff can have a customizable level of control based on your desired specifications.

The Command & Control Officer Tablet allows staff to control tablets and applications in an easy, efficient and cost-effective way – all while promoting positive inmate productivity and betterment. Securus continues to demonstrate our commitment to partnering with correctional agencies to modernize incarceration and truly connect what matters.

SubManager App

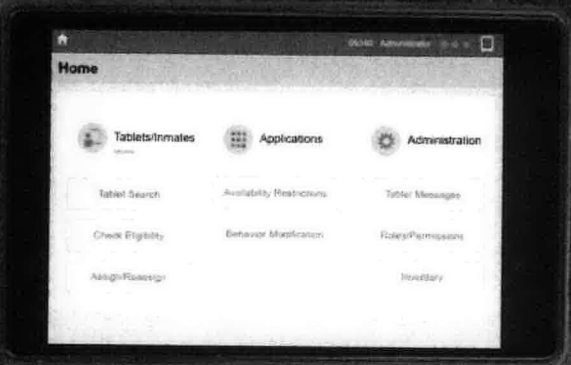
The SubManager Application is used by agency staff for the command and control of tablets deployed at the agency.

SubManager Application

Authorized staff can utilize the SubManager features to maintain Command & Control

Complete Command & Control

- Tablet Lookup
- Check Inmate Eligibility
- Assign/Reassign
- Availability Restrictions
- Behavior Modification
- Tablet Messages
- Inventory



Behavior Modification

Behavior Modification allows authorized staff the ability to turn off or remove inmate tablet applications directly from an Officer Tablet, saving both time and resources. The safety and security of staff is increased by allowing them to control remotely what applications are available, without the need for physical interaction.

Authorized staff can implement or schedule a Behavior Modification by an individual tablet, a group of tablets, or all tablets at an agency.

With Scheduled Behavior Modification, authorized staff can choose to behavior modify an inmate tablet:

- Until manually changed by that staff member or someone else with authorized permission
- For "X" number of hours/days/weeks/months
- Until a selected date and time

Eligibility Check

Eligibility Check allows authorized users:

- The ability to determine if an inmate is eligible for a tablet
- Provides an explanation of ineligibility
- Provides the ability to place an inmate on the eligibility or ineligibility list

The screenshot shows a web interface titled "INMATE ELIGIBILITY/STATUS". Below the title is the instruction "See and manage whether or not an inmate is eligible for a tablet." The interface includes several fields and status indicators:

- Inmate ID:** A text input field containing "9996" and a "Look Up" button.
- Inmate Eligibility:** A text field displaying "Bob Harley (Inmate ID 9996, Location Pod A, Housing Pod A)".
- SecureView Status:** A text field displaying "This inmate is eligible for a tablet."
- Facility Status:** A text field displaying "This inmate has not been marked ineligible by Securus" and "This inmate has not been marked ineligible by the facility." Below this field is a "Change" button.

Availability Restrictions

The Availability Restrictions feature allows the agency to have complete control over when applications are available to an inmate by creating application schedules that allow selected application to be active or inactive based on:

- Time of Day
- Day of Week
- Time of Day and Day of Week

Availability Restrictions can be set and activated for:

- Specific housing location(s) of tablets
- Entire facility's tablets

Availability Restrictions are customizable to fit the needs of your agency's scheduled events, such as Commissary distribution times, mealtimes, count times, and more.

Add a New Availability Restriction

View Availability Restrictions

ACTIVE	RESTRICTION NAME	BLOCKED (DAYS/TIMES/AREAS)	APPS
YES	Education Only Time	Mo Tu We Th Fr 09:00 - 10:45 All Areas	Media Store Music Player Newsstand + 4 more
NO	All Apps Disabled	Su Mo Tu We Th Fr Sa 00:00 - 23:59 All Areas	All Apps
YES	Morning Restriction	Su Mo Tu We Th Fr Sa 00:00 - 07:00 All Areas	All Apps

Messages

Using the Officer Tablets, staff can send messages and notifications to a single inmate tablet, a group of tablets, or all tablets within an agency. All communications are automatically tracked and logged. Authorized users have the ability to review critical information and notifications regarding the status of all tablets.

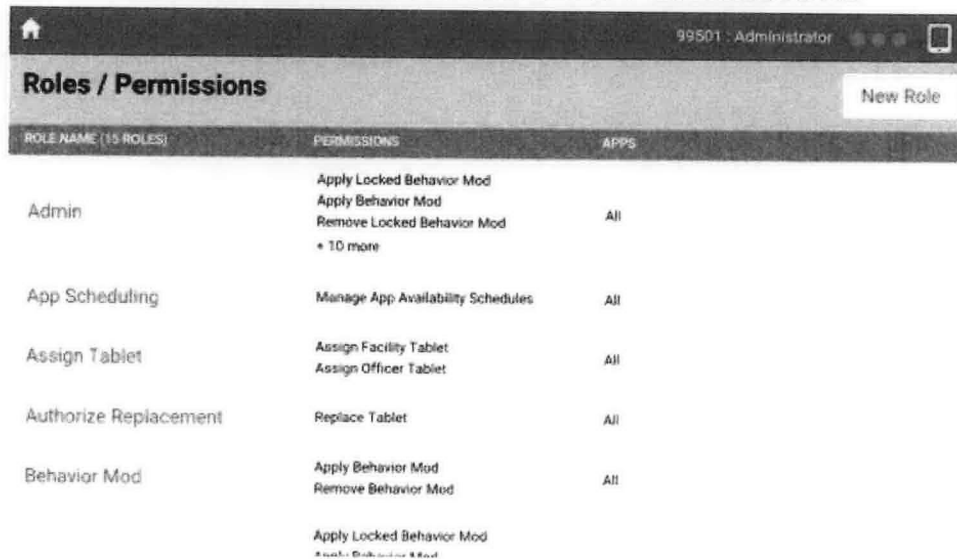
Roles and Permissions Feature

Access to certain functionality on Officer Tablets is configurable to allow for hierarchal support structures. An administrator's tablet can allow or deny certain privileges to other Officer Tablets accordingly.

Predefined Roles and Permissions, or the creation of customized facility Roles and Permissions, make it even easier to assign certain privileges to designated staff Officer Tablets.

Roles and Permissions can be set agency-wide or based on the area of supervision of the Officer Tablet user.

Customizable Roles and Permissions



ROLE NAME (15 ROLES)	PERMISSIONS	APPS
Admin	Apply Locked Behavior Mod Apply Behavior Mod Remove Locked Behavior Mod • 10 more	All
App Scheduling	Manage App Availability Schedules	All
Assign Tablet	Assign Facility Tablet Assign Officer Tablet	All
Authorize Replacement	Replace Tablet	All
Behavior Mod	Apply Behavior Mod Remove Behavior Mod Apply Locked Behavior Mod • 10 more	All

Customizable Roles

New Role

Role Name
Must start with a letter, be at least 3 characters long and contain only A-Z, a-z, 0-9, and -

Custom Role

CUSTOM ROLE

- SEND TABLET MESSAGES
- VIEW TABLET MESSAGES
- MANAGE APP AVAILABILITY SCHEDULES
- MARK ELIGIBLE
- MARK INELIGIBLE
- APPLY BEHAVIOR MOD
- REMOVE BEHAVIOR MOD
- APPLY LOCKED BEHAVIOR MOD
- REMOVE LOCKED BEHAVIOR MOD

What permissions should be assigned to this role?

- Behavior Mod
- Locked Behavior Mod
- Eligibility

Over what applications should this role have authority?

- All apps
- Phone
- eMessaging
- Media Store
- Music Player
- eBooks

Tablet Inventory

Securus automatically manages and maintains inventory by location. From the Inventory Page in SubManager, staff can see the number of tablets by location and tablet type.

When Community Tablet inventory goes beneath a predetermined threshold, Securus can automatically ship additional Community Tablets to the facility. The shipment date will be noted on this page.

The Inventory feature allows facility staff to view current tablet inventory levels by facility, site or location. Incoming Community Tablet replenishments can also be seen. Securus automatically maintains this inventory.

Tablet Inventory provides information such as:

- Total Number of inmate tablets
- Number of Personal Tablets
- Number of Unassigned Community Tablets
- Number of Assigned Community Tablets
- Date and quantity of the last tablet shipment from Securus
- Details of subscriptions pending redemption

All information can be viewed by facility, site and/or locations at each site.

Tablet Inventory

99501 - Administrator

Tablet Inventory

Auto Restock Enabled: If inventory is low, Securus will automatically send you more tablets

	All	Personal Subscription	Unassigned Community	Assigned Community	Last Shipment (QTY)	Pending
[-] T-30124	83	48	35	0	03/11/2020 (12)	2
[-] Correctional Facility Site A 99501	83	48	35	0	03/11/2020 (12)	2
[-] Locations						
[-] Pod A	59	26	33	0	03/11/2020 (11)	1
[-] Pod B	24	22	2	0	All Tablets	1

Pending Subscriptions

Auto Restock Enabled: If inventory is low, Securus will automatically send you more tablets

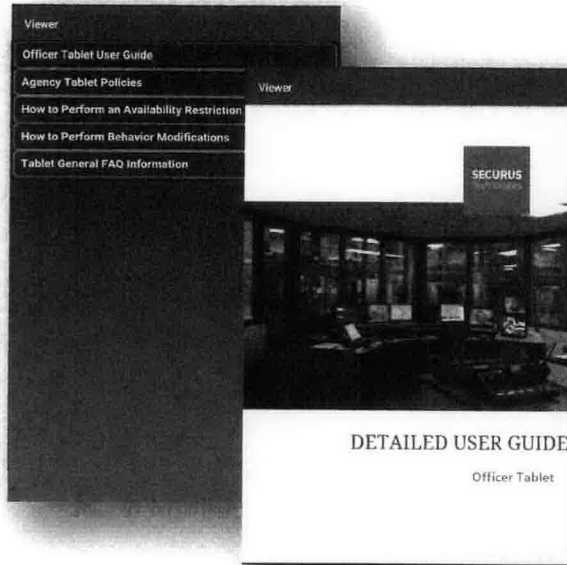
	All	Personal Subscription	Unassigned Community	Assigned Community	Last Shipment (QTY)	Pending
[-] T-30124	83	48	35	0	03/11/2020 (12)	2
[-] Correctional Facility Site A 99501	83	48	35	0	03/11/2020 (12)	2
[-] Locations						
[-] Pending						
	William Hoboken	ID - 3339			Location - Pod A	
	Ace Spades	ID - 9995			Location - Pod B	

Viewer



The Viewer application allows custom PDF documents and MP4 videos to be published on Officer Tablets. By publishing electronically, the Viewer app can save both time and paper costs.

An agency can load documents or videos for an officer to access via his/her tablet. Some examples of this are agency tablet policies, schedules, and the Officer Tablet User Guide.



Charging

Securus provides many charging options to meet the unique needs of every agency we serve.

Wireless Charging

Securus' JP6S tablet allows for wireless charging using module charging stations that can be mounted to a wall or roll-around cart, as shown in the following images.



Benefits of wireless charging include:

- **Efficient Use of Space:** Vertical design allows multiple charging stations to be wall-mounted without taking up valuable space
- **Wireless:** Completely wireless with no need to plug in tablets
- **Modular:** Design allows for up to 60 tablets to be charged from each cart and up to 40 tablets per AC outlet when mounted on a wall
- **Fast charging:** Securus' wireless technology fully charges tablets in under 5 hours—faster than competing wireless charging solutions that rely on slow, inductive charging.
- **Flexible:** These modular wireless charging stations can be configured with an optional locking mechanism, allowing you to secure tablets during hours when tablet use is prohibited.
- **Easy Administration:** LED on tablets illuminates, indicating charging status

Wired Charging

Securus offers two additional charging options that can be used in conjunction with Securus' wireless charging to create customized solutions that meet the unique needs of every agency we serve. These options include:

- Charging stations using barrel cables. These charging stations can be configured as 16-count wall-mounted, 40-count wall-mounted, or 80-count floor-mounted or rolling cart.

This provides a secure charging solution without the risk of illicit content being transferred to the tablets through other non-secure charging ports, such as USB/mini USB ports, found on competing tablets.

- Personal AC charging plugs are also available, which allow inmates to individually charge their devices. This option is ideal for agencies that allow their population to have access to AC power outlets.

Repair and Maintenance

Should a Personal Tablet need to be replaced, agency staff can evaluate the tablet to determine if there was intentional damage. At the agency's discretion, a tablet replacement can either be authorized or rejected. This tablet replacement authorization or rejection is made using the Command & Control Officer Tablet's SubManager application.

If the replacement is authorized, the inmate will be allowed to sign in to any available Community Tablet, redeem the replacement and reactivate their tablet subscription through the "Make Mine" process. This tablet will now become their own Personal Tablet and their current subscription will continue. The inmate will be able to download access all their previously purchased content.

Replacement Process



If a replacement is rejected by agency staff due to misuse or intentional damage, the current subscription is canceled, and the inmate is marked ineligible to receive a new tablet subscription. For information on replacement cost, please see the Cost Proposal provided in a separate sealed envelope.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Contraband is one of the many items that plague today's correctional facilities. Ensuring that contraband stays outside of facility walls allows for a safer environment for both facility staff and inmates. With Securus' Digital Mail Center solution, facilities help prevent contraband introduction through the postal mail delivered to your facility.

Converting physical postal mail into electronic communications creates measurable results:

- Eliminates contraband entering through postal mail
- Eliminates operational burden on corrections staff from processing postal mail
- Removes risk of drug, Disease, and/or chemical exposure to agency staff
- Immediate notifications to staff and investigators when particular inmates receive mail creates timely intelligence
- Reduction in staffing costs or ability to relocate staff to other critical areas

The Securus Digital Mail Center eliminates contraband entering correctional agencies through the postal service by scanning physical mail and delivering it electronically to inmates through Securus' ConnectUs inmate terminals and Tablets. The Securus Digital Mail Center Dashboard provides the authorized provider staff or correctional agency staff with the following capabilities and information:

- Ability to view, approve, reject, delete, and manage scanned mail
- Ability to set alerts when specific inmates receive mail
- Audit logs of activity associated with the Securus Digital Mail Center for increased administrative oversight
- Ability to place and remove mail suspension or "holds" on the delivery of mail to select individuals

After the mail has been scanned and reviewed, Digital Mail Center delivers a scanned copy of the mail electronically that can then be delivered to and viewed by the inmates through ConnectUs phone terminals and/or Tablets.

Digital Mail Center is also flexible in its configuration, allowing it to be deployed in one of two ways:

- **Securus Managed:** Processing of physical mail can be automated by forwarding all inmate mail to Securus' Missouri-based processing center where certified investigative staff then open, scan, and electronically send mail to inmate terminals running ConnectUs inmate terminals and Tablets for inmates to retrieve.
- **Agency Managed:** Alternatively, agencies can choose for Securus to deploy the software only, allowing existing agency mailroom staff to scan and electronically deliver mail to inmate terminals running both ConnectUs inmate terminals and Tablets.

Regardless of which mail management system is chosen, all mail is received within the Digital Mail Center Dashboard. The Digital Mail Dashboard provides facility staff with a full suite of capabilities:

- View, approve, reject, delete, and manage all scanned mail.
- Ability to create text and email notifications when specific inmates receive mail.
- Full audit logs of all activity for increased administrative oversight.
- Easily configurable to automatically release scanned mail to inmates, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for inmate-specific mail.
- Manual Transcription creates a database of all messages that can be searched for specific words or phrases. NOTE: Manual transcription can be performed by agency staff, however, it will not be performed by Securus staff.
- Custom Watch Word List automatically identifies when content is inappropriate. NOTE: Custom Word Watch List is active only if agency uses Manual Transcription feature

Process Details

1. The Agency continues to receive '*privileged*' mail at the existing location/address. Examples of privileged mail are:
 - a. Legal
 - b. Financial
 - c. Medical
2. Securus will establish P.O. Boxes for appropriate facility mail to be directly sent in the Securus' Processing Center, while the facility will provide updates for outward facing mailing instructions with new addresses.
3. The Facility will need to update outward facing mailing instructions stating that inmate non-privileged mail should be mailed to the new Digital Mail Center P.O. Box address.

- a. Any non-privileged mail that arrives at the facility may be sent to the P.O. Box for processing.
 - i. Any envelope that contains traditional 8.5 x 11 paper sizing can be processed. Manilla legal style envelopes are included with this as well. We will receive and scan most mail packaging as long as the packaging can be scanned and is not comprised of cardboard or other rigid parchment incapable of running through our scanner. For example, USPS postal rigid express envelopes that lay flat but do not bend without creasing would not be accepted and magazines will not be accepted.
 - b. Mailing costs will be the responsibility of the facility.
4. Securus processing center receives mail
5. Within 48 hours of receipt, the processing center will open the mail and inspect for contraband or any suspicious material.
 - a. If contraband is found: Suspicious material will be given to local law enforcement and mail will not be scanned. The Agency will be notified by Guarded Exchange that contraband was found. If contraband was discovered after mail is scanned, then the letter will be "revoked", and a notification will be sent to the agency.
6. Approved mail, including envelop and content, will be scanned into the DMC system
7. Contents of mail will be placed back in envelope to be stored for a period of 30 or 60 days, after which the mail will be returned to the agency. The agency may also elect to have the mail destroyed after a period of 30 days.

Storage and Contraband

All information associated with the letter, including sender name, time, date, address, and content, are stored for the life of the contract. This creates permanent investigative intelligence that is impossible to achieve through standard physical mail processing. The facility may also determine whether physical mail that has been processed will be returned back to the facility or destroyed. Contraband will be delivered to local law enforcement for processing and facilities may request that a case be opened for senders of contraband material.

Protecting Privileged Communications

If mail originating from an attorney's office or other private/privileged establishments is received, it is immediately sent back to the correctional agency for physical delivery in order to ensure attorney/client privilege is maintained.

References

Securus is pleased to provide the following references:

Reference #1

Agency Name	Craven County Jail, North Caroling
Address	1000 Clarks Road, New Bern, North Carolina, 28562
Contact	Captain Patrick McCain, pmccain@cravencountync.gov
Telephone	(252) 637-0654

Reference #2

Agency Name	Butler County Prison, Pennsylvania
Address	202 S. Washington St, Butler, PA
Contact	Warden Joe DeMore, jdemore@co.butler.pa.us
Telephone	724-431-2184

Reference #3

Agency Name	Erie County Correctional Center, Pennsylvania
Address	1618 Ash St., Eire, Pennsylvania
Contact	Warden Mike Holman, mholman@eriecountypa.gov
Telephone	814-451-7521

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our technicians is 8 years and the average tenure for our technical support management is 10 years.

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year.** There are three ways to contact the TSC:

- Telephone: 866-558-2323

- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Inmate Telephone Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access NextGen Secure Communications Platform™ UI, all phones down.	2 hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P2	A P2 assignment defined as 5% to 29% of the	24 hours	<ul style="list-style-type: none"> • Securus Technical 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures

	<p>functionality of the System being adversely affected by the System Event.</p> <p>Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.</p>		<p>Support Center notifies the facility when the service issue is resolved</p> <ul style="list-style-type: none"> • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<p>within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <ul style="list-style-type: none"> • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
<p>P3</p>	<p>A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.</p>	<p>72 hours</p>	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations

Video Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level which is defined as 60% or more of the functionality of the System being adversely affected by the System Event.	4 hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P2	A P2 assignment is defined as 30% to 59% of the functionality of the System being adversely affected by the System Event.	12 hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P3	A P3 assignment is defined as 5% to 29% of the functionality of the System being adversely affected by the System Event.	24 hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are

			<p>the service issue is resolved</p> <ul style="list-style-type: none"> If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<p>allocated to resolve the service request</p> <ul style="list-style-type: none"> Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
P4	<p>A P4 assignment is defined as less than 5% of the functionality of the System being adversely affected by the System Event.</p>	36 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations

Tablet Repair and Maintenance

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Securus Support Services

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- Fax: 800-368-3168

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

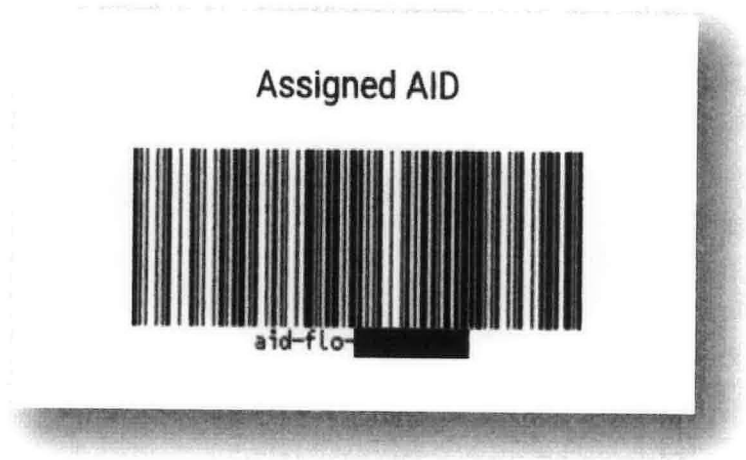
Process and Procedures for 24x7 troubleshooting

SUBSCRIBER APP



The subscriber app displays a barcode and tablet AID used by Securus for troubleshooting

purposes.



Tablet Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level which is defined as 60% or more of the functionality of the System being adversely affected by the System Event.	4 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
P2	A P2 assignment is defined as 30% to 59% of the functionality of the System being adversely affected by the System Event.	12 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when the service issue is resolved If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request Technical Support Manager & Field Service Manager Technical Support Director & Field Service Director VP Service & Operations
P3	A P3 assignment is defined as 5% to 29% of the functionality of the System being adversely affected by the System Event.	24 hours	<ul style="list-style-type: none"> Securus Technical Support Center notifies the facility when 	<ul style="list-style-type: none"> If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are

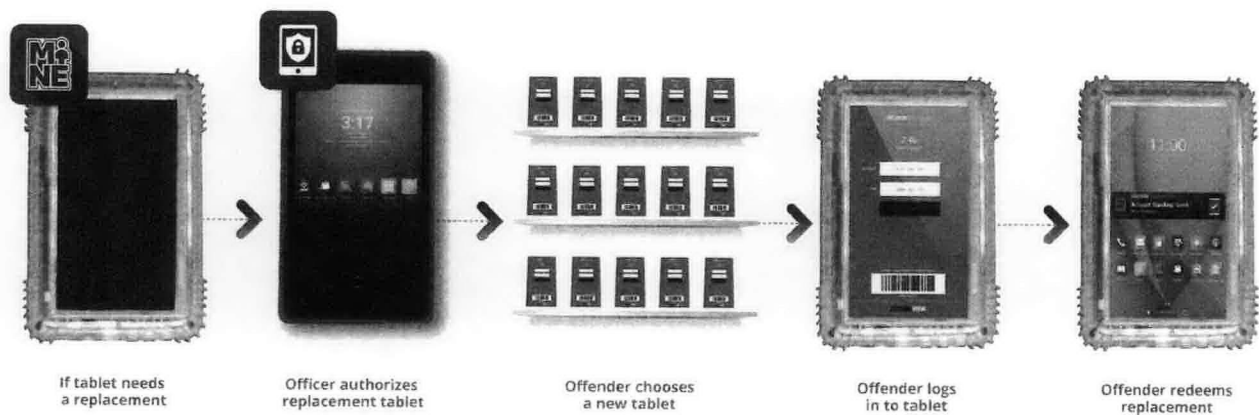
			<p>the service issue is resolved</p> <ul style="list-style-type: none"> • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<p>allocated to resolve the service request</p> <ul style="list-style-type: none"> • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P4	<p>A P4 assignment is defined as less than 5% of the functionality of the System being adversely affected by the System Event.</p>	36 hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations

Onsite support

Repair and Maintenance

When the inmate requests a replacement from the officer, the officer will evaluate the tablet for misuse or intentional damage and use the appropriate buttons in SubManager to authorize the replacement ("Replace") or reject the request which cancels the subscription and Facility-level blacklists the inmate.

