



homewav[®]

ORIGINAL

**RFP Response for Partnership
Brown County Sheriff's Office, Texas**

Inmate Telephone System