If the replacement is authorized, the inmate will be allowed to sign in to a community tablet and go through the "Make Mine" process again to associate the new tablet with their subscription. The subscription will be updated to the status "replacement" and the order associated with the tablet will be set to status "return". The tablet document will be "cancelled" so that no apps are available on it and the screenname is updated appropriately.



Damaged Tablet Process

1. Search for the damaged tablet in SubManager using the Tablet Search
2. Select the Decommission Button on a Tablet Info Page



A pop up will appear with the options to Replace or Reject a new tablet for the inmate. It is at the Officer's discretion to authorize the inmate being able to get a new tablet.

- "Replacing" will take the damaged tablet out of service, but keep the inmate's subscription active. The inmate can then go activate another Community Tablet through Make Mine with the same subscription. They will then be able to download their previously purchased content.
- "Rejecting" will make the inmate ineligible for a tablet subscription, cancel the current subscription and not allow the inmate to receive a new tablet.

3. The officer should select to either Replace or Reject the inmate's tablet. Then enter their initial and last name. Finally, a reason must be selected for the decommissioning of the tablet. Reasons include:

- User Damage
- Accidental Damage
- Software/Application Issue
- Hardware
- Battery
- Connection
- Unknown

The screenshot shows a mobile application interface titled "Confirm: Decommission this tablet?". At the top left, there is a "Replace" button. Below it, a dropdown menu is open, listing reasons for decommissioning: "User Damage", "Accidental Damage", "Software/Application", "Hardware", "Battery", "Connection", and "Unknown". The "Accidental Damage" option is currently selected. Below the dropdown, there is a section titled "Replacing a Tablet will:" with two bullet points: "Take the tablet out of service but keep the inmate" and "The inmate can choose another tablet to replace". Below this, it says "Please return the tablet to Securus." There are two input fields labeled "Initial" and "Last Name". At the bottom left is a "Cancel" button, and at the bottom right is a "Replace" button. A message at the bottom right states "You must provide a reason".

4. The Replace or Reject button can then be selected to complete the decommissioning of the damaged tablet.

If "Replace" was chosen, the inmate may now go select a new community tablet and reactivate their tablet subscription. However, a damaged tablet can be placed in a box to be shipped back to Securus with other damaged tablets. The facility can wait to ship back until there are multiple damaged tablets.

Please note that issues with software or the network can usually be fixed remotely and should be reported to Securus' Technical Support. It is not recommended for the facility to replace tablets with these issues.

Inmate Self-Reporting Issues

Inmates can report tablet functionality issues using the following 4 easy steps:

- Open your tablet phone application
- Tap the keypad icon to open the keypad
- Tap "0" then the phone icon in the lower right
- You will be connected to a special voice mail system to leave a message, please include your ID and specific details regarding the issue.

This solution is one way reporting and inmates will NOT receive a response to their message. If applicable, a Securus Representative will open a ticket with Technical Support to resolve the issue.

Inmate Training and User manuals

The simple SecureView touch-screen user interface requires no training or prior computer experience, so this allows inmates to use applications and perform researches independently and free up staff time.

Tablet Viewer – Documents and Videos



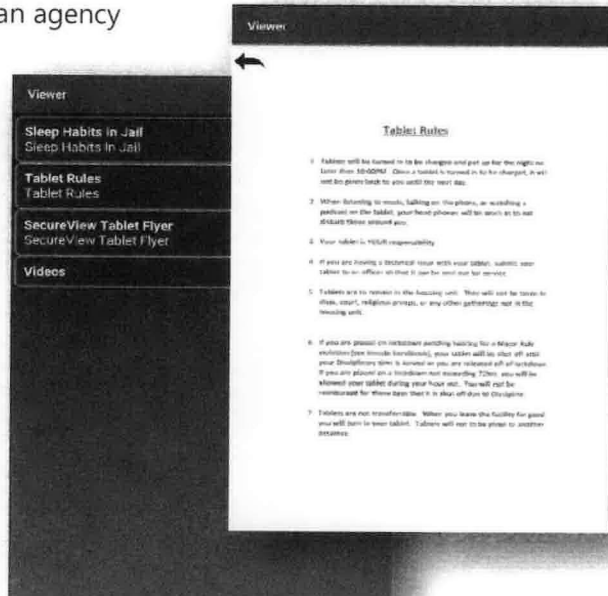
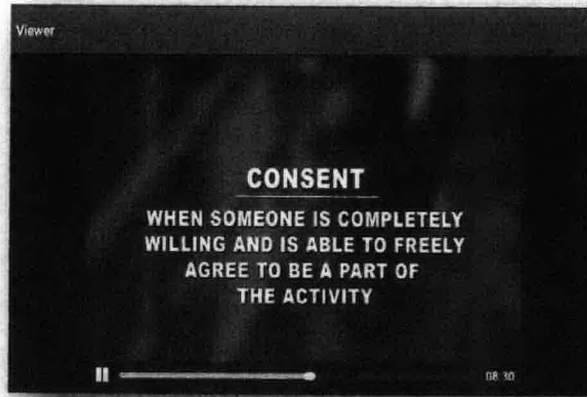
The Viewer application allows custom .PDF documents and .MP4 videos to be published to officer or inmate tablets. By publishing electronically, the Viewer app can save both time and paper costs.

The Viewer application is an ideal way for a facility to provide inmates with facility chosen and produced material that they want all inmates to have access to via the tablet.

If there are any documents or videos that an agency would like published to their tablets, they should contact Securus Technical Support with the desired PDF or MP4 file. (MP4 must be encoded for Android 480p30.)

Examples of documents that could be loaded:

- Inmate Handbook
- PREA Information
- Tablet Policies
- Mental Health Documents
- Education Documents



Montgomery Staff Training and User manuals



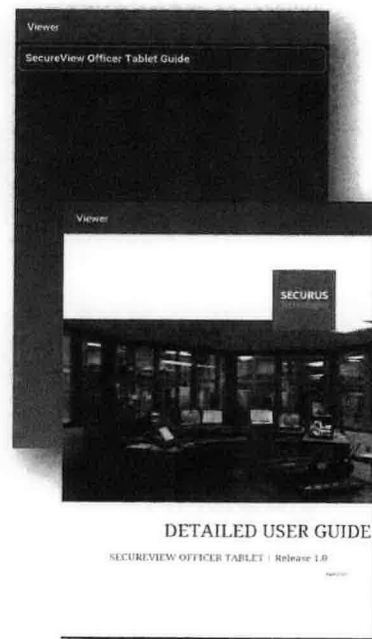
The Viewer application allows custom PDF documents and .MP4 videos to be published to officer tablets. By publishing electronically, the Viewer app can save both time and paper costs.

An agency can load documents or videos for an officer to access via his/her tablet. Some examples may be facility policies, schedule, or the SecureView Officer Tablet User Guide.

Additionally, our trainers can schedule and perform Tablet Program training for Montgomery County as follows:

Tablets

- Command Staff
 - Roles and Responsibilities
 - Procedural Best Practices Discussion
 - Tablet Utilization and Distribution
 - Tablet Security
- Facility Personnel
 - Functionality of the Inmate Tablet
 - Officer Controls
 - Distribution
 - Security



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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

We recognize that the challenges you and your officers face every day never stop evolving. When we designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with NextGen SCP™. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after-hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

The Securus Video Connect (SVC) service also receives regular feature upgrades as needed to keep up with advancements in technology and within the industry. The Video Connect system is access through NextGen Secure Communications Platform™ (NextGen SCP™), allowing the facility a tremendous amount of control over the system. Securus enables new features and modules through the centralized system, even after installation.

Maintenance events are preceded by an announcement displayed at login notifying the facility of the upcoming upgrade and new features are announced to customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the announcement widget, which appears for all users on the NextGen SCP dashboard, and notifies users of upcoming maintenance and upgrades.

Announcement Widget

The screenshot shows the SECURUS dashboard interface. At the top, there is a navigation bar with options like Dashboard, Monitor, Explore, Investigate, Manage, Admin, and NG-SCP Demo. Below this is a 'DASHBOARD' header with a 'Add Widget' button. A notification states: 'Your password will expire in 14 days. Please change your password by visiting your user profile.' The main content area is titled 'Announcements' and features a widget with the following text:

All Times in Central Time
Wednesday, 7/22, 12 - 5 AM

Intermittent outage for SCP Debit from 1 - 2:30 AM
Intermittent outage for Validation and TPS from 1 - 3:30 AM;
E-Imports will queue.
Full outage for NextGen SCP from 1 - 4 AM
All Times in Central Time

To the left of the widget, there are two charts: 'General Call Activity' (a bar chart showing activity from Monday to Sunday) and 'General Calls Today' (a summary showing 0 Completed and 0 Flagged calls).

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

All installation will meet applicable federal, state, or local codes. Securus has and maintains insurance to cover general liability to provide the contracted services and has provided a Certificate of Insurance in Attachment B for your review.

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 un-

collectibles known as “bad debt”.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus will provide automated reports—via email—on a monthly basis so that approved Brown County users can view and track commission information.

A sample commission report is in D for your review.

Securus will pay commissions to Brown County based on gross revenue. Gross revenues include all gross billed revenues directly relating to completed collect or prepaid calls generated by and through the inmate telecommunications system. Customer revenue excludes required regulatory fees and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs.

There will be no deductions from gross revenues; however, regulatory required and other items, such as federal, state and local charges, taxes and fees, including transaction funding fees, credits, and billing recovery fees are excluded from revenue to Securus.

EACH VENDOR SHALL SUBMIT THEIR COMMISSION OFFERING FOR ALL TRAFFIC TYPES, BASED ON GROSS GENERATED REVENUE INCLUDING PHONES, VIDEO AND TABLETS.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

For more details related to our commission offering, please refer to our sealed envelope containing our pricing information that accompanied this response and as required per the instructions of this RFP.

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.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus' commission reports break down all call types by local, intraLATA, interLATA, and interstate calls.

Please refer to our sealed envelope containing our pricing information that accompanied this response and as required per the instructions of this RFP.

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;

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus Technologies, LLC
4000 International Parkway
Dallas, Texas 75007
(972) 770-0300
David Abel, President and CEO

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Platinum Equity Partners, a distinguished private equity firm, acquired ownership of Securus Technologies in 2017. Platinum is committed to ensuring that Securus continues to deliver exceptional results to our customers and the most robust calling platform and feature set in the industry. Contact information is as follows:

Platinum Equity Partners
360 N. Crescent Dr.
Beverly Hills, CA 90210
310-712-1850

Tom Gores is the Chairman and CEO;

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

For purposes of this proposal, please contact:

Mike Kimble, Account Executive
Securus Technologies, LLC
4000 International Parkway
Dallas, Texas 75007
469-507-9756

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

T-Netix, Inc. began under the name Tele-Matic Corporation, incorporated under the laws of the State of Colorado on February 6, 1987. In 1992, the company acquired eight affiliated companies in the inmate phone business as well as the inmate phone business assets of two other companies. In 1993, T-Netix met the inmate fraud control challenge and was the first company to introduce to the corrections marketplace the capability to detect a three-way call.

From its inception until July 1992, T-Netix was primarily engaged in designing, manufacturing, marketing, and servicing public payphones, including pay telephones for use in correctional facilities. In 1991, the company began to focus on providing specialized telecommunications services for the inmate calling market as the result of US Justice Department mandates to prevent inmates from committing massive credit card fraud from prisons.

Securus Technologies, Inc. formerly Evercom Systems, Inc., was incorporated August 22, 1997 in the State of Delaware. Over the next several years after incorporation, the company acquired the assets of several other inmate telephone service providers, all of which had been in the inmate telephone service business between 5 to 12 years.

In 2004, Securus Technologies, Inc. (now known as Aventiv Technologies, LLC) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, LLC) and T-Netix, Inc. The Securus product line comes from hands-on teaming with correctional facilities. Our product offerings are a direct result of our commitment to technological excellence. The Securus goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates drives our commitment to service.

Today, with more than thirty years of serviced to the corrections industry Securus provides service to nearly 3,000 agencies nationwide, including locations operated by city, county, state, and federal authorities, juvenile detention centers, and private facilities.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

OUR MISSION:

We exist to SERVE and CONNECT to make our world safe.

The credo "To Serve and Protect" holds firm as a nationwide call to action for most civil and criminal justice agencies. It is at the center of what makes our world safe.

At Securus, we exist **"To Serve and Connect"** to make our world safe. Our vision is to equip every public safety, law enforcement and corrections agency throughout the world with Securus Technologies civil and criminal justice technology solutions. Securus' powerful, connected technology protects the world and drives continuous innovation with an exceptional focus on solutions that best serve our customers.

- Overview of telecommunications experience including inmate telephone services;

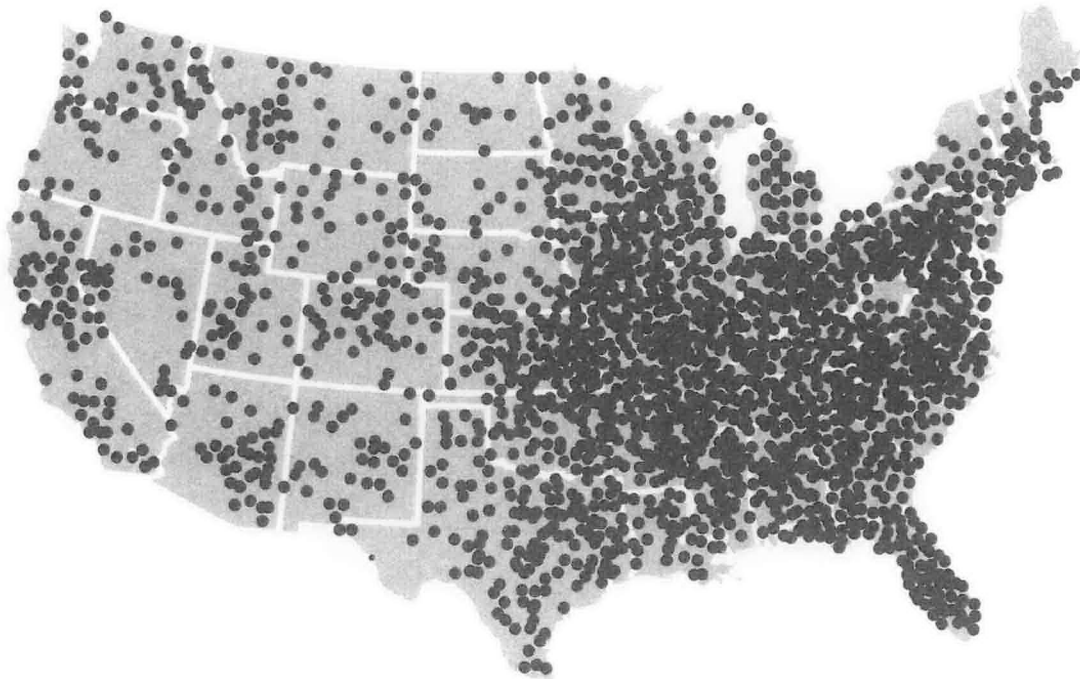
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

For over 30 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, Securus executed a plan to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications.

Today, we are the fastest growing provider in the industry because we offer compelling products and services. We continue to expand our reach while remaining focused on the civil and criminal justice industry.

Securus has the resources to install and operate large prison facility telecommunications systems. **Only Securus** provides services to four of the top five mega county facilities in the United States. We serve multiple DOCs and other very large facilities that house thousands of inmates, including Florida DOC; Louisiana DOC; New Mexico DOC; Missouri DOC; Illinois DOC; Kentucky DOC; Pennsylvania DOC; Connecticut DOC; New York City DOC; Boston, Massachusetts; Denver, Colorado; Dallas, Texas; Seattle, Washington; and Portland, Oregon. We are uniquely equipped to handle any inmate population, and community population.



Locations served by Securus Technologies

Our Values

The culture of Securus focuses on people being innovative, exceptional, focused and trustworthy. In fact, the company specifically recruits for these key attributes. We believe that these characteristics actively contribute to the company's long-term success and explain the passion Securus has for technological advancements and outstanding service. Below are our core values:

TRUSTWORTHY

Securus strives to operate with transparency and embodies the highest levels of integrity, honesty, and truthfulness.

FOCUSED

Securus focuses on delivering products and services that align with our overarching vision – ensuring our world is secure.

EXCEPTIONAL

Securus is committed to delivering the best solutions comprised of the industry's best technology, products, and services.

INNOVATIVE

Securus leads the industry in investments to support ongoing technological advancements – resulting in numerous patents. We combine information, product features, and services in a customized way to meet the unique needs of every customer.



OUR VALUES

Creating a culture of trustworthy people who are focused on creating exceptional technological innovations.

What We Do

Securus is uniquely equipped to provide a full spectrum of civil and criminal justice technology solutions.



INVESTIGATIVE SOLUTIONS

Digital evidence is everywhere.

Systems that merge big data, voice biometrics, and pattern identification, providing early detection and alerts for investigators, attorneys, courts and criminal justice systems.



CORRECTIONS SOLUTIONS

Technology eases operational burdens.

Systems that modernize the incarceration experience through jail management, communications, and inmate self-service to help inmates communicate with their family, friends, and corrections agencies run smoothly and reduce recidivism.



MONITORING SOLUTIONS

Community supervision reduces cost.

Systems that combine intuitive software, dependable hardware, and comprehensive support services to more effectively monitor and track offenders, increase compliance, reduce recidivism, and maintain public safety.

Connecting What Matters®

Securus provides leading edge civil and criminal justice technology solutions that improve public safety and modernize the incarceration experience. Thousands of public safety, criminal justice, and corrections agencies rely on Securus for secure, simple and powerful technology solutions, which are always accessible and easy to use.

Why Securus

As you review our proposal, you will see recurring themes that separate Securus from our competitors:

Experience

Only Securus provides services to four of the top five mega county facilities in the United States (many included in our references). We serve multiple DOCs. We also serve other very large facilities that house thousands of inmates, including New York City DOC; Dallas County, Texas; and San Diego County, California.

Technology

Only Securus is a true technology company. We invest heavily in technology and lead the market in innovation. We have more patents than the rest of our industry combined. Likewise, our investment of \$670M over the past four years is, by our estimate, more than 6x more than the total spent by all of our competitors over this period. We do this because we believe technology has — and will continue to — revolutionize the corrections experience creating safer facilities, reducing recidivism and increasing operational efficiencies.

Only Securus has the industry's most widely used, most flexible and dynamic call control platform. No other call control platform in the world has more features and investigative tools you can use to keep your community safe. No competitor comes close to the number of installations we manage of our Secure Call Platform. Our ability to share data with other agencies, both inside and outside of Texas is unsurpassed given the huge advantage we have over our competitors in geographic footprint.

Only Securus has the widest variety of corrections solutions that reduce operational workload, increase safety & security, and provide jail staff and inmates unprecedented communication access. Our commitment to technology means that we'll continue to innovate and provide you with cutting-edge solutions, now and throughout the term of our agreement.

Service

Only Securus has an extremely strong track record of retaining our customers, even though there are many choices of available providers. We believe this is because we listen closely to, and continuously adapt to our customers' needs. We are proud of our existing track record within the state of Texas.

Only Securus offers the widest array of programs to complete more calls than any other competitor in the industry. Your inmates' families and loved ones are also our customers. They

often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we provide multiple ways to communicate and provide more funding options than any other provider. We routinely improve call volumes when we displace our competition, making sure inmates can stay in touch with their loved ones.

Securus access controls for all systems are internally audited for compliance with The Sarbanes–Oxley Act of 2002 (SOX), which set new or enhanced standards for all U.S. public company boards, management and public accounting firms. This internal audit ensures Brown County will get accurate and timely reporting and commission payments from Securus.

The Securus Best-in-Class Service Offering

The Securus product offering is like no other in the industry. Through our robust platforms, we offer more products and investigative applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Inmate identification: biometric and/or security code validation
- Calls on a prepaid or collect basis to friends and family members
- Identity authentication of called party
- Call restriction to certain parties (e.g., judges, jurors, witnesses, and victims)
- Detection and restriction of unauthorized call forwarding
- Real-time call and visitation monitoring capabilities
- Real-time credit quality assessment of called party
- Interface capabilities to many commissary and/or jail management systems

Over the past 20 years, Securus has spent more than \$100 million and devoted 300,000 man-hours developing an advanced, packet-based network platform that provides many cost and service advantages for our customers. We have transitioned nearly 2,600 facilities to this advanced platform from inferior, legacy, premise-based systems that many of our competitors continue to use.

The Securus NextGen SCP includes:

SCA Architecture (SCA)

- Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation
- Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources

	<ul style="list-style-type: none"> • Delivers an intelligent retrieval system that retrieves and processes user requests through a cross-application, cross data-mart retrieval process
NextGen Secure Communications Platform™ (NextGen SCP™)	<ul style="list-style-type: none"> • Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities • Provides a proprietary, packet-based centralized platform widely recognized as the best in the industry
Secure Connect Network (SCN)	<ul style="list-style-type: none"> • Provides a packet-based, digital transmission system for all communications transport • Allows the Securus platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location
NextGen SCP Dashboard	<ul style="list-style-type: none"> • Provides a single-point, easy-to-use user interface to our multi-product platform, with blended communication records and reporting
Prepaid Calling Programs	<ul style="list-style-type: none"> • Offers calling services to facilities or their commissaries who then sell directly to the inmates. <ul style="list-style-type: none"> ○ Prepaid calling cards used by inmates ○ Domestic and international ○ Paperless, card-free prepaid calling solution for inmates (debit services)
Securus Correctional Billing Services	<ul style="list-style-type: none"> • Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year • Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments
Additional Products and Services	<ul style="list-style-type: none"> • Automated Information Services (AIS) • Email and voice mail services • Covert Alert services • Voice biometric products • Sophisticated investigative tools • Jail management software • Video Connection • Contraband cell phone control

Securus retains more than 89% of customers – the best in the industry – because we are committed to providing the best customer service to family members and friends of inmates. Securus spent more than \$2 million to build an in-sourced customer call center staffed by Securus employees rather than the poorly managed and highly inferior foreign call centers that our largest competitors use. Securus Field Service Technicians are Securus employees (not

contractors) who follow the strict guidelines our correctional facility customers demand. Many of our competitors use third-party contractors who might have other priorities.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has provided our most recent financial statement showing income and earnings for the most recently closed year in Attachment E. This information is provided in an envelope marked "Proprietary and Confidential". It is provided to Brown County for the evaluation of this proposal in response to the RFP for the Inmate Telephone System for the Brown County Jail. Securus respectfully requests it be removed from our proposal prior to making it publicly available after opening.

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

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Securus is pleased to present the following Texas references:

Reference #1

Agency Name	Gateway Foundation- Judge John C Creuzet Judicial Treatment Center
Address	200 Greene Rd, Lancaster, TX 75146
Contact	Director Frank Davis, dfdavis@gatewayfoundation.org
Telephone	(972) 441-6160

Reference #2

Agency Name	Rockwall County Jail
Address	950 TL Townsend Rd, Rockwall, TX 75087
Contact	Captain Alex Gray, agray@rockwallcountytexas.com
Telephone	(972) 882-0300

Reference #3

Agency Name	Gonzales County Jail
Address	1713 E Sarah Dewitt, PO Box 1757, Gonzales, TX 78629
Contact	Commander Diane Taylor, dtaylor@co.gonzales.tx.us
Telephone	830-672-6362

Reference #4

Agency Name	Fannin County Jail
Address	2389 Silo Rd, Bonham, TX 75418
Contact	Sheriff Mark Johnson, mjohnson@fanninco.net
Telephone	903-583-2143, Ext. 2008

Reference #5

Agency Name	San Patricio County Jail
Address	300 N Rachel St, Sinton, TX 78387
Contact	Captain Del Lopez, sp.jailcapt@co.san-patricio.tx.us
Telephone	361-364-2251

- Sample Contract that the Vendor will propose to the County.
SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

A sample contract has been provided in Attachment F.

DESCRIPTION OF SERVICES: Vendors submitting proposals shall detail services to be provided as outlined in this Request for Proposal including technical specifications and equipment. Available options, including those noted in this proposal, shall be submitted along with any alternative proposals offered by prospective vendors.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

Communications management is core to most facilities. It helps to ensure safety, enforce policy and procedure, and affects revenue. It also supports investigation through data collection, data reporting and data analysis.

Your staff needs technology that automates operations and frees them up to focus their efforts on their primary job of maintaining safety and security within the facility. Better technology is no longer a nice-to-have ... it's a must-have.

Introducing NextGen Secure Communications Platform™ (NextGen SCP™).

We have completely reimagined and redesigned how users interact with data and have built a brand-new platform for today's corrections challenges and as the foundation for future innovation. With NextGen SCP, Securus has created a powerful technology solution that is accessible, intuitive and easy to use. Like our previous industry-leading call platform, it's still a centralized system helping law enforcement and corrections solve and prevent crime. But now, information is front and center. The focus is squarely on putting actionable information in the hands of the user when and where they need it and making a more powerful system easy to use with virtually no training.

This new platform takes you from "calls" to "communications."

New Platform – Thanks to the design and approach, the platform fully consolidates all incarcerated individual communication services such as calls, video communication, messaging and more, making NextGen SCP the next level of incarcerated individual communications processing.

New Technology – The platform integrates new backend technologies to vastly increase the speed to data. We now use the same fundamental core technologies used by Google, Apple, Netflix and Facebook.

New Interface – We've designed our new user interface with you in mind. The new look is a dramatic shift from the previous, with a more streamlined menu, a new notifications feature, a dashboard of information and an incarcerated individual activity stream.

Better Experience – Improving the user experience was essential to the design of the new platform. We've made it intuitive and easier to use, more clearly structured and significantly faster. It's a vast array of new features and improvements to save time, effort and expense.

FEATURES

- Remote access
- Single multi-product point of access for applications, investigations and operations
- Dashboard – New customizable dashboard with informational and functional widgets
- Incarcerated Individual Activity Stream – Unique new feature provides a consolidated summary view of all communications
- Contact Profile – New single location to view individual visitor information, manage their settings, apply unique rules, or suspend them from specific product access
- Covert Alerts – Real time, remote call alerts and real time email alerts
- Live Monitoring – Local and remote monitoring of both calls and video communications
- Comprehensive multi-product communication detail records
- CD Image creation that includes both calls and video communication records
- PREA system flexible for any corrections environment
- Billing Name and Address (BNA) lookup
- Advanced Note System – Add and share notes on incarcerated individual communication activity
- Comprehensive system logs

Securus Video ConnectSM

Securus Video ConnectSM (SVC) is a web-based visual communication system that allows friends, family members, and attorneys to schedule and participate in video sessions with an inmate's loved one —from anywhere with internet access—using a smartphone, tablet or PC with internet access. Remote video communication provides family and friends limitless opportunities to connect with a loved one by sharing everyday events like birthdays, reviewing homework, watching cartoons with their kids, attending a concert, and opening presents on Christmas. Many studies have shown a link between individuals maintaining relationships with their loved ones reduces recidivism.

This advanced solution provides multiple benefits, including:

- Allows inmates to interact with family members in home situations

- Allows more family members to be involved in visits – much better alternative for children
- Provides additional convenience to stay connected across distance
- Provides ability to have more visits at times that are convenient
- Improved inmate communication with legal representation, bail-bondsmen, family, and any other persons authorized by Brown County administration
- Increased inmate and visitor morale with increased opportunities to visit

Remote Video Sessions

This method allows remote visitors, such as family and friends, bail bondsmen, probation officers, and attorneys secure communication with inmates from outside the facility via a broadband internet connection on -Android and Apple device mobile devices.

Remote visitors access SVC services through the Securus mobile application or the www.videovisitanywhere.net website. Remote users need only a mobile phone, tablet, or computer with a built-in or external webcam and a microphone and speakers, or a headset.

Family and friends can obtain account approval *remotely* by submitting an online request which will include the picture and driver's license images within their account.

From the mobile app or website, visitors select the facility and inmate with whom they would like to visit and submit the request. Once approved, they can:

- Create, reschedule, and/or cancel a video session
- Pay for the video session with a credit or debit card
- Join a video session—no officer intervention is required

How It Works: Remote Video Sessions

An inmate's family, friends, and others—such as attorneys—can access SVC services through the mobile app or by going to www.videovisitanywhere.net using any standard internet browser on a computer or mobile device. This website allows users to establish an account, schedule and pay for a remote video session, and view account activity.

When users log on to the website or mobile app, they select the facility and individual they wish to visit. The system shows the available dates and times from which they can pick; through an integration with the jail management system, the application automatically schedules sessions according to the individual's housing location, available terminals at that location, and available video time slots. Remote video sessions are charged on a per-session rate, and friend and family can pay using a debit or credit card.



How It Works: On-Site Video Sessions

Onsite video allows visitors to arrive at the facility to engage in video session at a touch-screen terminal with an inmate. When a visitor arrives at the facility, he or she is directed to the designated terminal area after passing through security. Once at the terminal, visitors enter a PIN unique to that video session as validation of the visitor's appointment with the inmate. The PIN is provided to the visitor when scheduling the session. Visitors can schedule their onsite video session in three easy ways:

- Securus mobile app: Visitors can schedule an onsite session using the Android or Apple Securus mobile app
- Onsite terminal: Visitors can schedule using one of the touch-screen terminals configured for scheduling within the lobby
- Securus Online Website: Visiting www.videovisitanywhere.com through a mobile device or computer

The facility's needs dictate the scheduling process. By default, onsite sessions are subject to the same scheduling rules as remote video sessions.

When prompted, the inmate identifies himself on the terminal using single- or dual-password authentication and the session starts automatically, requiring no officer intervention.

ConnectUs™

A decade ago, it was hard to imagine that your correctional facility would need anything more than a telephone on the wall for inmate communications. Today, there are a wide variety of communications options and the device on the wall can be used for so much more than telephone calls.

ConnectUs™ is Securus' vision for the future of inmate communication and self-help services. ConnectUs™ includes an integrated video terminal that facilitates access to Securus and third-party services through a common interface. Your facility can completely manage what an inmate can or cannot do through the ConnectUs™ software.

The ConnectUs™ software enables users to perform multiple operations, similar to a smartphone. Inmates can place a telephone call or join a video connection session, read a digital inmate handbook, submit a grievance, watch a tutorial video or place a commissary order.

ConnectUs™ also manages which applications are available to inmates and when. It ensures that a scheduled visit is not interrupted by another inmate placing a telephone call or using the device to place a commissary order. Moreover, other vendors easily create and publish an application for use by your inmates through ConnectUs™.

Inspired Design

ConnectUs™ is a collection of intentional details that add up to an impressively powerful inmate communication



Multi-language



Digital Bulletin Board



BIG Buttons



Multi-task



Conflict Resolution



Touch Screen

platform that consolidates all inmate activities into a single unified interface. With a customized mix of applications, your facility can deliver an experience that keeps pace with today's technology while making life better for your inmates and staff.

Imagine turning your existing hardware into multi-purpose inmate communication devices...

Which present a familiar interface that completely controls **everything** an inmate is presented with...

Yet provides unprecedented communication access within the facility and beyond...

Providing automated reporting compliance, and conflict management...

With an infinite ability to scale—allowing quick implementation of whatever the "next" app might be...

1. Conflict Resolution

ConnectUs™ manages available applications by the time of the day or day of the week. This allows for information applications, such as an inmate handbook, to be available during non-calling hours. ConnectUs™ automatically prioritizes scheduled communication events higher than non-scheduled communication events. If a video session is scheduled and another inmate wants to use the same terminal for a telephone call, ConnectUs™ will limit the call duration to avoid conflict with the video session. Similarly, the Telephone Calling Application is disabled when a video visit is scheduled to begin. We manage usage conflicts, so your staff does not have to.

2. Applications

ConnectUs™ provides an “app store” environment where new functionality can quickly and easily be developed and delivered to the inmate.

3. Date/Time

ConnectUs™ continually displays date and time so inmates can manage their schedules and not miss or be late to scheduled communication events.

4. Multi-Language

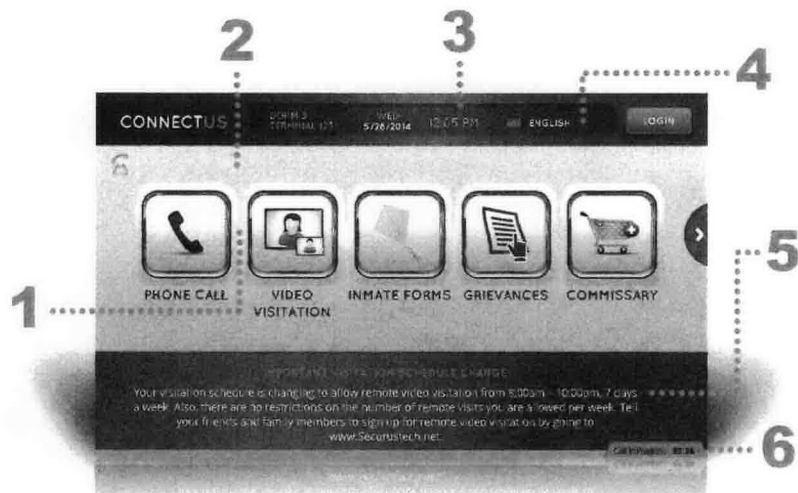
ConnectUs™ supports the ability to display applications in multiple languages – allowing inmates to use the system in their preferred language and enhancing your facility’s support of non-English speaking inmates.

5. Digital Bulletin Board

ConnectUs™ allows you to easily publish notifications that are always displayed on the ConnectUs™ terminal. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions such as Video connection.

6. Multi-Tasking

ConnectUs™ allows an inmate to use multiple applications at the same time. They can be on telephone call while reading the inmate handbook, or placing a commissary order, or submitting a grievance. The ability to multi-task allows inmates to accomplish tasks quickly instead of unnecessarily preventing other inmates from using the terminal.



Inmate Telephone Application

Inmates can speak to loved ones using the calling services of our NextGen Secure Communications Platform™ (NextGen SCP™). NextGen SCP delivers the latest in inmate calling technology with improved call quality, more effective investigative tools, and greater flexibility and scalability for future growth. New technologies are applied immediately through quarterly upgrades provided at no cost.

Inmates can place calls with the same ConnectUs™ terminal they use to conduct a video session or submit a grievance. All communications are 100 percent monitored and completely secure.



Inmate Request Form Application

Valuable time is lost every day when officers have to process inmate requests manually. Worse yet, every request must be handwritten and there is no easy way to maintain accurate records. This creates unnecessary liability for your facility and leaves inmates believing their requests have been ignored.

Inmates can electronically create and track requests through ConnectUs™ and staff can easily review, respond, and process requests. Requests and responses are tracked and saved for future reference. Two-way communication with inmates could not be easier.

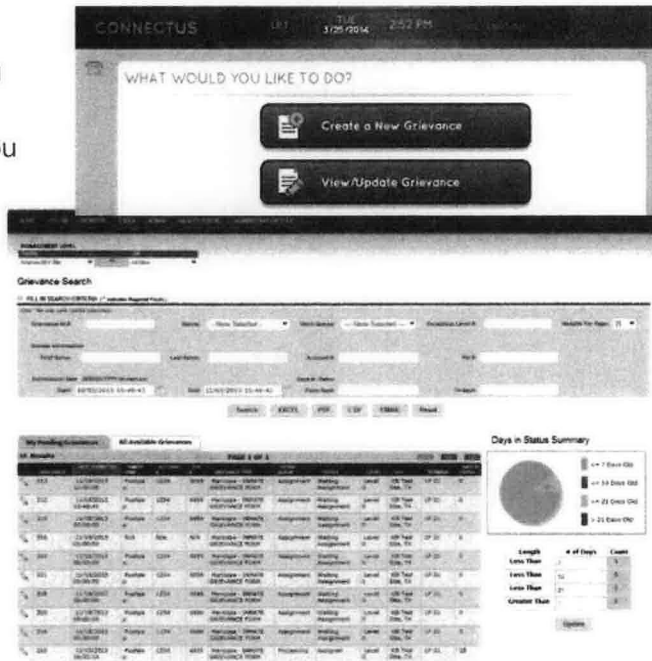
Grievance Application

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain inmate rights must be honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines and creates legal liability.

The Grievance Application is a form submission and routing tool that allows inmates to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions.

How the Grievance Application Works

- First, Securus will create any number of customized forms specifically for your facility. You may have a different grievance form for medical issues than you do with operational issues.
- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.
- Routing can also include an appeals process. If inmates are allowed to appeal a grievance response, the form can automatically be routed to a different member of your staff tasked with managing appeals.
- Inmates access the Grievance Application through ConnectUs™, where they can view and manage existing submissions or create new requests.
- Your staff will use Securus' centralized platform, NextGen SCP™, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure compliance with all necessary standards. A customized Grievance widget within NextGen SCP allows you to process grievances quickly and easily.



Commissary Application

ConnectUs™-enabled devices continue to be useful even when telephone and visitation hours have passed. For example, the devices can be used to place commissary orders. Securus has multiple integration options to display third-party vendors' applications or integrate directly with your facility. Providing inmates better access to a commissary application can have an immediate impact on commissary revenue.

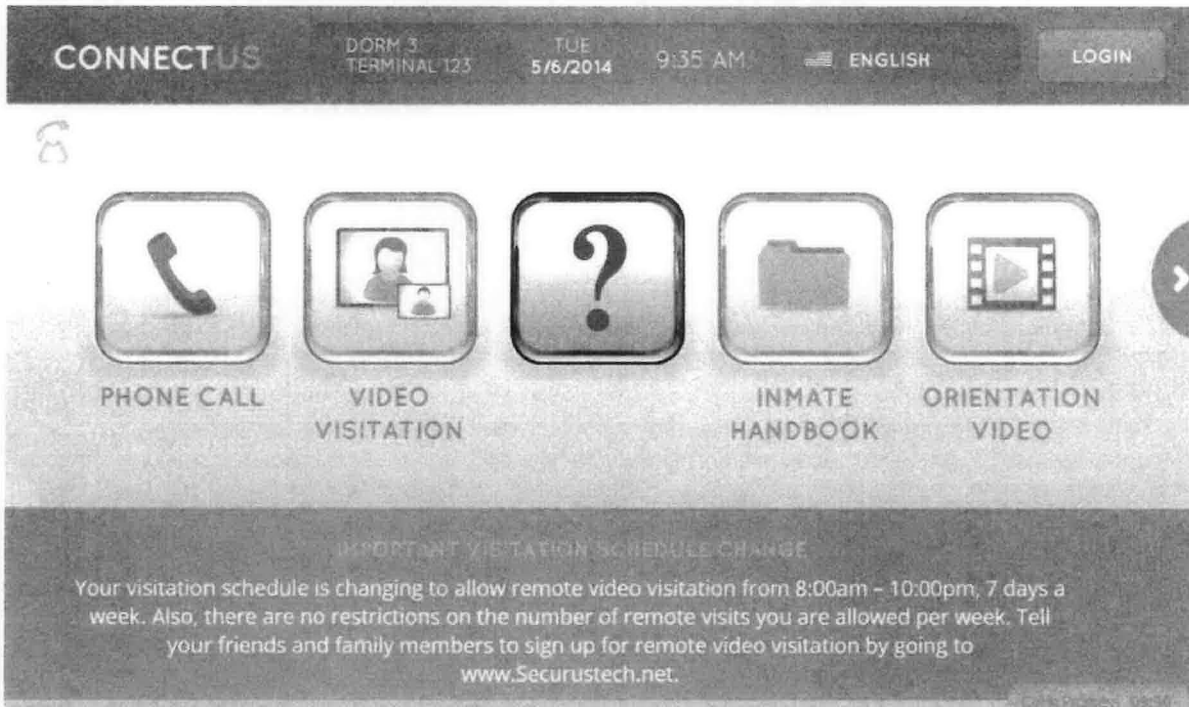
Inmate Handbook Application

A digital version of your inmate handbook can be accessed through The Inmate Handbook application on ConnectUs™. Inmates can access information without printing or distributing a single piece of paper. Digital versions of other important documents can be available on ConnectUs™ in addition to the Inmate Handbook.

Prepared for What's Next

The ConnectUs™ platform always remains up to date through regular updates. The platform can be customized to meet your needs and has the flexibility to handle whatever is next. In fact, using standard application programming interfaces, this innovative platform enables almost limitless integration with virtually any application, today or in the future.

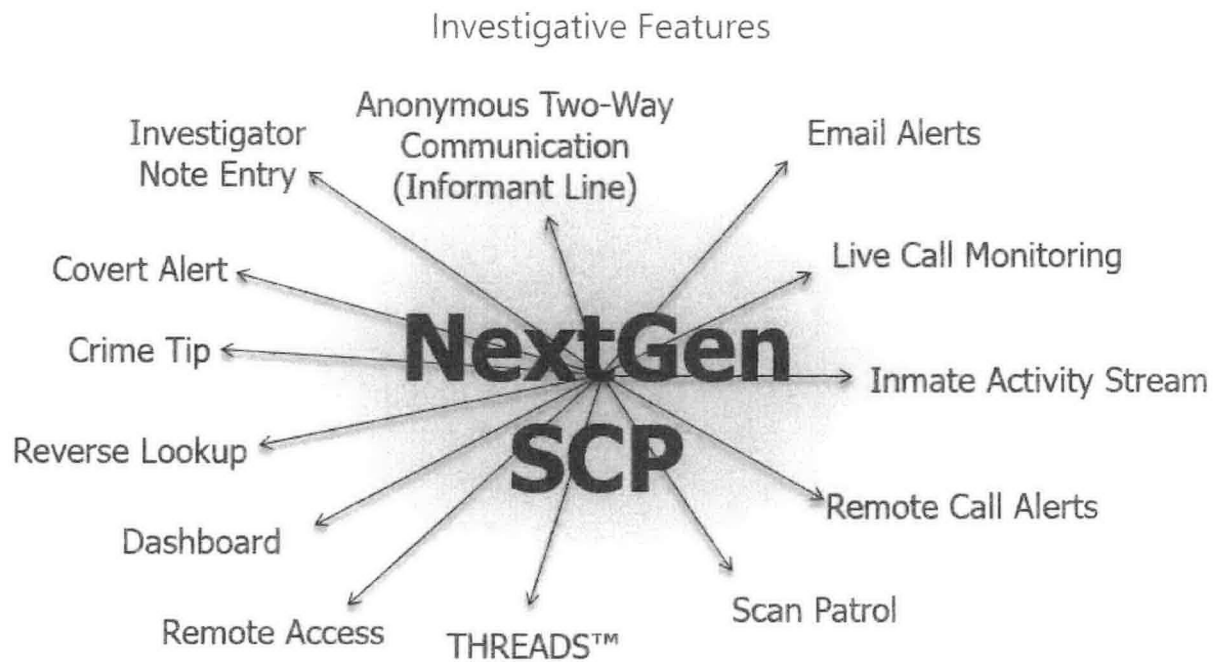
Securus' mission is to deliver valuable solutions to our customers through technology. This thinking drives all we do. ConnectUs™ is the latest Securus technological innovation designed to improve the safety of your staff, inmates, and simplify facility operations.



Exclusive Investigative Solutions

It is no longer enough just to process phone calls through an inmate telephone system. Inmate communication has become an important part of crime prevention and investigation in every correctional facility. Securus has the largest documented investment in new technology in the industry. We offer the most technologically advanced investigative solutions in the industry as evidenced by our industry-leading patent portfolio.

The NextGen Secure Communications Platform™ (NextGen SCP™) includes more than 500 distinct features, many of which are specifically designed to identify potential criminal activity conducted using inmate telephones.



Securus Inmate Tablet

Securus is offering an optional tablet program that provides Brown County with the ability to offer incarcerated individuals enhanced communication, education, self-help, religion, and re-entry resources while creating additional revenue through premium entertainment content. Securus' tablet program also allows you to streamline current processes at your agency and drive efficiencies. Securus provides ruggedized tablet devices, designed specifically for corrections, that have been "locked down" to prevent access to unauthorized usage. Securus is confident it is the most secure tablet on the market allowing correctional agencies to expand services without additional manpower. Our tablet program provides multiple charging solutions, one of which is patent pending, operation that can meet the needs of any agency. Our deployments are designed to adapt to your environment and deliver the benefits of a tablet platform without creating operational challenges.

Benefits for Inmates

Inmates can use Securus tablets for self-improvement, preparing for release, and occupying their time with productive activities.

Other features are:

- Communication
 - Phone
 - eMessaging

- Digital Mail Center
- Entertainment
 - Music
 - Games
 - Movies & TV Episodes
 - Videos
 - News
 - eBooks
- Education and Betterment
 - Increase GED completion rates
 -
 - Mental Health & Addiction Recovery assistance
 - Parenting programs
 - Religious participation opportunities
 - Law library access
 - Discovery documents

Benefits for Facilities

Facilities benefit from tablets in several ways:

- Reduced recidivism
- Increased programs for inmates
- Increased revenue opportunities
- Improve facility processes
- Increased safety
- Decrease movement of inmates
- Automated grievance filing
- Commissary ordering

Securus is excited about the future of tablet deployments and welcomes the opportunity to discuss this further with Brown County.

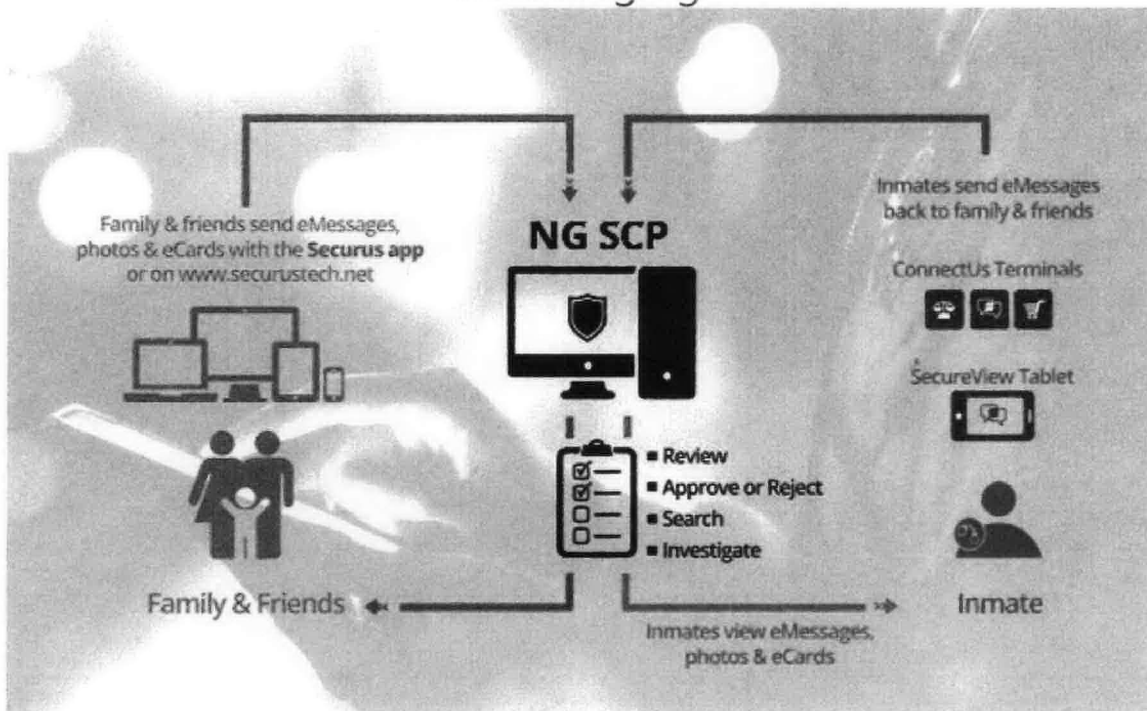
eMessaging

Securus eMessaging provides facilities with a secure, fully digital two-way messaging solution to help keep constituents and inmates connected during incarceration. eMessaging is provided at no cost to Brown County and uses existing inmate terminals and Securus tablets.

All eMessages are channeled through the secure facility eMessaging web-based portal for message review, analysis, and processing.



eMessaging



Constituents use Securus' free mobile app or family and friend website to purchase 'stamps' and send eMessages. Photos and eCards can be attached for an additional stamp. Family and friends may also send a photo only or a 30 second VideoGram from the mobile app.

A family and friend does not require approval to send an eMessage, although it is at Brown County's discretion to approve and allow the delivery of messages and attachments based on County facility standards and policies.

eMessaging Facility Portal

Leveraging the most widely used messaging platform in the corrections industry, Securus eMessaging provides facilities with an intuitive, easy to use system that provides total control over content assessment. The centralized, proprietary platform is managed wholly within the US. The flexible platform can be configured to match the review approach of each facility. An 'Auto Release' configuration allows messages to be forwarded automatically when certain conditions are met. The 'Manual Release' configuration will enable staff to review each message and manually release to the recipient or reject. If a facility does not use Securus' inmate terminals or Securus tablets, an Inbound eMessaging version can be implemented for staff to print and hand deliver messages. All messages and photos are retained for future review for the life of the contract, even if they are rejected or deleted by recipients.



When a message is opened for review additional activities can take place within the screen, such as viewing the mail history for either the family and friend sender or inmate. This helpful feature enables staff to see to whom else the family and friend sender has sent messages and from whom they have received messages in the facility. A convenient translator converts Spanish messages to English for staff review.

Review tools are integrated into the review portal to simplify and decrease staff time reviewing messages. A "view only" access can be created to allow for visibility of messages but without the authorization to reject or approve a message.

Security

Facilities have the flexibility to suspend inmates from participating in eMessaging. Once suspended, family and friends will see a notification before composing a message that the inmate is not eligible for eMessaging at this time. Family and friends can also be blocked from participating in eMessaging with a single inmate or the entire facility and will receive a pop-up notification if they or the inmate are blocked.



Each suspension and reactivation action for an inmate is logged with staff name, date and reason for the status change.

A word watch filter can be used to screen messages and separate those that have a word on the word watch list. Facility users can add or change words, and eMessages containing that text will be held in a folder for manual review. These messages display the words on the watch list at the top of the message

highlighted in red for easy viewing, allowing staff to quickly determine the context of the communication and decide whether to approve or reject.

The word watch filter is easy to use and flexible to align with trends in coded speech phrases or buzz words in order to quickly identify communication that might cause a security threat and provide context to an ongoing investigation for both incoming and outgoing reply eMessages.

A 'watch list' for inmates and family and friends can be populated by staff to flag messages for people added to the watch list, providing an efficient way to monitor communication of parties of concern. Individuals on the list can be activated and deactivated at any time.

eMessages that are 'clean'—without photos or words on the County word watch list or inmate/sender watch lists—can be set to automatically be approved and flow to the inmate to view on a ConnectUs terminal or Securus tablet. Each eMessage that is rejected by the facility generates an automatic, free message to the inmate or family and friend sender advising that their message was not forwarded with a stated reason. Rejection reasons can be modified to suit each unique environment.

Photos that are outside of your policy can be removed from the message while allowing the message and any acceptable photos to flow through to the inmate. The sender receives a notification that a photo was removed. All photos that were removed remain associated to the message and accessible anytime. The eMessaging system logs capture both the date and the staff member for each photo that is removed.



eCards are like greeting cards and are selected by family and friends and inmates from our online catalog. eCards are pre-worded and are not editable, so there is no need for staff to review these. They can be used to send an inspirational message or to celebrate special days, like Thanksgiving and December holidays.

Photos can be quickly reviewed with our Photo Review folder. Multiple photos are presented and can be individually rejected or all approved for faster visual assessment.

VideoGrams are 30 second recordings by family and friends using the free Securus app on an Apple or Android device. They can be quickly reviewed in our VideoGram folder in the facility portal. Inmates and the public can be blocked from participating in VideoGrams.

All eMessage photos, eCards, and VideoGrams from the public are retained for analysis, even when rejected due to offensive, dangerous, or out of policy content.

Investigations and Reporting

Facility staff can identify someone from the public who is communicating with multiple inmates easily and take action to suspend the inmate or sender or further investigate.

Intuitive reporting and views provide a complete message history by inmate, and the ability to search messages by inmate, family and friend, date, specific message and word on word filter list.

eMessages, providing valuable investigative opportunities, contain up to 4,000 characters when sent by the public and up to 2,000 characters when an inmate replies. Subject lines can contain up to 40 characters.



eMessaging Family and Friend Portals

For the utmost security, eMessages may only be sent and received by family and friends using the Securus Mobile app for smartphones and mobile devices, as well as the Securus family and friend website at www.securustech.net. These convenient user interfaces are also used by the public to deposit money into prepaid calling accounts and to enroll,

schedule, and participate in a remote Video Connect session. Once eMessaging is added to their free Securus account; the user can purchase a book of stamps used to pay for eMessages by searching for an inmate by name or inmate ID and selecting the state and facility name. Stamps can be purchased using a Visa or MasterCard credit or debit card and the user can save the card for future stamp purchases.



Family and friends can send a text-only message for one stamp and add photos from their photo gallery or take a photo on their mobile device for an additional stamp each. eCards are also an additional stamp.

With our Snap n' Send™ service, constituents using the Securus app can snap a photo or select from their gallery and send just the photo for one stamp, helping inmates and the public stay connected through familiar social media capabilities.

With our VideoGram service the public can take a 30 second video at a baseball game or party or select an existing video that can be automatically cropped to 30 seconds using the Securus app.

Family and friends can transfer stamps or prepay one message at a time for an inmate to reply. The stamp balance is always shown in the app or website inbox and all stamp purchases clearly state the stamp pricing and any associated fees and taxes. A stamp history can be viewed to show stamp purchase and transfer transactions.



If the message is rejected by the facility the sender will receive a free eMessage notification advising that the message was not delivered and the reason. If a reply was prepaid for the inmate and the inmate message is approved, the family and friend will receive the inmate text-based reply message in their eMessaging inbox.

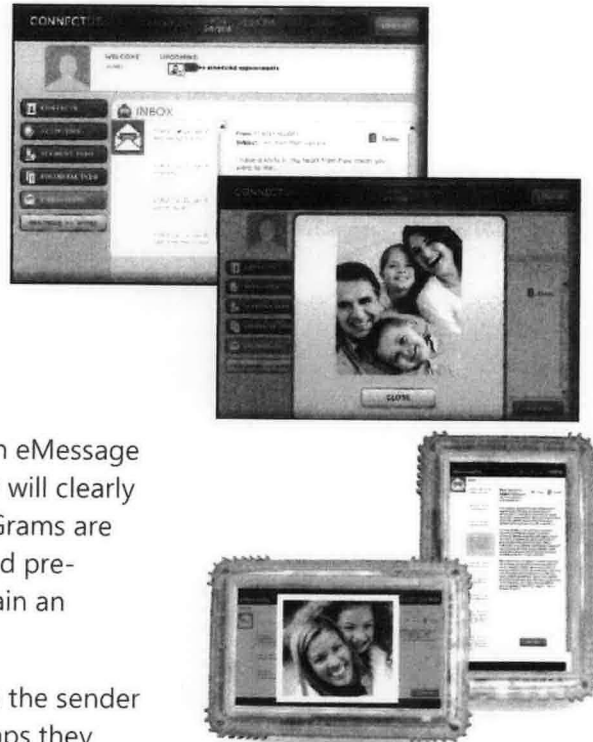
eMessaging Inmate Portal

The inmate can access the eMessaging module on the ConnectUs inmate terminal or on the Securus tablet after authentication.

All eMessages, photos, eCards, and VideoGrams are displayed on the terminal or tablet in an eMessage inbox with no paper distribution. There is no Draft folder for the inmate and the Sent folder can be deactivated if <client> wishes.

The inmate will see an indication that they have an eMessage in their inbox. Once the eMessage is opened, they will clearly see if photos and eCards are attached or if VideoGrams are awaiting download to view. If the family and friend pre-purchased an inmate reply, the message will contain an indicator that that an inmate can reply for free.

The inmate can reply with a text only eMessage to the sender by using the prepaid reply stamp or by using stamps they purchase or that are transferred to them by the public. Stamps that inmates purchase require Inmate Debit to fund the stamp purchase. The stamp balance is clearly shown, as well as the stamp history of purchases and transfers. Inmates cannot send messages to other inmates at your facility or any other.



If an inmate's message is rejected the inmate will receive a free eMessage notification advising that the message was not delivered and a reason. If the reply was from a prepaid reply, the family or friend will also receive a notification advising that the message was rejected and a reason.

Inmates are able to send an eCard selected from a menu by occasion, helping them to convey feelings or to bring cheer to their loved ones.



Inmate Inter-Communication Evaluation and Reporting system (ICER™) Overview

ICER™—Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

Inmate-to-inmate communication (ITIC) is a long-standing problem of which the frequency and severity has been nearly impossible to determine. Correctional facilities understand this problem, but have no means to solve it. Others believe the problem doesn't even exist. The reality is: **inmate-to-inmate communication is real, happening all over the country, and can now be identified.**

Every day, we learn about instances of major crimes being solved because of the increasingly cooperative efforts among state and federal agencies that are beginning to share case-critical data around the United States. In the world of inmate phone calls, we offer cutting-edge technology based on state-of-the-art, patent-pending, call-matching technology that identifies ITIC even when it's between two different correctional facilities across the country.

Although illegal ITIC events are identified in this scenario and details are provided to each agency regarding their leg of the call, the details of the other agency's event, such as names and telephone numbers, remain confidential unless both correctional facilities agree to share such information on an event-by-event basis. This unique information-sharing model ensures data remains secure while also providing enhanced information when needed. Securus serves more than 1,200 correctional facilities around the country where ICER events can be identified, and we have identified ITIC events within all 1,200 facilities.

Inmates are continually finding creative ways to speak to each other using the inmate phone system, and ICER listens to and identifies all of these illegal communication events. Whether two inmates are calling an accomplice on the outside who is verbally relaying messages, or the accomplice has two speakerphones to coordinate gang conference calls, ICER identifies all of these scenarios and proactively notifies all authorized corrections staff of the event and provides details that can quickly and easily be traced back to a specific call. This call can then be listened to through Securus' industry-leading platform.

The Threat

Inmates have been and continue to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world.

Before ICER, ITIC was essentially undetectable due to no practical technology or uniform networking capability to identify such communications.

Highlights of the inmate-to-inmate communication threat include:

- Inmates use a variety of methods to go undetected when communicating with an inmate, whether that inmate is in a neighboring pod, a separate facility within the same state, or in a different state. Inmates exploit conference bridges, Google Voice™, and other forms of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or put two speaker phones in proximity to one another, so that inmates can talk to other inmates without being detected.
- Until recently, ITIC events were only found when accidentally stumbled upon by correctional staff. Events are known to occur with much greater frequency than previously known.
- These illegal communications enable criminal activities to occur, including coordinating gang-related murders, human trafficking, drug trafficking, racketeering, and inmate disturbances at multiple correctional facilities around the country.

How ICER Events Occur

ICER events can occur in any of the following ways:

- Three-way calling
- Manually bridged calls
- Automatic bridges
- Speaker phones
- Relaying messages in real time
- Using Google Voice

Common Element: Called Party Involvement

How ICER Works

ICER uses advanced voice analysis technology to generate a call signature—a representation of the call that does not involve any of the original audio—for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the central data center for analysis. Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings. Under normal operations, call signatures are created, transmitted, and received at the data center for each completed call. Upon arrival, the call signature is immediately analyzed and checked against

other call signatures. If an ITIC event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report. To protect certain elements of inmate data from being displayed to participating agencies, both parties must provide online consent before details of the full report are made available. The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

ICER Event Report

ICER Event Report

Inmate Inter-Communication Event
identified on

**March 1, 2020 at
09:31 pm EDT**

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of this event follow below.

Brown County Jail Jones County Jail

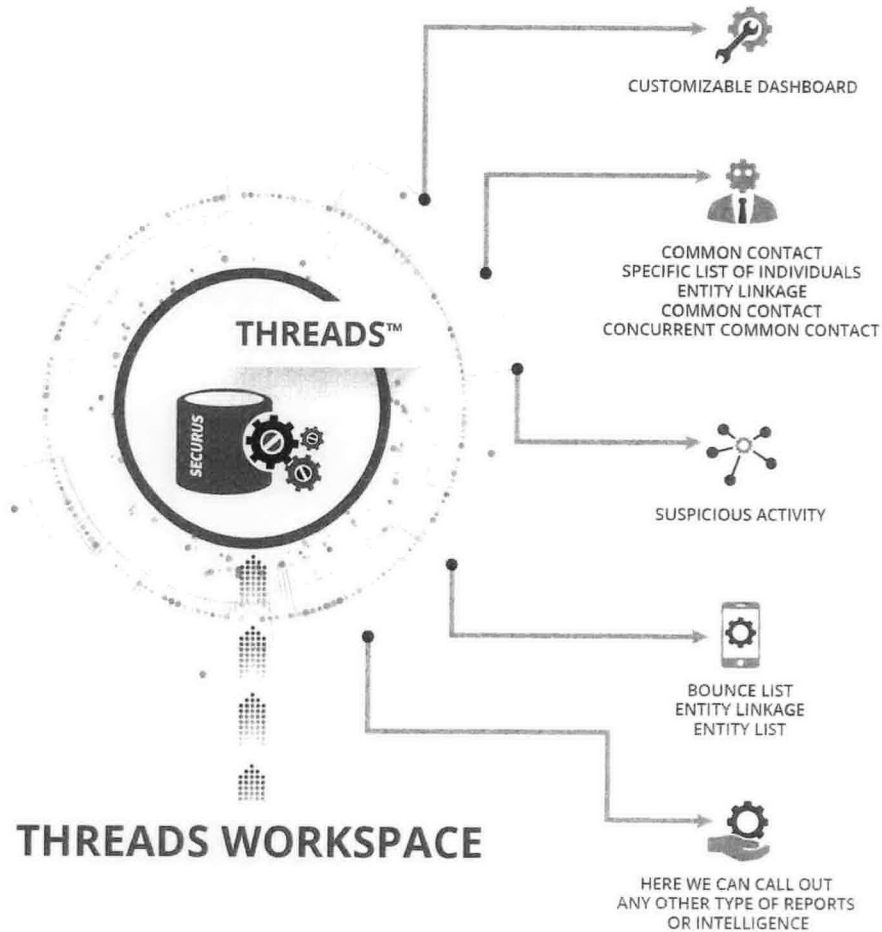
	Brown County Jail	Jones County Jail
Inmate	Jones Mike	Anderson Sam
Agency	Brown County	Jones County
Site	BCSO	JCSO
Inmate ID	1233455	338412
Called Number	123-456-7890	123-456-7890
Station Name	A31-W	B-34 E
Call ID	8833456	3342235
Call Start Time	03/01/2020 07:36 pm	03/01/2020 08:27 pm
Time into Recording (H:M:S)	00:12:01	00:02:36
Duration of Event (H:M:S)	00:39:01	00:39:01

Securus' ICER listens to every call to create a uniquely indefinable call signature. It then looks for calls occurring simultaneously or that overlap and using that call signature, identifies if there are any two calls where the same unique call signature is identified. Unlike other vendors, only Securus' ICER™ detects all inmate to inmate communication between separate facilities, which means you are no longer missing half of all of your inmate to inmate call traffic.

THREADS™ Analytic Data Platform—Overview

Securus understands that during an investigation, the law enforcement community is inundated with tasks and gathering intelligence. Identifying relevant data can be a challenge at times when new data are identified. This results from numerous different sources, formats, and potential leads that require identification. **Through Securus' data analytics platform—THREADS™—facility data is automatically ingested the moment THREADS is enabled.** Additional external data sources can be imported and analyzed to build an investigation. **All of this takes place without purchasing any additional equipment, and can be managed remotely at any time through an assigned web-based portal.** This means that Brown County can access data remotely from any location that provides internet access.

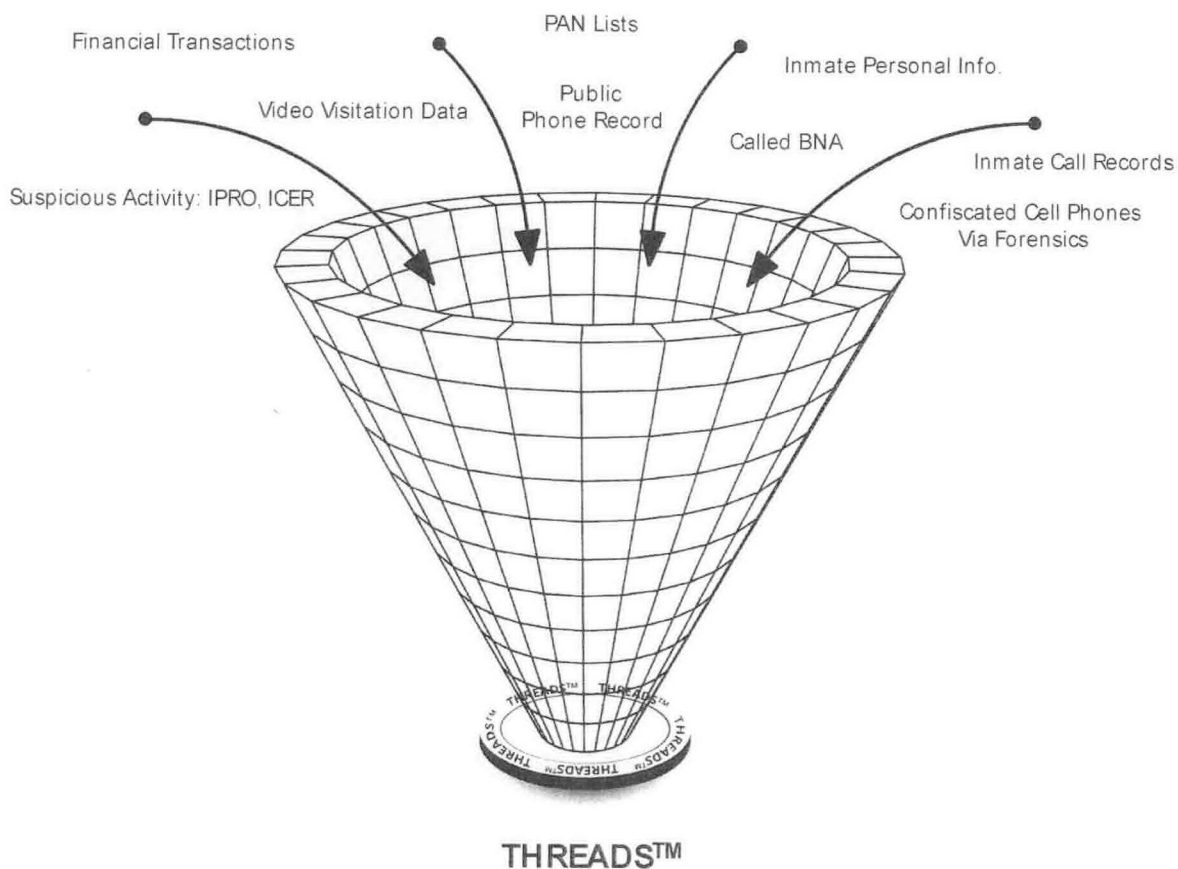
THREADS Brings Big Data Capability to the Corrections Industry



THREADS Applies Big Data Search Algorithms to Investigative Support

THREADS brings the power of Big Data Analytics to the investigative capabilities of correctional facilities, thereby reducing demands on Investigative personnel, while increasing their ability to identify potential criminal behavior. THREADS gathers and analyzes facility data, identifying actionable data that can be used as the basis of targeted criminal investigations.

Data Pulled from Multiple Databases



THREADS automatically imports information from NextGen SCP's telecommunications database, inmate information from JMS, and financial data. Multiple sources of data and databases are combined into the THREADS' analytic framework to reduce the time required for investigators to find suspicious patterns. Such patterns may be an indication of planning or commissioning crimes.

Widely-Used Investigative Telecommunications Platform

THREADS is the most widely used investigative telecommunications platform in the industry today, with more than 1.5 million inmates served, multiple petabytes of aggregated intelligence data, and more than 2 million phone calls processed per day. THREADS' powerful data analytics engine analyzes multiple types of facility data, such as inmate communication records, public phone records, billing name and address, data from confiscated cell phones, financial data, and more to automatically generate focused leads for investigators. THREADS' robust and accurate analytics engine is intuitive and easy to use, making it the ideal tool for any investigative officer operating within a correctional institution.

THREADS Was Developed Specifically for the Corrections Industry

Unlike other investigational software, which requires users to manually upload facility data, THREADS automatically consumes facility data on a nightly basis and does not require any equipment to reside on site. **The unique algorithms within THREADS were designed in conjunction with high-profile investigators, bringing more than 50 years of combined experience in communications, data, and training.** What can take an entire day with multiple officers working eight-hour shifts now takes just moments.

Primary Benefits of THREADS to the Prison Community

The primary benefits of THREADS to the prison community include:

- Visually-based linkage reports that make the identification of communication patterns and the identification of inmate activities and communications quick and easy to understand.
- Significant reductions in the amount of investigative time required to produce documented and actionable results.
- Community Data Sharing that allows facilities to run reports on a much larger data set to expand their investigative reach.
- Customizable facility dashboard with configurable display-based facility metrics.
- Discovery and disruption of inmate-based criminal activities.

Importing Information

THREADS will automatically import the **following types of corrections information:**

- Inmate call records
- Inmate personal information, such as name, account number, PIN, DOB, SSN, and more
- PAN lists
- Called party billing name and address information
- Video session data
- Suspicious activity, through IPRO and ICER for example
- Financial transaction metrics

THREADS can also import **information from external data sources, such as:**

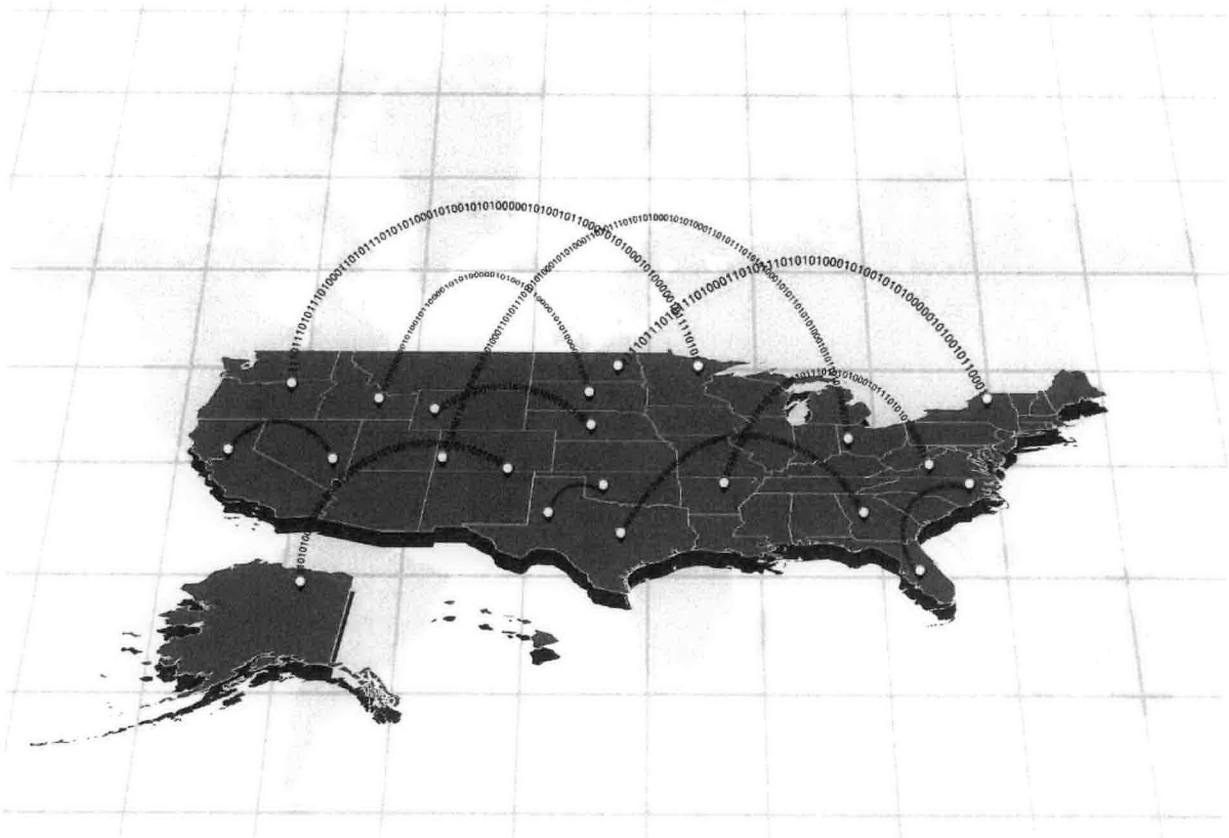
- Confiscated cell phones—calls, text messages, emails, videos, contacts, etc.
- Public phone records
- Events and places of interest
- Mail
- LexisNexis

THREADS Communities

THREADS further separates itself from other inmate telephone service providers by providing a national community database where facilities can choose to share their data to expand and identify more investigative opportunities and leads. Facilities can choose to share data with other local, regional, or national agencies depending on their investigative needs.

Through this community of data sharing, THREADS users can leverage the resources of other agencies to understand the breadth of their investigations and, therefore, close cases faster. By joining the THREADS community, users can run reports, uncover data correlations, and gather contact information unlike any other data analytics solution.

THREADS Communities Share Data Between Multiple Jurisdictions



Investigator Pro

Investigator Pro™ (IPRO) is the most powerful voice biometrics solution in the corrections industry. It is currently installed at several hundred state, county, and local agencies across the United States. IPRO was initially developed by JLG Technologies, which Securus acquired in 2014.

IPRO includes a wide range of tools that identify voices by name, deter inmate PIN abuse, and provide leads for investigators to identify and prevent illegal activity carried out over the inmate telephone system.

Investigator Pro is a Securus solution and Securus manages the solution roadmap. It is fully integrated with the Securus communications platform and is hosted in Securus' data centers. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

Investigator Pro Advantages

Investigator Pro provides these advantages for the agency and its investigators:

- A choice of inmate enrollment methods - supervised or covert - with the ability to mix the two or change from one to the other at any time.
- Real-time initial pre-call PIN check voice biometrics to reduce PIN theft.
- Continuous voice biometrics throughout the call to identify inmates by name no matter how many inmates are on the call or whose PIN was used.
- Ability to identify called parties by name when they are known to the system, to help find calls to released inmates.
- Voice search for inmates and called parties on both sides of calls using voice samples taken from either side.
- Inmate-to-inmate communication reporting through the seamless integration of ICER™, the Inmate Intercommunication Evaluation and Reporting System, into IPRO.
- A call player rich in features such as the ability to skip pauses, control playback speed, mute one side, and learn more about the voices on the call.
- Ability to add custom gang information and high-interest group labels to inmates and phone numbers, and to search on that information.

Investigator Pro Capabilities

Inmate Enrollment Method Choices

The agency can choose supervised or covert enrollment to create a voice-ID/PIN pair for each inmate. It can switch from one method to the other at any time. It can also choose to enroll existing inmates covertly and new ones through a supervised process.

Supervised enrollment creates a staff-verified voice sample for each inmate ID/PIN. Investigators then have a known audio file of each inmate to play. In covert enrollment IPRO learns a voice and associates it with an inmate ID/PIN. There is no staff involved and inmates are not asked to record their voices. Inmates are unaware of when and how covert enrollment occurs.

Pre-call PIN Check Voice Biometrics

IPRO's real-time pre-call PIN check feature, which the agency can elect to enable or not, reduces PIN sharing and theft. When an inmate begins a call IPRO verifies in real time that the inmate's voice matches the sample associated with the ID/PIN used to make the call. If it does, the call goes through. If not, the call is blocked.

Continuous Voice Identification

Investigator Pro does continuous voice identification throughout a call. It identifies all the speakers on the inmate side of the entire call by name, no matter how many there are, which one started the call, or whose PIN was used. It covers 100% of every call without tipping off the inmate(s) or called party. IPRO constantly "learns" and improves its voice identification accuracy. IPRO identifies called party voices by name when the names are known to the system, as in the case of released inmates.

Voice Search

The investigator can search for calls that have a particular voice on the inmate or called party side of the call. He can do a voice search by inmate name, inmate ID, or a voice sample that he saved from either side of a call in the call player. Search results include facts about that voice on those calls. With just a click the investigator can get a listing of the calls, inmates, or phone numbers involved.

IPro Voice Search

The screenshot displays the IPro Voice Search interface. At the top, there is a navigation bar with options like 'QuickFind', 'Advanced Search', 'Suspicious Call Finder', 'Notes Manager', 'Report Maker', and 'Manage'. Below this, the search area includes a search bar with '1370006 JOSE M COSTA' and date filters from '02/01/2018 00:00' to '04/01/2018 23:59'. A 'Saved Voice Samples' section indicates 'No saved voices available'. Below the search area, there are tabs for 'Current Inmate (Jose M Costa)' and 'Previously Saved Voices (None Found)'. A 'Fast Facts' section provides summary statistics: 5 calls had this person as an inmate, 0 inmates spoke to this person, 0 calls had this person as a called party, and 1 phone number had calls with this person. At the bottom, a table shows search results with columns for 'Select', 'Voice Score', 'Play', 'Notes', 'PIN', 'Call Hook DateTime', 'ID of inmate PIN used', 'Name', 'Phone number', 'Call Type', 'Talk Secs', 'Station Name', '3-Way Conf', and 'Susp Index'.

Select	Voice Score	Play	Notes	PIN	Call Hook DateTime	ID of inmate PIN used	Name	Phone number	Call Type	Talk Secs	Station Name	3-Way Conf	Susp Index
<input type="checkbox"/>	91			3059382	02/15/2018 18:27:25	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	721	6A 1 UJ		11
<input type="checkbox"/>	91			3064523	02/17/2018 15:04:48	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	655	1A 4		11
<input type="checkbox"/>	91			3069619	02/23/2018 15:20:32	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	554	1A 3		11
<input type="checkbox"/>	91			3165735	02/26/2018 21:07:26	1370006	Jose M Costa	1-865-555-1939	SonDebit	900	P2 1		11

Voice search results include facts about the voice and links to the relevant calls, inmates, and called phone numbers

Identification of Likely PIN Abusers/Imposters by Name

Investigator Pro flags calls that are likely cases of PIN sharing/theft. It names the likely imposters and gives the investigator tools to pursue those inmate names, calls, and voices further.

Inmate-to-Inmate Communication Reporting

IPro detects inmate-to-inmate calls no matter how or where they happen, because ICER, the Inmate Intercommunication Evaluation and Reporting System, is integrated into Investigator Pro. ICER finds these calls whether the inmates are within a facility or in different facilities across the country, and whether the two inmates called the same or different outside numbers to make the connection.

IPro puts ICER information at the investigator's fingertips on the home screen, in the results of call and inmate searches, and in the call player.

IPRO Quick Find



Main Search

Terms

P01009634 BRANDY

Timeframe

Copyright 2010 Securix Technologies, Inc. Patent #7,932,000

P01009634 Brandy Jackson

Fast Facts about Brandy Jackson:

- About 765 calls were made with Brandy's PIN Show
- 2 of Brandy's calls might have 3-Way activity Show
- 1 call involving Brandy was made to other inmates (Inmate List Below) Show
- 10 calls were made by Brandy using another inmate's PIN Show
- 3 calls were made by other inmates using Brandy's PIN Show
- 113 different phone numbers were called by Brandy Show
- 887 inmates called the same phone numbers as Brandy Show
- 41 numbers found common to Brandy and other inmates Show

Create your own list Show

Burn Selected to CDR Save Selected Export to Excel 1 matching record displaying 1

Select All	Play	Notes	CDR	Off Hook Date/Time	ID of Inmate PIN Used	Name	Phone number	Talk Secs	Station Name	3-Way Conf	Susp Index
				10/01/2019 21:02:08	P01009634	Brandy Jackson	1-720-555-5501	722	7D-1-2		00688

1 Note Open Notes in Note Manager

Conference

Inmates from this facility have been conferenced together on this call.

Brandy Jackson's PIN dialed 1-720-555-5501 from station 7D-1-2

Marsha Brown's PIN dialed 1-720-555-5501 from station T12.2

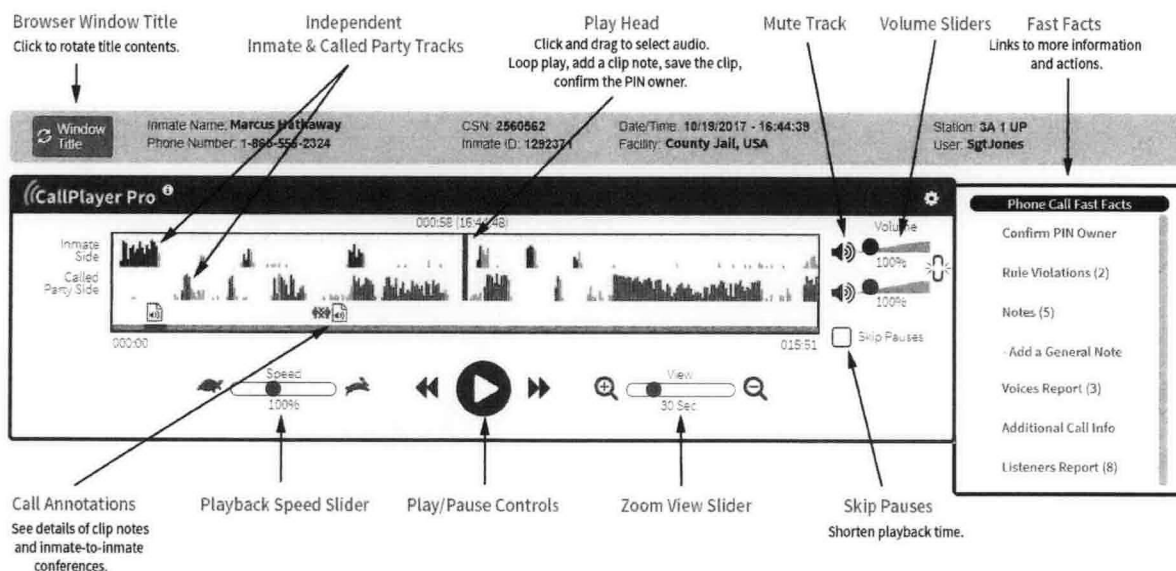
Date: 10/01/19
Creator: JTV
CDR: 1-Min

An inmate search from the home screen gives valuable information, including details about inmate-to-inmate calls.

Call Player

Investigator Pro has a full-featured call player that makes listening to inmate calls quick and easy. Some of the things investigators can do in the call player are: skip pauses, mute either side of the call, slow down/speed up playback, create audio clips, create and distribute call and clip notes with case numbers and category assignments, learn about the voices on the call, save voice samples for later voice searches, and learn about any rule violations on the call.

IPRO Call Player



Investigator Pro's call player makes listening easy and efficient. The Fast Facts box beside it has links to more information and actions for the investigator.

3-Way Call Detection

When IPRO suspects 3-Way activity on a call it flags it in the call player and in lists of calls.

Database Search

Investigator Pro has a large database of information about calls, inmates, voices, and telephone numbers. Investigators can search the database by criteria such as inmate name, inmate ID, date range, saved voice sample, custom High Interest Group label, inmate-to-inmate (ICER) calls, 3-Way calls, originating station, and case number.

Custom High-Interest Group Labelling

Investigator Pro lets investigators add their own information to the database and find it in searches later. They can tag inmates and phone numbers with their agency's own custom High Interest Group labels. They can also add notes and case numbers to calls, identify and label imposters' voices in cases of PIN abuse, and confirm the voices of PIN owners on calls.

Custom Gang Data Feeds

IPRO can be customized to automatically import the agency's own gang data, removing the need for investigators to manually add High Interest Group labels to inmates and called numbers.

Management Tools

Investigator Pro has management tools such as role-based access permissions, the ability to see officers' use of individual IPRO features, and the ability to create, organize, search for, and forward notes on calls/call clips.

IPRO Management Tools

The screenshot displays the IPRO Management Tools interface. At the top, there is a navigation bar with options like 'QuickFind', 'Advanced Search', 'Suspicious Call Index', 'NoteManager', 'ReportMaker', and 'Manager'. Below this, the 'Main Search Terms' section shows filters for 'Date Range' (after 8/10/2018), 'Case', 'Officer' (Inmate Name or ID), and 'Officer Group' (Show All). A central section titled 'Check any boxes to add a graph, uncheck boxes to remove a graph' lists various features such as 'Note Related', 'Listen Related', and 'Immate List'. Below these are two bar charts: 'Calls listened to (50)' and 'QuickFind Searches (51)'. At the bottom, an 'Officer Details: User4' section provides a summary of usage statistics.

Category	Value
Note Creation Summary	
Notes written	2
Calls accessed with no notes	1
Created notes deleted	0
Useful notes	0
Sent notes dismissed by others	0
Sent notes pending review	0
Call Access Summary	
Calls listened to	8
Hours:min of audio listened to	0:13
Percent of audio listened to	86%
Calls written to odrom/ward driver/other	1
Product Features Summary	
Imposter calls labeled	1
Average listen speed	100%
High Target Summary	
High Target calls reviewed	0
Hours:min of HT audio listened to	0:01
HT Calls marked 'Further Review Needed', then ignored	0
Searches Accessed	
QuickFind searches	0
CallIndex searches	0
VoiceSearch searches	0
NoteManager searches	0
SCF searches	0
Manager graphs	0

Agency management can readily see any officer's use of the different features in Investigator Pro

Reports

Investigator Pro can generate many useful reports with data such as pre-call PIN check results, likely PIN abusers, the most common called party numbers, and IPRO's voice learning results.

Securus' Digital Mail Center Overview

Contraband is one of the many items that plague today's correctional facilities. Ensuring that contraband stays outside of facility walls allows for a safer environment for both facility staff and inmates. With Securus' Digital Mail Center solution, facilities help prevent contraband introduction through the postal mail delivered to your facility.

Converting physical postal mail into electronic communications creates measurable results:

- Eliminates contraband entering through postal mail
- Eliminates operational burden on corrections staff from processing postal mail
- Removes risk of drug, Disease, and/or chemical exposure to agency staff
- Immediate notifications to staff and investigators when particular inmates receive mail creates timely intelligence
- Reduction in staffing costs or ability to relocate staff to other critical areas

The Securus Digital Mail Center eliminates contraband entering correctional agencies through the postal service by scanning physical mail and delivering it electronically to inmates through Securus' ConnectUs inmate terminals and Tablets. The Securus Digital Mail Center Dashboard provides the authorized provider staff or correctional agency staff with the following capabilities and information:

- Ability to view, approve, reject, delete, and manage scanned mail
- Ability to set alerts when specific inmates receive mail
- Audit logs of activity associated with the Securus Digital Mail Center for increased administrative oversight
- Ability to place and remove mail suspension or "holds" on the delivery of mail to select individuals

After the mail has been scanned and reviewed, Digital Mail Center delivers a scanned copy of the mail electronically that can then be delivered to and viewed by the inmates through ConnectUs phone terminals and/or Tablets.

Digital Mail Center is also flexible in its configuration, allowing it to be deployed in one of two ways:

- **Securus Managed:** Processing of physical mail can be automated by forwarding all inmate mail to Securus' Missouri-based processing center where certified investigative staff then open, scan, and electronically send mail to inmate terminals running ConnectUs inmate terminals and Tablets for inmates to retrieve.
- **Agency Managed:** Alternatively, agencies can choose for Securus to deploy the software only, allowing existing agency mailroom staff to scan and electronically deliver mail to inmate terminals running both ConnectUs inmate terminals and Tablets.

Regardless of which mail management system is chosen, all mail is received within the Digital Mail Center Dashboard. The Digital Mail Dashboard provides facility staff with a full suite of capabilities:

- View, approve, reject, delete, and manage all scanned mail.
- Ability to create text and email notifications when specific inmates receive mail.
- Full audit logs of all activity for increased administrative oversight.
- Easily configurable to automatically release scanned mail to inmates, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for inmate-specific mail.
- Manual Transcription creates a database of all messages that can be searched for specific words or phrases. NOTE: Manual transcription can be performed by agency staff, however, it will not be performed by Securus staff.
- Custom Watch Word List automatically identifies when content is inappropriate. NOTE: Custom Word Watch List is active only if agency uses Manual Transcription feature

Process Details

8. The Agency continues to receive '*privileged*' mail at the existing location/address. Examples of privileged mail are:
 - a. Legal
 - b. Financial
 - c. Medical
9. Securus will establish P.O. Boxes for appropriate facility mail to be directly sent in the Securus' Processing Center, while the facility will provide updates for outward facing mailing instructions with new addresses.
10. The Facility will need to update outward facing mailing instructions stating that inmate non-privileged mail should be mailed to the new Digital Mail Center P.O. Box address.
 - a. Any non-privileged mail that arrives at the facility may be sent to the P.O. Box for processing.
 - ii. Any envelope that contains traditional 8.5 x 11 paper sizing can be processed. Manilla legal style envelopes are included with this as well. We will receive and scan most mail packaging as long as the packaging can be scanned and is not comprised of cardboard or other rigid parchment incapable of running through our scanner. For example, USPS postal rigid express envelopes that lay flat but do not bend without creasing would not be accepted and magazines will not be accepted.
 - b. Mailing costs will be the responsibility of the facility.

11. Securus processing center receives mail
12. Within 48 hours of receipt, the processing center will open the mail and inspect for contraband or any suspicious material.
 - a. If contraband is found: Suspicious material will be given to local law enforcement and mail will not be scanned. The Agency will be notified by Guarded Exchange that contraband was found. If contraband was discovered after mail is scanned, then the letter will be "revoked", and a notification will be sent to the agency.
13. Approved mail, including envelope and content, will be scanned into the DMC system
14. Contents of mail will be placed back in envelope to be stored for a period of 30 or 60 days, after which the mail will be returned to the agency. The agency may also elect to have the mail destroyed after a period of 30 days.

Storage and Contraband

All information associated with the letter, including sender name, time, date, address, and content, are stored for the life of the contract. This creates permanent investigative intelligence that is impossible to achieve through standard physical mail processing. The facility may also determine whether physical mail that has been processed will be returned back to the facility or destroyed. Contraband will be delivered to local law enforcement for processing and facilities may request that a case be opened for senders of contraband material.

Protecting Privileged Communications

If mail originating from an attorney's office or other private/privileged establishments is received, it is immediately sent back to the correctional agency for physical delivery in order to ensure attorney/client privilege is maintained.

COMPETITIVE PROPOSALS: Proposals shall be by sealed bid and will be opened as to avoid disclosure of contents until all negotiations with prospective vendors have been completed. Upon completion of award all proposals shall be open for public inspection. Negotiations may be conducted with prospective vendors who submit proposals. All vendors shall be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals shall be permitted for the purpose of obtaining the best proposal for the services requested herein. Brown County reserves the right to reject any and all proposals or waive portions thereof and to choose the proposal which best meets the needs and requirements of Brown County and the Brown County Sheriff's Office.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

DEMONSTRATIONS: The Brown County Sheriff's Office shall reserve the right to require a thirty (30) day demonstration of services offered. Such demonstration shall be at no cost to Brown County and shall be for the purpose of evaluation of offered services.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

PROPOSALS: Proposals shall be submitted in the form as set forth by the County. Vendors shall submit all required forms with proposal.

SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.

CLOSING

COMPANY SUMMARY

Securus Serves City, County, State and Federal Governmental Agencies

Providing Civil and Criminal Justice Technology Solutions

For Public Safety, Investigation, Corrections
and Monitoring Professionals

**With Products
And Services
That Provide** Emergency Response Communication
Incident Management Information Management
Public Information Inmate Self-Service
Investigation Monitoring
Verification Inmate Entertainment
Trust Funding and more...

Name and Address Securus Technologies
4000 International Parkway
Carrollton, TX 75007

Family and Friends Website: www.securustech.net

Agency Website: www.securustechnologies.com

Management: David Abel, President & CEO
Geoff Boyd, CFO
Josh Conklin, Sales Vice President
Russell Roberts, Chief Growth Officer

Corporate Office Locations Carrollton, TX; Southborough, MA; Miami, FL; Atlanta, GA

Other Brands Owned JLG Technologies
Satellite Tracking of People (STOP)
JPay, LLC
Guarded Exchange, Inc.
AllPaid, Inc.

Headquartered in Carrollton, Texas, and serving over 3,400 law enforcement and corrections agencies and 1,200,000 inmates across North America, Securus Technologies is committed to serve and connect by providing emergency response, incident management, public information, investigation, verification, communication, information management, inmate self-service, and monitoring products and services in order to make our world a safer place to live. Securus Technologies focuses on "Connecting what matters". To learn more about our full suite of civil and criminal justice technology solutions, please visit www.securustechnologies.com.

ATTACHMENTS

Attachment A:

Licenses

Attachment B:

Certificate of Insurance

Attachment C:

Project Plan

Attachment D:

Sample Commission Report

Attachment E:

Financial Statement

Attachment F:

Sample Contract

Attachment A

Licenses



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FCC Registration

[FCC > FCC Registration](#)

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Search Public Information

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Displaying Records 1 (of 1)

<u>FRN</u>	<u>Registrant</u>	<u>Contact</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Country</u>	<u>RegDate</u>
0006222319	Securus Technologies, LLC	Conde, Debbie	4000 International Parkway	Carrollton	TX	75007	United States	01/23/2002

REFINE SEARCH

Customer Service			
Frequently Asked Questions	Forms Requiring an FRN	Privacy Statement	FCC Home Page
FRN Help Line: 877-480-3201 (Mon.-Fri. 8 a.m.-6 p.m. ET).			
The FRN Help desk has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can also submit a help request at https://www.fcc.gov/wireless/available-support-services .			



Office of the Secretary of State

January 15, 2020

CT Corporation System
701 Brazos, Ste. 720
Austin, TX 78701 USA

RE: Securus Technologies, LLC
File Number: 11694606

It has been our pleasure to file the Amendment to Registration - Conversion or Merger for the referenced entity. Enclosed is the certificate evidencing filing. Payment of the filing fee is acknowledged by this letter.

If we may be of further service at any time, please let us know.

Sincerely,

Corporations Section
Business & Public Filings Division
(512) 463-5555

Enclosure



Office of the Secretary of State

CERTIFICATE OF AMENDED REGISTRATION OF

Securus Technologies, LLC
11694606

[formerly: Securus Technologies, Inc.]

The undersigned, as Secretary of State of Texas, hereby certifies that an Amendment to Registration - Conversion or Merger to transact business in this state for the above named entity has been received in this office and has been found to conform to the applicable provisions of 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 Amended Registration to transact business in this state under the name of:

Securus Technologies, LLC

Dated: 01/13/2020
Effective: 01/13/2020



A handwritten signature in black ink, appearing to read "Ruth R. Hughs".

Ruth R. Hughs
Secretary of State

Form 422
(Revised 01/11)

Return in duplicate to:
Secretary of State
P.O. Box 13697
Austin, TX 78711-3697
512 463-5555
FAX: 512/463-5709
Filing Fee: See instructions



Amendment to Registration
To Disclose a Change Resulting from
A Conversion or Merger

FILED
In the Office of the
Secretary of State of Texas
JAN 13 2020
Corporations Section

Entity Information

1. The legal name of the converting or merging entity is:

Securus Technologies, Inc.

State the name of the entity as currently shown in the records of the secretary of state.

2. If the entity attained its registration under an assumed name, the qualifying assumed name as shown on the records of the secretary of state is:

3. The application for registration was issued to the entity on:

9/4/1997

mm.dd/yyyy

The file number issued to the filing entity by the secretary of state is: 0011694606

Reason for Transfer of Registration

4A. The application for registration is amended to disclose a change resulting from a conversion from one type of foreign entity to another type of foreign filing entity in order for the converted entity to succeed to the registration of the converting entity. The name, jurisdiction of organization, and entity type of the converted entity succeeding to the registration are:

Securus Technologies, LLC

Name of Entity Succeeding to Registration

Delaware

Jurisdiction of Organization

LLC

Type of Entity

4B. The application for registration is amended to disclose a change resulting from a merger into another foreign filing entity in order for the entity that survived or resulted from the merger to succeed to the registration of the merging entity. The name, jurisdiction of organization, and entity type of the entity succeeding to the registration are:

Name of Entity Succeeding to Registration

Jurisdiction of Organization

Type of Entity

Changes to the Application for Registration

(Attach a completed application for registration.)

5. The entity succeeding to the registration hereby attaches an application for registration setting forth the information applicable to that entity and amends the prior registration accordingly.

Effectiveness of Filing (Select either A, B, or C.)


- A. This document becomes effective when the document is filed by the secretary of state.
- B. This document becomes effective at a later date, which is not more than ninety (90) days from the date of signing. The delayed effective date is: 12/31/2019
- C. This document takes effect upon the occurrence of a future event or fact, other than the passage of time. The 90th day after the date of signing is: _____

The following event or fact will cause the document to take effect in the manner described below:

Execution

The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument.

Date: 1/9/20

By: 

Signature of authorized person (see instructions)

Justin Maroldi

Typed or printed name of authorized person

**Form 304
(Revised 05/11)**

Submit in duplicate to:
Secretary of State
P.O. Box 13697
Austin, TX 78711-3697
512 463-5555
FAX: 512/463-5709
Filing Fee: \$750



This space reserved for office use.

**Application for
Registration
of a Foreign Limited
Liability Company**

1. The entity is a foreign limited liability company. The name of the entity is:

Securus Technologica, LLC

Provide the full legal name of the entity as stated in the entity's formation document in its jurisdiction of formation.

2A. The name of the entity in its jurisdiction of formation does not contain the word "limited liability company" or "limited company" (or an abbreviation thereof). The name of the entity with the word or abbreviation that it elects to add for use in Texas is:

2B. The entity name is not available in Texas. The assumed name under which the entity will qualify and transact business in Texas is:

The assumed name must include an acceptable organizational identifier or an accepted abbreviation of one of these terms.

3. Its federal employer identification number is: 75-2722144

Federal employer identification number information is not available at this time.

4. It is organized under the laws of: (set forth state or foreign country) Delaware

and the date of its formation in that jurisdiction is: 08/22/1997

mm/dd/yyyy

5. As of the date of filing, the undersigned certifies that the foreign limited liability company currently exists as a valid limited liability company under the laws of the jurisdiction of its formation.

6. The purpose or purposes of the limited liability company that it proposes to pursue in the transaction of business in Texas are set forth below.

Provider of law enforcement and corrections technology, solutions, and related services.

The entity also certifies that it is authorized to pursue such stated purpose or purposes in the state or country under which it is organized.

7. The date on which the foreign entity intends to transact business in Texas, or the date on which the foreign entity first transacted business in Texas is: 12/31/2019

mm/dd/yyyy

Late fees may apply (see instructions).

8. The principal office address of the limited liability company is:

4000 International Parkway, Carrollton, TX, United States 75007

Address

City

State

Country

Zip/Postal Code

Complete item 9A or 9B, but not both. Complete item 9C.

9A. The registered agent is an organization (cannot be entity named above) by the name of:

CT Corporation System

OR

9B. The registered agent is an individual resident of the state whose name is:

First Name M.I. Last Name Suffix

9C. The business address of the registered agent and the registered office address is:

1999 Bryan Street, Suite #900, Dallas TX 75201-3136
Street Address City State Zip Code

10. The entity hereby appoints the Secretary of State of Texas as its agent for service of process under the circumstances set forth in section 5.251 of the Texas Business Organizations Code.

11. The name and address of each governing person is:

NAME AND ADDRESS OF GOVERNING PERSON (Enter the name of either an individual or an organization, but not both.)				
IF INDIVIDUAL				
Mary Ann		Sigler		
<i>First Name</i>	<i>M.I.</i>	<i>Last Name</i>		<i>Suffix</i>
OR	IF ORGANIZATION			
	<i>Organization Name</i>			
360 N. Crescent Drive		Beverly Hills	CA	90210
<i>Street or Mailing Address</i>		<i>City</i>	<i>State</i>	<i>Country</i> <i>Zip Code</i>

NAME AND ADDRESS OF GOVERNING PERSON (Enter the name of either an individual or an organization, but not both.)				
IF INDIVIDUAL				
<i>First Name</i>	<i>M.I.</i>	<i>Last Name</i>		<i>Suffix</i>
OR	IF ORGANIZATION			
	<i>Organization Name</i>			
<i>Street or Mailing Address</i>		<i>City</i>	<i>State</i>	<i>Country</i> <i>Zip Code</i>

NAME AND ADDRESS OF GOVERNING PERSON (Enter the name of either an individual or an organization, but not both.)				
IF INDIVIDUAL				
<i>First Name</i>	<i>M.I.</i>	<i>Last Name</i>		<i>Suffix</i>
OR	IF ORGANIZATION			
	<i>Organization Name</i>			
<i>Street or Mailing Address</i>		<i>City</i>	<i>State</i>	<i>Country</i> <i>Zip Code</i>

Supplemental Provisions/Information

Text Area: [The attached addendum, if any, is incorporated herein by reference.]

Effectiveness of Filing (Select either A, B, or C.)

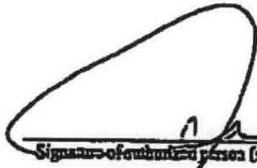
- A. This document becomes effective when the document is filed by the secretary of state.
- B. This document becomes effective at a later date, which is not more than ninety (90) days from the date of signing. The delayed effective date is: _____
- C. This document takes effect upon the occurrence of a future event or fact, other than the passage of time. The 90th day after the date of signing is: _____

The following event or fact will cause the document to take effect in the manner described below:

Execution

The undersigned affirms that the person designated as registered agent has consented to the appointment. The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument and certifies under penalty of perjury that the undersigned is authorized under the provisions of law governing the entity to execute the filing instrument.

Date: 1/9/20



Signature of authorized person (see instructions)

Justin Marold

Printed or typed name of authorized person.

DeAnn T. Walker
Chairman

Arthur C. D'Andrea
Commissioner

Shelly Botkin
Commissioner

John Paul Urban
Executive Director



Greg Abbott
Governor

2020 JUL 22 AM 10:02

Public Utility Commission of Texas

July 22, 2020

SECURUS TECHNOLOGIES LLC
MICHAEL LOZICH
4000 INTERNATIONAL PARKWAY
CARROLLTON TX 75007

RE: Project No. 50306 - Texas Pay Phone Provider REGISTRATION 2020

Your registration as a Pay Telephone Service Provider has been received and processed by the Public Utility Commission of Texas.

This letter constitutes your proof of registration to provide pay telephone service in Texas. Retain this letter for your records, as a copy must be provided the carrier that will connect your service to the network. Your permanent tracking number, which should be included with any correspondence or submissions to the Commission relating to pay telephone service, is **PP011330**.

To retain your registration, you must reregister annually with the Commission by July 31 of each calendar year. A Pay Telephone Service Provider that fails to reregister will be removed from the list of registered providers posted on the PUC web site under Utility Directories and is subject to disconnection. Registration information is posted on the Commission's web site under Industry – Communications – Registration & Reporting:

<http://www.puc.state.tx.us/industry/communications/business/pp/pp.aspx> You are advised to monitor this site for any changes in the rules, required form, and registration process.

Pay telephone service in Texas is governed by statute, regulation, and tariff. Tariffs are established by the local exchange carrier or carriers that serve your pay telephone(s). Applicable tariffs can be obtained from your local provider. The statutes are: The Public Utility Regulatory Act of 1999 (PURA) and the Federal Telecommunications Act of 1996. The Commission's substantive rules governing pay telephone service are: §26.102 and 26.341 – 26.347. Copies of PURA and the Commission's rules may be purchased from Central Records by calling (512) 936-7180 or downloaded from the Commission's web site:

<http://www.puc.state.tx.us/agency/rulesnlaws/subrules/telecom/Telecom.aspx>

Sincerely,

A handwritten signature in cursive script that reads "Fred Goodwin".

Fred Goodwin
Competitive Markets Analyst



Printed on recycled paper

An Equal Opportunity Employer

Attachment B

Certificate of Insurance

Attachment C

Project Plan

Brown County Jail, TX - ITS/SVC/Tablets - RFP, 10/2020 - Exported Tasks

Task Name	Duration	Start On	Due On
BD_Single Site Opportunity Installation Project Plan	60 Days	12/15/20	3/11/21
ITS-ITS Phase for Deployment of Services	53.94 Days	12/15/20	3/3/21
ITS-Securus Planning Activities	12 Days	12/15/20	1/4/21
ITS-Scope Overview	3 Days	12/15/20	12/17/20
ITS-Host Internal Project Review and Kick-off Meeting	1 Day	12/21/20	12/21/20
ITS-Initial Project Plan Build & Document Updates for Agency External Kick-off	3 Days	12/22/20	12/28/20
ITS-Request to Telecom for Transport Evaluation	7 Days	12/22/20	1/4/21
ITS-Agency Initiation Procedures	5 Days	12/31/20	1/8/21
ITS-Kick-Off Meeting with Agency	1 Day	12/31/20	1/4/21
ITS-Update Documents and Project Plan and Distribute to Project Sponsors/Stakeholders	2 Days	1/4/21	1/6/21
ITS-Agency Integration-Meeting	1 Day	1/7/21	1/8/21
ITS-Surveys, Orders, and Designs - Stage Tracking	12 Days	1/6/21	1/22/21
ITS-Site Survey by Field Service - Equipment Inspection for Services	1 Day	1/6/21	1/7/21
ITS-Post Site Survey Project Plan Updates	2 Days	1/7/21	1/11/21
ITS-Design BoM and Network; Submit and Receive Approvals	6 Days	1/11/21	1/19/21
ITS-Process Hardware Orders - SO Created and Submitted	2 Days	1/19/21	1/22/21
ITS-Provisioning by Implementation Specialist	34 Days	1/4/21	2/19/21
ITS-Evaluation of Product and Feature Functionality Requirements - ITS Cut Sheet	2 Days	1/11/21	1/13/21
ITS-Phase 1 Initiate Facility and Site Creation in SPP	3 Days	1/4/21	1/7/21
ITS-Phase 2 Software Provisioning	10 Days	1/13/21	1/27/21
ITS-Phase 3 Network and Hardware Configurations	5 Days	2/12/21	2/19/21
ITS-Order Management and Service Configurations	30 Days	1/7/21	2/18/21
ITS-Telecom Order & Delivery Lead Time	30 Days	1/7/21	2/18/21
ITS-Hardware Tracking & Delivery Lead Time	12 Days	1/22/21	2/9/21
ITS-Integration Tracking & Delivery Lead Time	20 Days	1/8/21	2/5/21
ITS-Touchpoint - Confirmation of Onsite Incoming Activity for Hardware and Telecom; Schedule Onsite Install	1 Day	2/2/21	2/3/21
ITS-Onsite Activities Performed and Completed	9 Days	2/8/21	2/19/21
ITS-Onsite Hardware Installation Activity Performed	5 Days	2/8/21	2/15/21
ITS-Transport Test & Turn up	1 Day	2/18/21	2/19/21
ITS-Touchpoint - Final Implementation Review (BTM/REG, Go/No Go, Go Live Scheduling)	1 Day	2/16/21	2/17/21
ITS-OMS/JMS/Commissary Integration Activities	9 Days	2/5/21	2/18/21
ITS-Configurations for Integration Features Within Systems	2 Days	2/5/21	2/9/21
ITS-Sr. INT - Phase 1 Validation	2 Days	2/9/21	2/11/21
ITS-Final Testing and Push to Production - Files for Service	2 Days	2/11/21	2/15/21
ITS-Sr. INT - Phase 2 Validation	2 Days	2/15/21	2/17/21
ITS-Approvals of Data Conversions by All Parties	1 Day	2/17/21	2/18/21

Brown County Jail, TX - ITS/SVC/Tablets - RFP, 10/2020 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
ITS-Activation of Scope with Agency	14 Days	2/11/21	3/3/21
ITS-Training Resources Scheduled (onsite or web)	2 Days	2/11/21	2/15/21
ITS-Marketing Material Ordered and Shipped	1 Day	2/15/21	2/16/21
ITS-Go Live - Turn-Up of Services	1 Day	3/2/21	3/3/21
ITS-Touchpoint - Agency Notification of Activation of Services and Functionality	1 Day	3/2/21	3/3/21
TAB-Tablets Phase for Deployment of Services	60 Days	12/15/20	3/11/21
TAB-Securus Planning Activities	12 Days	12/15/20	1/4/21
TAB-Scope Overview	3 Days	12/15/20	12/17/20
TAB-Host Internal Project Review and Kick-off Meeting	2 Days	12/18/20	12/21/20
TAB-Initial Project Plan Build & Document Updates for Agency External Kick-off	3 Days	12/22/20	12/28/20
TAB-Request to Telecom for Transport Evaluation	7 Days	12/22/20	1/4/21
TAB-Agency Initiation Procedures	7 Days	12/30/20	1/11/21
TAB-Kick-Off Meeting with Agency	2 Days	12/30/20	1/4/21
TAB-Policy Prep Training for Agency	5 Days	1/4/21	1/11/21
TAB-Update Documents and Project Plan and Distribute to Project Sponsors/Stakeholders	2 Days	1/4/21	1/6/21
TAB-Agency Integration Meeting	1 Day	1/7/21	1/8/21
TAB-Surveys, Orders, and Designs - Stage Tracking	12 Days	1/6/21	1/22/21
TAB-Site Survey by Field Service - Equipment Inspection for Services	1 Day	1/6/21	1/7/21
TAB-Post Site Survey Project Plan Updates	2 Days	1/7/21	1/11/21
TAB-Design BoM and Network; Submit and Receive Approvals	6 Days	1/11/21	1/19/21
TAB-Submit IP information to WH Manufacturing for SLP configuration	1 Day	1/19/21	1/20/21
TAB-Process Hardware Orders - SO Created and Submitted	2 Days	1/19/21	1/22/21
TAB-Provisioning by Implementation Specialist	40 Days	1/4/21	3/1/21
TAB-Phase 1 Initiate Facility and Site Creation in SPP	3 Days	1/4/21	1/7/21
TAB-Phase 2 Software Provisioning	10 Days	1/11/21	1/25/21
TAB-Phase 3 Network and Hardware Configurations	15 Days	2/8/21	3/1/21
TAB-Order Management and Service Configurations	30 Days	1/4/21	2/15/21
TAB-Telecom Order & Delivery Lead Time	30 Days	1/4/21	2/15/21
TAB-Material Tracking & Delivery Lead Time	12 Days	1/22/21	2/9/21
TAB-Integration Tracking & Delivery Lead Time	20 Days	1/8/21	2/5/21
TAB-Touchpoint - Confirmation of Onsite Incoming Activity for Hardware and Telecom; Schedule Onsite Install	1 Day	2/2/21	2/3/21
TAB-Tablet Deployment Activities	24 Days	12/15/20	1/20/21
TAB-Tablet Scheduler Cut Sheet Review Meeting	2 Days	12/15/20	12/16/20
TAB-Upload Importer Sheet, Enter Agency info in PROTOSS, get ICT approval	1 Day	12/17/20	12/17/20
TAB-Tablet Agency Apps Provisioning Setup	15 Days	12/21/20	1/13/21
TAB-SLP Configuration and Network - Highstate complete	2 Days	12/17/20	12/18/20
TAB-Tablet Warehouse Flashing & Delivery to Agency	5 Days	1/13/21	1/20/21
TAB-OMS/JMS/Commissary Integration Activities	16 Days	2/5/21	3/1/21

Brown County Jail, TX - ITS/SVC/Tablets - RFP, 10/2020 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
TAB-Configurations for Integration Features Within Systems	2 Days	2/5/21	2/9/21
TAB-Sr. INT - Phase 1 Validation	2 Days	2/9/21	2/11/21
TAB-Final Testing and Push to Production - Files for Service	2 Days	2/11/21	2/15/21
TAB-Sr. INT - Phase 2 Validation	2 Days	2/15/21	2/17/21
TAB-Approvals of Data Conversions by All Parties	1 Day	2/17/21	2/18/21
TAB-Onsite Activities Performed and Completed	15 Days	2/8/21	3/1/21
TAB-Onsite Hardware Installation Activity Performed	15 Days	2/8/21	3/1/21
TAB-Transport Test & Turn Up	1 Day	2/15/21	2/16/21
TAB-Touchpoint - Final Implementation Review (BTM/REG, Go/No Go, Go Live Scheduling)	1 Day	2/24/21	2/25/21
TAB-Activation of Scope with Agency	14 Days	2/19/21	3/11/21
TAB-Tablet Application Testing	1 Day	3/1/21	3/2/21
TAB-Training Resources Scheduled (onsite or web)	2 Days	2/19/21	2/23/21
TAB-Marketing Material Ordered and Shipped	1 Day	2/23/21	2/24/21
TAB-Go Live - Distro & Wifi Activation	1 Day	3/10/21	3/11/21
TAB-Touchpoint - Agency Notification of Activation of Services and Functionality	1 Day	3/10/21	3/11/21
SVC-SVC Phase for Deployment of Services	60 Days	12/15/20	3/11/21
SVC-Securus Planning Activities	12 Days	12/15/20	1/4/21
SVC-Scope Overview	3 Days	12/15/20	12/17/20
SVC-Host Internal Project Review and Kick-off Meeting	2 Days	12/18/20	12/21/20
SVC-Initial Project Plan Build & Document Updates for Agency External Kick-off	3 Days	12/22/20	12/28/20
SVC-Request to Telecom for Transport Evaluation	7 Days	12/22/20	1/4/21
SVC-Agency Initiation Procedures	6 Days	12/30/20	1/8/21
SVC-Kick-Off Meeting with Agency	2 Days	12/30/20	1/4/21
SVC-Update Documents and Project Plan and Distribute to Project Sponsors/Stakeholders	2 Days	1/4/21	1/6/21
SVC-Agency Integration Meeting	1 Day	1/7/21	1/8/21
SVC-Surveys, Orders, and Designs - Stage Tracking	12 Days	1/6/21	1/22/21
SVC-Site Survey by Field Service - Equipment Inspection for Services	1 Day	1/6/21	1/7/21
SVC-Post Site Survey Project Plan Updates	2 Days	1/7/21	1/11/21
SVC-Design BoM and Network; Submit and Receive Approvals	6 Days	1/11/21	1/19/21
SVC-Process Equipment Orders - SO Created and Submitted	2 Days	1/19/21	1/22/21
SVC-Provisioning by Implementation Specialist	35 Days	1/11/21	3/1/21
SVC-Evaluation of Product and Feature Functionality Requirements - SVV Cut Sheet	2 Days	1/11/21	1/13/21
SVC-Phase 1 Initiate Facility and Site Creation in SPP	3 Days	1/14/21	1/19/21
SVC-Phase 2 Software Provisioning	10 Days	1/19/21	2/2/21
SVC-Phase 3 Network and Hardware Configurations	15 Days	2/8/21	3/1/21
SVC-Order Management and Service Configurations	30 Days	1/4/21	2/15/21
SVC-Telecom Order & Delivery Lead Time	30 Days	1/4/21	2/15/21
SVC-Equipment Tracking & Delivery Lead Time	12 Days	1/22/21	2/9/21

Brown County Jail, TX - ITS/SVC/Tablets - RFP, 10/2020 - Exported Tasks (cont'd)

Task Name	Duration	Start On	Due On
SVC-Integration Tracking & Delivery Lead Time	20 Days	1/8/21	2/5/21
SVC-Touchpoint - Confirmation of Onsite Incoming Activity for Equipment and Telecom; Schedule Onsite Install	1 Day	2/2/21	2/3/21
SVC-Onsite Activities Performed and Completed	15 Days	2/8/21	3/1/21
SVC-Onsite Equipment Installation Activity Performed	15 Days	2/8/21	3/1/21
SVC-Transport Test & Turn Up	1 Day	2/15/21	2/16/21
SVC-Touchpoint - Final Implementation Review (BTM/REG, Go/No Go, Go Live Scheduling)	1 Day	2/24/21	2/25/21
SVC-OMS/JMS/Commissary Integration Activities	9 Days	2/5/21	2/18/21
SVC-Configurations for Integration Features Within Systems	2 Days	2/5/21	2/9/21
SVC-Sr. INT - Phase 1 Validation	2 Days	2/9/21	2/11/21
SVC-Final Testing and Push to Production - Files for Service	2 Days	2/11/21	2/15/21
SVC-Sr. INT - Phase 2 Validation	2 Days	2/15/21	2/17/21
SVC-Approvals of Data Conversions by All Parties	1 Day	2/17/21	2/18/21
SVC-Activation of Scope with Agency	14 Days	2/19/21	3/11/21
SVC-Training Resources Scheduled (onsite or web)	2 Days	2/19/21	2/23/21
SVC-Marketing Material Ordered and Shipped	1 Day	2/23/21	2/24/21
SVC-Go Live - Terminal Activation	1 Day	3/10/21	3/11/21
SVC-Touchpoint - Agency Notification of Activation of Services and Functionality	1 Day	3/10/21	3/11/21

Attachment D

Sample Commission Report

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Interlata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5755557938	\$14.25	95	18	\$1,649.10	10994	1276	\$0.00	0	0	\$90.51	431	42	\$0.00	0	0	\$0.00	0	0	\$1,753.86	11520	1336	\$0.00
Total:	\$14.25	95	18	\$1,649.10	10994	1276	\$0.00	0	0	\$90.51	431	42	\$0.00	0	0	\$0.00	0	0	\$1,753.86	11520	1336	\$0.00

Inmate Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Interlata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5755557938	\$100.80	672	144	\$1,748.70	11658	1663	\$0.00	0	0	\$34.23	163	31	\$0.00	0	0	\$0.00	0	0	\$1,883.73	12493	1838	\$0.00
Total:	\$100.80	672	144	\$1,748.70	11658	1663	\$0.00	0	0	\$34.23	163	31	\$0.00	0	0	\$0.00	0	0	\$1,883.73	12493	1838	\$0.00
Grand Total:	\$115.05	767	162	\$3,397.80	22652	2939	\$0.00	0	0	\$124.74	594	73	\$0.00	0	0	\$0.00	0	0	\$3,637.59	24013	3174	\$0.00

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00
Instant Pay - Text2Connect		0	\$0.00	\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		0	\$0.00	\$0.00
Outbound Voicemail (NonInterstate)		4	\$0.75	\$0.00
SIM		0	\$0.00	\$0.00
Tablets			\$0.00	\$0.00
Video Visitation		0	\$0.00	\$0.00
Video Visitation Subscription		0	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
Total:			\$0.75	\$0.00

eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
	0	\$0.00	\$0.00	\$0.00
Total: 0 \$0.00 \$0.00 \$0.00				

Total Revenue: \$3,638.34

Calculated Commission: \$0.00

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Prepaid Collect	\$1,753.86	11,520	1,336	\$0.00
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$90.51	431	42	\$0.00
Intralata	\$1,649.10	10,994	1,276	\$0.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$14.25	95	18	\$0.00
Inmate Debit	\$1,883.73	12,493	1,838	\$0.00
Interlata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$34.23	163	31	\$0.00
Intralata	\$1,748.70	11,658	1,663	\$0.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$100.80	672	144	\$0.00
Totals:	\$3,637.59	24,013	3,174	\$0.00

Attachment E

Financial Statement

Attachment F

Sample Contract

Master Services Agreement
[CUSTOMER(ST)]

This Master Services Agreement (this "Agreement") is by and between [CustomerName] ("you" or "Customer") and Securus Technologies, LLC ("we," "us," or "Provider"). This Agreement supersedes any and all other agreements (oral, written, or otherwise) between the parties and is effective as of the last date signed by either party (the "Effective Date").

WHEREAS, the parties agree that Provider will deploy certain products and services according to the terms and conditions herein and in the attached Schedule(s), which are incorporated by reference;

NOW THEREFORE, in consideration of the mutual promises and covenants herein, the parties agree as follows:

- 1. Applications.** This Agreement specifies the general terms and conditions under which we will provide certain software, hardware, systems, and services (collectively, the "Application(s)") to you. Additional Application-specific terms and conditions are stated in schedules to this Agreement (the "Schedules"), which are incorporated into and subject to the terms of this Agreement. In the event of any conflict between this Agreement and a Schedule, the Schedule will govern. The Applications include any incremental upgrades, modifications, updates, and additions to existing features that we may implement in our discretion (the "Updates"), but do not include additional features or significant enhancements to existing features. If Applications are provided by subsidiaries of Provider, the terms of this Agreement apply with equal effect to those subsidiaries.
- 2. Term.** The Agreement begins on the Effective Date, but the "Initial Term" will begin 120 days after the Effective Date (to allow for installation of hardware and/or implementation of network connectivity) and will end on the date that is [redacted] months thereafter. Unless one party delivers to the other written notice of non-renewal at least 90 days before the end of the then current term, this Agreement will automatically renew for successive periods of 12 months each. The terms and conditions of this Agreement will continue to apply for so long as we continue to provide the Applications to you after the expiration or earlier termination of this Agreement.
- 3. Compensation and Cost.** The compensation and cost for each Application, if any, is stated in the Schedules. If applicable, for Applications paid for via commission deductions, in any given month, if commissions earned are less than the Application's monthly cost, then Customer may be sent an invoice for the remaining amount. Unless stated otherwise in a Schedule, all invoices will be due and payable within 30 days after the invoice date. Provider reserves the right to charge interest on overdue invoices at the lower of (a) 15% per annum or (b) the maximum rate allowed by law, and to deduct any unpaid invoice balance plus any accrued interest from any amounts owed to Customer by Provider until Provider is paid in full.
- 4. Ownership of Applications and Grant of License to Customer.** Other than as specifically set forth in the Agreement, Provider does not grant or otherwise convey any license or other ownership right in or to the Applications or any technology or intellectual property rights associated with the Applications. Provider grants Customer a personal, limited, non-exclusive, non-transferable license (without the right to sublicense) to access and use the Applications solely as contemplated by the Agreement (the "Customer License").
- 5. Additional Terms of Customer License.** In connection with the Customer License, Customer agrees that (a) it will not resell, assign, or otherwise transfer the Applications or any portions thereof; (b) it will only use the Applications for lawful purposes and will not transmit, retransmit, or store material associated with the Applications in violation of any federal or state laws or regulation; (c) it will not provide access to the Applications to third parties; (d) it will not connect the Applications to any products that Provider did not furnish or approve in writing; (e) it will not create derivative works based on the Applications; (f) it will not disassemble, reverse engineer, decompile, or otherwise attempt to reveal the code, trade secrets, or know-how underlying the Applications or allow any third party to do so; (g) it will not remove, obscure, or alter any intellectual property right or confidentiality notices or legends appearing in or on any aspect of any Applications; (h) it will be responsible for distributing and assigning licenses to its end users; and (i) it will monitor and ensure that its licensed end users comply with these terms.

6. Ownership and Use of Certain Data Associated With the Applications. Unless otherwise required by law, Customer will own recorded inmate communications associated with the Applications (the "Customer Data"). During this Agreement and for a reasonable period of time thereafter, we will provide you with access to the Customer Data. Customer grants Securus a perpetual, worldwide, non-exclusive, non-transferable right to use the Customer Data (the "Securus License").

7. Grant of License from Customer to Provider. You grant us the exclusive right and license to install, maintain, and derive revenue from the Applications at all correctional facilities under your authority now and in the future during the term of this Agreement. Subject to the remaining terms and conditions of this Agreement, Provider will be the sole and exclusive provider of inmate-related communications, whether fixed, mobile or otherwise, including but not limited to voice, video, and data (e.g., phone calls, video calls, messaging, prepaid calling cards, debit calling, and e-mail) and inmate software applications (e.g., automated grievance filing system, law library, etc.) at all correctional facilities now or in the future under the authority of Customer and to the exclusion of any other third party providing such inmate communications and software, including without limitation, Customer's employees, agents, or subcontractors.

8. Third-Party Software. If applicable, you are the license holder of any third-party software products we obtain on your behalf in connection with the Applications, and you authorize us to provide the third-party software and agree that we may agree to the third-party End User License Agreements ("EULAs") on your behalf. Your rights to use any such third-party software product will be limited by the terms of the applicable EULA. The deployment of certain features and functionalities within Provider's Applications which utilize third-party content or services may require a direct agreement between you and the third party as a condition which must be fulfilled prior to deployment.

9. Express Warranties. Unless a Schedule states otherwise, Provider offers the following express warranties in connection with the Applications:

- a. Express Warranty for Hardware and Software Deployed and Owned By Provider. For hardware and software deployed and owned by Provider and provided to Customer pursuant to the Agreement, we agree to repair and maintain such hardware and software in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor during the term of the Agreement. All such maintenance will be provided at our sole cost and expense except as noted in this section. You agree to promptly notify us in writing after discovering any misuse of or destruction, damage, or vandalism to the equipment. We will have no obligation to repair or maintain such hardware or software, if the Applications are, without our knowledge and approval, interfaced with other devices or software owned or used by you or a third party, or if the Applications are otherwise damaged as a result of your actions.
- b. Express Warranty for Hardware and Software Purchased and Owned By Customer. For hardware and software purchased from Provider and owned by Customer pursuant to the Agreement, Provider warrants that such materials will be free from material defects under normal use, maintenance, and service for a period of 12 months from the date of sale. Provider makes no warranty with respect to low performance, damages, or defects in any such materials caused by misuse, misapplication, neglect, or accident, nor does Provider make any warranty as to any such materials that Customer has repaired or altered in any way. When applicable, Provider will replace the applicable materials at no cost, which is Customer's sole remedy in connection with a claim pursuant to this section.
- c. Express Warranty for Services Provided. Provider warrants that the services it provides will be performed in a good and workmanlike manner consistent with industry standards and practices. Provider warrants that its agents and/or employees used in the performance of its obligations will be qualified to perform the contracted services. Should any errors or omissions arise in the rendering of the services under this Agreement, Provider will undertake to correct such errors or omissions within a reasonable time period and in compliance with the Service Level Agreement terms stated in Section 11.

10. Disclaimer of Warranties. EXCEPT AS SPECIFICALLY SET FORTH IN SECTION 9 OF THIS AGREEMENT OR A SCHEDULE OF THIS AGREEMENT, THE APPLICATIONS ARE PROVIDED "AS IS" AND WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE, AND NONINFRINGEMENT.

11. Service Level Agreement. Provider will provide service for the Applications as specified at <https://securustechnologies.tech/servicelevelagreement/>.

12. Customer's Compliance With Applicable Laws. For Applications that allow you to monitor, record, investigate, or analyze inmate communications, you represent and warrant that you will operate such Applications in compliance with all applicable laws, and Provider makes no representation or warranty as to the legality of such actions. To the fullest extent allowed by law, you agree to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) arising out your non-compliance with applicable laws. You may designate certain communications (for example, attorney or clergy communications) as "Private" within certain of the Applications. You acknowledge and agree that you have the sole discretion, authority, and responsibility to designate certain communications as Private, and that we have no discretion, authority, or responsibility to make such designations, unless done so at your instruction. Further, to the fullest extent allowed by applicable law, you agree to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) arising out of the recording or monitoring of communications that you should have but failed to designate as Private.

13. Confidentiality. The Applications and related records and information (the "Confidential Information") will remain confidential to Provider. Customer understands and acknowledges that Provider is required by Section 222 of the Communications Act of 1934, as amended, 47 U.S.C. Section 222, to maintain the confidentiality of "Customer Proprietary Network Information", or "CPNI", which protects from disclosure consumers' sensitive personal information (including phone numbers called by a consumer; the frequency, duration, and timing of such calls; and any services purchased by the consumer). Customer will not disclose CPNI or Confidential Information to any third party without Provider's prior written consent. If you receive a request for disclosure of Confidential Information or CPNI pursuant to FOIA or its state equivalent, you agree to notify Provider in writing so we may assert any rights to non-disclosure under the applicable law.

14. Defense of Claim. Customer agrees to provide prompt written notice of any claim, demand, or cause of action made or brought against Customer arising out of or related to operation of the Applications (a "Claim"). We have the right, in our sole and exclusive discretion, to defend any such Claim at our sole cost, expense, and discretion. You agree not to compromise or settle any such Claim without our prior written consent. You acknowledge and agree to assist us with our defense of any such Claim.

15. Indemnity. TO THE EXTENT LEGALLY PERMISSIBLE, EACH PARTY (THE "INDEMNIFYING PARTY") WILL INDEMNIFY THE OTHER PARTY AND ITS OFFICERS, DIRECTORS, AGENTS, AND EMPLOYEES (COLLECTIVELY, THE "INDEMNIFIED PARTY") AND HOLD THE INDEMNIFIED PARTY HARMLESS FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, LIABILITIES, LOSSES, COSTS AND DAMAGES (INCLUDING WITHOUT LIMITATION COURT COSTS AND REASONABLE ATTORNEYS' FEES), WHICH THE INDEMNIFIED PARTY OR ANY OF ITS OFFICERS, DIRECTORS, AGENTS, EMPLOYEES MAY INCUR OR SUFFER THAT ARE CAUSED BY THE INDEMNIFYING PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

16. Default and Termination. If either party defaults in the performance of any obligation under this Agreement, the non-defaulting party will give the defaulting party written notice detailing the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of such notice, the non-defaulting party will have the right to terminate this Agreement upon 30 days' written notice and to pursue all other remedies available, either at law or in equity. Notwithstanding the foregoing, the 30 day cure period will be extended to 90 days if the default is not reasonably amenable to cure within such 30 day period, but only if the defaulting party diligently pursues to cure the default in good faith during the 30 day period. Notwithstanding the foregoing, if Customer breaches its obligations in Sections 4, 5, 7, 12, 13, or 14, Provider will have the right to terminate this Agreement immediately.

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

18. Uncontrollable Circumstance. We reserve the right to renegotiate or terminate this Agreement without penalty upon 60 days' written notice if circumstances outside our control (including, without limitation, changes in rates, regulations, or operations mandated by law; material reduction in inmate population or capacity; material changes in jail policy or economic conditions; actions you take for security reasons (e.g., Lockdowns); or acts of God) negatively impact our business; however, we will not unreasonably exercise such right. Further, Customer acknowledges that Provider's provision of the services is subject to certain federal, state, or local regulatory requirements and restrictions that are subject to change from time-to-time and that Provider may take any steps necessary to perform in compliance therewith.

19. Injunctive Relief. Both parties agree that a breach of any of the obligations set forth in Sections 4, 5, 7, 12, 13, or 14 would irreparably damage and create undue hardships for the other party. Therefore, the non-breaching party will be entitled to immediate court ordered injunctive relief to stop any apparent breach of such sections, such remedy being in addition to any other remedies available to such non-breaching party.

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

21. Notices. Any notice or demand made by either party under the terms of this Agreement or under any statute will be in writing and will be given by personal delivery; registered or certified U.S. mail, postage prepaid; or commercial courier delivery service, to the address below the party's signature below, or to such other address as a party may designate by written notice in compliance with this section. Notices will be deemed delivered as follows: personal delivery – upon receipt; U.S. mail – 5 days after deposit; and courier – when delivered as shown by courier records.

22. Miscellaneous.

- a. Choice of Law. This Agreement will be governed by and construed in accordance with the laws of the state where the Facility is located.
- b. No Waiver. No waiver by either party of any event of default under this Agreement will operate as a waiver of any subsequent default under the terms of this Agreement.
- c. Severability. If any provision of this Agreement is held to be invalid or unenforceable, the validity or enforceability of the other provisions will remain unaffected.
- d. Successors and Assigns. This Agreement will be binding upon and inure to the benefit of Provider and Customer and their respective successors and permitted assigns. Except for assignments to our affiliates or to any entity that succeeds to our business in connection with a merger or acquisition, neither party may assign this Agreement without the prior written consent of the other party.
- e. No Third-party Beneficiary Rights. The parties do not intend to create in any other individual or entity the status of a third-party beneficiary, and this Agreement will not be construed so as to create such status. The rights, duties, and obligations contained herein will operate only between the parties and will inure solely to their benefit. The provisions of this Agreement are intended to assist only the parties in determining and performing their obligations hereunder, and the parties intend and expressly agree that they alone will have any legal or equitable right to seek to enforce this Agreement, to seek any remedy arising out of a party's performance or failure to perform any term or condition of this Agreement, or to bring an action for the breach of this Agreement.
- f. Parties' Relationship. Nothing in this Agreement will be deemed or construed by the parties or any other entity to create an agency, partnership, or joint venture between Customer and Provider.
- g. Prevailing Party. In the event of any dispute, contest, or litigation between the parties hereto (a "Dispute"), the prevailing party in such Dispute shall be fully reimbursed by the other party for all costs, including reasonable attorneys' fees, court costs, expert or consultant's fees and reasonable travel and lodging expenses, incurred by the prevailing party in its successful prosecution or defense thereof, including any appellate proceedings. As used herein, "prevailing party" includes without limitation, a party who dismisses the Dispute in exchange for payment of the sums allegedly due, performance of covenants allegedly breached, or consideration substantially equal to the relief sought in the Dispute.
- h. Survival of Obligations. The parties' rights and obligations, which by their nature would extend beyond the termination, cancellation, or expiration of this Agreement, will survive such termination, cancellation, or expiration (including, without limitation, any payment obligations for services or equipment received before such termination, cancellation, or expiration).

- i. Execution Mechanics. Each signatory to this Agreement warrants and represents that he or she has the unrestricted right and requisite authority to enter into and execute this Agreement, to bind his or her respective party, and to authorize the installation and operation of the Applications. This Agreement may be executed in counterparts, each of which will be fully effective as an original, and all of which together will constitute one and the same instrument. Each party agrees that delivery of an executed copy of this Agreement by facsimile transmission or by PDF e-mail attachment will have the same force and effect as hand delivery with original signatures. Each party may use facsimile or PDF signatures as evidence of the execution and delivery of this Agreement to the same extent that original signatures can be used.
- j. Entire Agreement / Merger Clause. This Agreement, together with the Schedules, constitutes the entire agreement of the parties regarding the subject matter set forth herein and supersedes any prior or contemporaneous oral or written agreements or guarantees regarding the subject matter set forth herein.

EXECUTED as of the Effective Date.

<p><u>CUSTOMER:</u> [CustomerName]</p> <p>By: _____ Name: _____ Title: _____ Date: _____</p> <p><u>Customer's Notice Address:</u> _____</p>	<p><u>PROVIDER:</u> Securus Technologies, LLC</p> <p>By: _____ Name: _____ Title: _____ Date: _____</p> <p><u>Provider's Notice Address:</u> 4000 International Parkway Carrollton, Texas 75007 Attention: General Counsel</p> <p><u>Provider's Payment Address:</u> Same Address as Above, Attention: Accounts Receivable</p> <p><u>Please return signed contracts to the same address as above, Attention: Contracts Administrator</u></p>
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[LISTED PRODUCTS TO BE ADJUSTED DEPENDING ON FINAL TERMS OF

NEGOTIATED OFFER AND PROPOSED PRODUCT SET]

This **Product Schedule** is made part of and governed by the Master Services Agreement (the "Agreement") executed between Securus Technologies, LLC ("we" or "Provider" or "Securus") and [CustomerName] ("you" or "Customer"). The terms and conditions of the Agreement are incorporated herein by reference. Customer's use of certain products pursuant to this schedule is also governed by the terms and conditions at <https://securustechnologies.tech/producttermsofuse/>, which are incorporated herein by reference. This Schedule will be coterminous with the Agreement ("Schedule Effective Date"). In the event of a conflict between the terms of the Agreement and the terms of this Schedule, the terms of this Schedule will apply.

CALL MANAGEMENT SYSTEM

Secure Call Platform: Secure Call Platform ("SCP") allows inmates to place calls through its centralized system without the need for conventional live operator services. SCP allows Customers to (a) monitor and record inmate calls; (b) prevent monitoring and recording of private calls; (c) limit the duration of calls; (d) maintain call detail records; (e) shut the System on or off; and (f) allow free calls. Provider will be responsible for all billing and collections of inmate calling charges but may contract with third parties to perform such functions. Provider will store call recordings for a period of 90 days from the date of recording. Customer may download and store call recordings during that period. Customer is solely responsible for preserving any call recordings beyond that storage period by downloading them to a separate storage medium.

Provider will provide the equipment needed to support the required number and type of phones and other components in connection with SCP. Additional equipment or applications will be installed only upon mutual agreement by the parties, and may incur additional charges.

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

Inmate Debit. SCP also includes the ability to integrate Inmate Debit accounts. An Inmate Debit account is a prepaid, inmate-owned account utilized to pay for certain of Provider's services, and is funded either through a transfer from an inmate's trust/commissary account or through deposits from an inmate's friends and family. Once deposited in the Inmate Debit account, funds become property of the inmate. Inmate Debit accounts are associated with an inmate's personal identification number ("PIN"), and inmates are required to input their PIN at beginning of every Inmate Debit call.

INVOICING AND COMPENSATION:

[INSERT OTHER COMPENSATION TERMS AS APPLICABLE]

Commission. Provider will pay commission (the "Commission") based on the Gross Revenues earned through the completion of calls placed from the Facilities identified below. "Gross Revenues" means all gross billed revenues relating to completed collect and inmate Debit calls from your Facility(s), less service costs. Regulatory charges; taxes and fees; federal, state, and/or local charges; transaction, funding, or cost-recovery fees; credits; charges billed by third parties; and promotional programs are excluded from revenue to the Provider. For inmate Debit calls, Provider reserves the right to deduct call credits from Gross Revenue. Provider will invoice Customer on a weekly basis for all funding amounts transferred from inmates' facility trust/commissary accounts to Inmate Debit accounts. The invoice will be due and payable upon receipt.

Provider will remit the Commission for a calendar month on or before the 30th day after the end of the calendar month in which the calls were made (the "Payment Date"). Your payment address is as set forth in the chart below, and Customer will notify Provider in writing at least 60 days before a Payment Date of any change in Customer's payment address.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Commission Percentage	Commission Payment Address
	_ %	--SAME--

Customer acknowledges and agrees that we are paying the Commission for the exclusive right to provide inmate telephone services to inmates in Customer's Facility(s), and that any taxes assessed on Commission payments are the sole responsibility of Customer.

Customer Options for Alternative Compensation Structures. Notwithstanding anything to the contrary in the Agreement, at Customer's option, Customer may request that compensation and rates under the Agreement be amended to either a no commission or taxpayer-funded and no commission option at any time during the Term. If requested by Customer, the parties will negotiate in good faith regarding an appropriate reduction to the applicable call rates if Customer agrees to no longer receive any commission or other type of financial compensation under the Agreement. For such compensation structures, Provider can also accommodate a Customer request to transition from inmate and friend and family funding of inmate telephone services to a model where those services are taxpayer-funded / paid for by Customer.

ADVANCECONNECT SINGLE CALL

AdvanceConnect Single Call allows friends and family to pre-pay for a call from an inmate. Using AdvanceConnect Single Call, consumers can fund the minimum required to complete the applicable call. Based on the actual duration of the call, AdvanceConnect Single Call transactions are rated at the per-minute rate (plus any applicable federal, state, and local taxes and transaction fees). AdvanceConnect Single Call calls are commissioned in the same manner as collect calls.

COMMISSARY ORDER BY PHONE

Through Commissary Order by Phone, inmates may order and purchase commissary items using the inmate phone system. Customer's commissary operator provides an interactive voice response system ("IVR") and a speed-dial number (800#) into the commissary's IVR. Provider will work with Customer's commissary provider to set up and activate Commissary Order by Phone at the Facility.

PREPAID CALLING CARDS

Upon request, Provider will offer prepaid calling cards for resale to inmates. Prepaid Calling Cards are not returnable or refundable; all sales are final. Each prepaid calling card is valid for 6 months from the date first used. The cards are subject to applicable local, state, and federal taxes plus any applicable per-call surcharge fee. Upon written request, we will work with your commissary provider to sell Prepaid Calling Cards, but you must pay for any cards sold to the commissary provider on your behalf.

The face value of the Prepaid Calling Cards does not include any taxes or other fees. If Provider receives a Sales and Use Tax Resale Certificate from Customer, Provider will not charge applicable sales taxes on Customer invoices for Prepaid Calling Cards purchases.

The face value of the Cards, less a discount percentage of _%, plus any applicable sales tax and shipping charges will be due and payable 30 days after the invoice date.

OUTBOUND VOICEMAIL

Outbound Voicemail allows friends and family to retrieve voicemails from inmates. If an inmate's call goes unanswered, the inmate may leave a voicemail. Provider will send a text message to the dialed number with a link to pay for and listen the message. Based on the actual duration of the call, Outbound Voicemail transactions are rated at the per-minute rate (plus any applicable federal, state, and local taxes and transaction fees). Outbound Voicemail calls are commissioned in the same manner as collect calls.

THREADS

The THREADS application allows authorized law enforcement users to analyze corrections and communications data from multiple sources to generate targeted investigative leads. THREADS™ has three main components: data analysis, data review, and data import.

In addition, THREADS offers an optional "community" feature, which allows member correctional facilities to access and analyze corrections communications data from other correctional facilities within the community and data imported by other community members. Customer has elected to opt in to the community feature. Customer acknowledges and understands that data from its Facility or Facilities will be made available to the THREADS community for analysis and review.

[INSERT PRICE AND PAYMENT TERMS AS NEGOTIATED]

INVESTIGATOR PRO

Investigator Pro uses continuous voice identification technology to identify the inmate(s) speaking on a call, detect certain three-way call violations, and help investigators find correlations among calls. Inmates must participate in a supervised voice model enrollment process. This inmate voice model enrollment process is the responsibility of Customer. Customer's use of Investigator Pro is governed by the JLG Technologies, LLC End User Software License Agreement located at <https://securustechnologies.tech/ipro-terms-and-conditions/>, incorporated herein by reference.

[INSERT PRICE AND PAYMENT TERMS AS NEGOTIATED]

ICER

The ICER system provides authorized users the means to detect intra- and inter-Facility inmate-to-inmate communications from multiple sources to generate targeted investigative leads.

[INSERT PRICE AND PAYMENT TERMS AS NEGOTIATED]

SECURUS VIDEO CONNECT / CONNECTUS

Securus Video Connect ("SVC") is a web-based visitation system that allows individuals to schedule and participate in video sessions with inmates. SVC runs on the ConnectUs Inmate Service Platform ("ConnectUs"), an inmate communications and services platform that allows for the consolidation of assorted inmate activities in a single interface with a customized mix of applications ("ConnectUs Applications"). The configuration of SVC and ConnectUs ordered by Customer, its retail cost, and the length of time SVC sessions are stored is specified in the Securus Inmate Services Platform – Price List below:

[INSERT LIST WITH NUMBER OF TERMINALS, SELECTED APPLICATIONS, AND RETAIL COST AS APPLICABLE]

[INSERT PRICE AND PAYMENT TERMS AS NEGOTIATED]

If selected above, Provider will deploy a Third Party Vendor Commissary Application, once an agreement has been executed by and between Provider and Customer's commissary operator for such application. Customer is responsible for all costs associated with wiring and electrical installation as Customer will own any installed wire or network cabling upon termination of the Agreement. Provider will not charge an integration fee, but Customer is responsible for any Jail Management System (JMS) and Commissary integration fees if charged by those providers.

Customer also agrees to implement the following additional requirements:

1. Customer agrees that SVC must be available for paid remote sessions seven days a week for a minimum of 80 hours per terminal per week.
2. Customer will allow inmates to conduct remote visits without quantity limits other than for disciplinary action for individual inmate misbehavior.
3. All on-site sessions will be required to be scheduled at least 24 hours in advance, where practicable.

If the number of remote paid visits averages less than one per inmate per month, Provider and Customer agree to negotiate in good faith regarding additional compensation for Provider.

Provider will charge SVC session charges that are in compliance with state and federal regulatory requirements plus applicable taxes/fees/surcharges. If Customer wishes to offer free SVC sessions, a session charge equal to the then-current session rate, plus applicable taxes/fees/surcharges, will apply and will be invoiced to Customer or deducted from Commissions. It is Customer's sole responsibility to (i) establish and communicate its policies regarding monitoring and/or recording of private visits (i.e., attorney/client visits, clergy visits or other visits approved and implemented by Customer), and (ii) provide appropriate accommodations for non-recorded visits, as necessary. Provider is not responsible and hereby disclaims any liability for any and all content of the third-party applications and any documents, videos, or forms published by Customer or from outside sources. Customer and Provider acknowledge and agree that Customer's visitation policy with respect to in-person visits is solely within Customer's discretion.

SVC Compensation to Customer. If the number of monthly paid visits meets or exceeds 1.5 visits per inmate per month, Provider will pay Customer ___% of the charges (excluding applicable taxes/fees/surcharges) collected for paid SVC sessions at Customer's Facility. Provider reserves the right to deduct SVC session credits from revenue calculations. Provider will pay SVC payments for a calendar month to Customer on or before the 30th day of the following calendar month in which the sessions occurred (the "Payment Date"). SVC Payments are paid in one-month arrears and are not subject to retroactive payments or adjustments for notice delays.

VIDEO RELAY SERVICE

DESCRIPTION:

Securus' Video Relay Service application ("VRS") provides a fully integrated video relay service offering into the Secure Call Platform (SCP) allowing critical call controls to be maintained. This service allows deaf and hard-of-hearing inmates the ability to communicate with friends and family via a videoconferencing service.

Customer is solely responsible for (a) determining which inmates are eligible to use VRS; (b) configuring SCP to allow eligible inmates access to the VRS application on ConnectUs-enabled terminals; and (c) designating which VRS numbers for which calls are not to be recorded, by marking those numbers as "private" within SCP. Provider's third-party vendors shall have the right, in their discretion, to terminate VRS sessions for policy violations or disruptive behavior, including, without limitation, verbal or other abuse of the VRS interpreter.

COMPENSATION:

[INSERT PRICE AND PAYMENT TERMS AS NEGOTIATED]

AUTOMATED INFORMATION SERVICES

DESCRIPTION:

Provider will deploy Automated Information Services ("AIS") as described herein. Once Facility staff has uploaded the required information, AIS automates the distribution of certain information through a telephone IVR system without staff intervention. AIS is configurable to meet Customer's specific needs. The standard AIS options include automation of inmate and Facility information to (1) people who call Customer's main telephone number; and (2) inmates at Customer's Facility using the inmate telephone system. The following additional options (the "Additional AIS Options"), which are required in order to be eligible for the No Cost Option, defined below, are currently available for AIS:

- ✓ Ability to open or fund a Securus pre-paid telephone account (AdvanceConnect)
- ✓ Ability to fund an inmate phone account (Inmate Debit where available)
- ✓ Ability to supplement inmate deposit services by funding an inmate trust account
- ✓ Ability to leave a voice mail (AIS Jail Voicemail)

The AIS Jail Voicemail feature is a one-way communication product that allows friends and family members calling a facility to leave a 45-second voicemail for an inmate providing a quick way for friends and family to initiate communication or deliver timely information to an inmate prior to a scheduled phone call or visitation.

Regardless of whether Customer chooses the No Cost Option or Cost Option below, Customer understands and agrees that Provider may, upon future release, expand AIS to include additional constituent notification services or Additional AIS

Options upon 30 days advance written notice. Provider also offers customized AIS development options based on the terms at <https://www.securustechnologies.com/ais-terms-and-conditions>, which are incorporated herein by reference.

COMPENSATION:

No Cost Option – For those months when Customer deploys the Additional AIS Options – currently AdvanceConnect phone funding, Inmate Debit funding (only necessary where available), inmate trust account funding, and Jail Voicemail – Provider will offer AIS to Customer at no charge.

Cost Option – For those months when Customer does not comply with the conditions in the previous paragraph, Customer will pay Provider the greater of \$300.00 per month or \$2.00 per Average Daily Population per month (ADP ____), which will be payable through a commission deduction.

Integration Fees – Provider will not charge integration fees, but if a vendor charges integration fees, Customer is responsible for their payment.

AIS Jail Voicemail – If deployed, friends and family will pay up to a \$1.99 usage fee for each voicemail they leave, 20% of which Provider will pay to Customer each month. AIS Jail Voicemail is not subject to any other compensation.

FEES PAYABLE BY DEPOSITOR FOR TRUST FUNDING:

The following fees apply to trust funding transactions through AIS:

Deposit Amount	Fees JPay.com / JPay App	Fees Call Center / AIS IVR
\$0.01 - \$20.00	\$3.95	\$4.95
\$20.01 - \$100.00	\$6.95	\$7.95
\$100.01 - \$200.00	\$8.95	\$9.95
\$200.01 - \$300.00	\$10.95	\$11.95

TABLETS

Provider will deploy free basic community tablets to Facility. In addition to the free basic community tablets, Provider will offer personal rental tablets with premium content. Customer may purchase tablet earbuds at \$5.66 per set, which may be invoiced or deducted from commissions. Customer is responsible for any applicable taxes and third-party expenses associated with the earbud purchase. Each earbud order must be for at least 25 units and be made in 25 unit increments. Provider may, at its option, decline to fulfill any order that does not conform to these requirements. Alternatively, if requested by Customer, Provider will work with Customer's commissary provider to facilitate the sale of earbuds. Customer will not permit the resale of the earbuds for more than \$19.99 per set unless approved by Provider.

Premium content may include, but is not limited to, songs, games, movies, and television episodes. Customer understands and acknowledges that premium content is subject to availability and may change at Provider's discretion. Premium content also may be subject to third-party licensing agreements with content providers. If Customer provides content for Provider to display on the tablets, Customer represents and warrants that it has obtained all necessary licensing and rights to display such content. Provider is not responsible and hereby disclaims any liability for any and all content of third-party applications and any documents, videos, or forms published by Customer or from outside sources.

For the 12-month period following the Effective Date, Provider will offer personal rental tablets at a promotional rate of \$____ per tablet per month plus applicable taxes/fees/surcharges. Provider will pay Customer ____% commission on the revenue earned through the purchase of premium content on those tablets; such commission is net of licensing and network costs, excludes applicable taxes/fees/surcharges, and is not paid on the tablet rental rate. The subscription fee and premium content fees can be paid by using either Inmate Debit or a Tablet user account. The parties reserve the right to renegotiate the \$____ promotional rental rate and/or commissions earned if, after the initial 12-month period, Provider's Tablet-related costs exceed the revenue generated.

EMESSAGING

DESCRIPTION: Securus' eMessaging Application ("eMessaging") allows for two-way electronic communication between friends and family and an inmate. Users purchase eMessaging "stamps," which are used to fund the transmission of an electronic message according to the following chart:

Type of Message (When Available)	Number of Stamps	Notes
Text Message	1 stamp per message	
Photo	1 stamp per photo	Limit of 5 photos per eMessage; 3 MB / photo limit
eCard	1 stamp per eCard	Limit of 5 eCards per eMessage
VideoGram	3 stamps per VideoGram	

Different types of attachments can also be combined in a single transmission.

The facility can access a web-based portal that enables message review, and can approve and reject a message or attachment based on the facility's policies and criteria. Friends and family must send and receive messages using either the Securus mobile app or their inbox at www.securustech.net and must have a free Securus Online account to access. Approved messages and attachments are accessible by inmates through certain of Provider's technologies as agreed by Customer and Provider.

With Customer's agreement, Provider may (a) issue future releases of eMessaging which contain additional features and functionalities; or (b) modify the pricing contained herein.

COMPENSATION: Provider will provide eMessaging at no cost to Customer. Friends and family members can purchase a book of stamps specific to a facility in the following quantities:

Number of Stamps in Book	Stamp Book Price (Plus transaction fees and all applicable taxes)
5	\$2.50
10	\$5.00
20	\$10.00
50	\$25.00

Where available, using funds in an Inmate Debit account, inmates can purchase a book of stamps in the following quantities:

Number of Stamps in Book	Stamp Book Price (Plus applicable taxes)
1	\$0.50
2	\$1.00
5	\$2.50
10	\$5.00

Provider will pay Customer a commission of % on each redeemed stamp based on the Stamp Book Price (excluding any applicable taxes/fees/surcharges), which may differ from facility to facility. A stamp is considered "redeemed" when it is used to send messages. Provider will remit the payment for a calendar month to Customer on or before the 30th day after end of the calendar month in which the eMessaging stamps were redeemed (the "Payment Date"). All payments will be final and binding unless Provider receives written objection within 60 days after the Payment Date.

GUARDED EXCHANGE SERVICES

[GEX STANDARD MONITORING] Provider's subsidiary, Guarded Exchange, LLC, will deploy an offender communications monitoring system ("GEX System") designed to assist with identification of (1) suspicious or suggestive key words or phrases;

(2) phrases that suggest threats to security of the Facility(s) and Facility personnel; and (3) criminal activity in and outside of the Facility(s).

The GEX System will analyze a selected subset of inmate communications originating from the Facility(s), including, as agreed, specific communications that match criteria provided by Customer (Targeted Requests). Guarded Exchange will provide reports to Customer that detail a breakdown of threat levels identified.

[GEX VIDEO MONITORING] In connection with Securus Video Connect, if Customer requires at least 24-hours scheduling notice, Guarded Exchange analysts will monitor all Securus Video Connect sessions for facility protocol violations. If Customer allows pop-up Visitation (i.e., does not require at least 24-hours scheduling notice), Provider will schedule at least one analyst during Video Connect hours to monitor as many sessions as possible. Guarded Exchange will provide reports to Customer that detail a breakdown of facility protocol violations.

[INSERT PRICE AND PAYMENT TERMS AS NEGOTIATED]

NATIONAL CELLULAR FORENSICS SERVICES

National Cellular Forensics Services, offered by Provider's subsidiary Guarded Exchange, LLC ("NCF Services") provide a comprehensive and analytical breakdown of data from cellular phones to help support ongoing investigations. Devices are analyzed and returned to Customer along with any and all information gathered from the devices.

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SECURUS DIGITAL MAIL CENTER

Digital Mail Center service and software allows authorized Provider staff or authorized Customer staff to scan certain physical mail and electronically deliver it to inmates. Through Digital Mail Center, authorized staff can (1) view, approve, reject, and manage scanned mail; (2) set alerts when specific inmates receive mail; and (3) review audit logs of activity associated with the Digital Mail Center for increased administrative oversight.

[CUSTOMER SCAN VERSION] Customer Screened and Processed and Provider Delivered – Customer is solely responsible for the initial processing of physical mail, its conversion into electronic form, and approval for delivery to the intended inmate as well as any associated costs. Provider will furnish the software used to scan the physical mail into electronic form. Once the physical mail is scanned and approved for delivery, the software will automatically distribute the electronic version of the mail as agreed by Customer and Provider.

[SECURUS SCAN VERSION] Provider Screened, Processed, and Delivered – Provider will conduct the initial processing of physical mail and its conversion into electronic form, typically within 48 hours of receipt. After processing and, if desired, Customer approval, Provider will distribute the electronic version of the mail as agreed by Customer and Provider. Customer will not forward mail to Provider that is not reasonably susceptible to scanning (such as boxes, books, or other such materials which do not consist of printed correspondence on a two-dimensional page) and will inform inmates and friends and family about this restriction. Provider has no obligation to scan such mail. If Provider receives such mail, it will be returned to Customer at Customer's cost or returned to its sender. If Provider receives mail addressed to an inmate no longer at Customer's facility, such mail will be returned to its sender.

Digital Mail Center will be configured with the following options, which are subject to change upon the parties' agreement.

<p><u>Pre-Approval Prior to Delivery</u></p> <p><input checked="" type="checkbox"/> Auto Approve – Provider will deliver all scanned mail. Written contraband will be treated in accordance with the "Discovery of Written Contraband / Images" section of this table.</p> <p><input type="checkbox"/> Customer Approve – Customer will review and approve all scanned mail prior to delivery</p>	<p><u>Physical Mail Handling</u></p> <p><input checked="" type="checkbox"/> Destroy after 30 days</p> <p><input type="checkbox"/> Return to Customer after 30 days (at Customer's cost)</p>
<p><u>Discovery of Physical Contraband</u></p>	<p><u>Discovery of Written Contraband / Images</u></p>

Release to local law enforcement (based on location of Provider's processing facility) and report to Customer for further direction

Destroy

Provider will use reasonable efforts to identify such contraband based on Customer's instructions and Provider's experience, but Provider does not represent or warrant that it will correctly identify such contraband.

Do not scan, and report to Customer for further direction

Scan and require additional Customer review

Provider will use reasonable efforts to identify such contraband based on Customer's instructions and Provider's experience, but Provider does not represent or warrant that it will correctly identify such contraband.

Customer will not process any mail through Digital Mail Center that originates from an attorney's office or is otherwise legally private or privileged. If Provider receives mail originating from an attorney's office or other private/privileged establishments, Provider will send it to the correctional agency at Customer's cost for physical delivery to ensure privilege is maintained or return it to its sender.

If Customer elects to withhold mail from delivery to an inmate or directs Provider to destroy mail per this Schedule, the Customer is solely responsible for notifying the inmate and the sender of such actions as may be legally required.

All electronic information associated with the mail, including sender name, time, date, and address will be stored for the Term of the Agreement. Scanned images will be stored for a period of two years after they are scanned. It is the responsibility of Customer to remove any desired images from the housing location for permanent storage within two years after their scan as they may be permanently deleted by Provider after that time. At Customer's discretion, Digital Mail Center can be configured to allow inmates to download scanned images of mail addressed to them upon release from the Facility, provided such scanned images have not been previously deleted pursuant to this section.

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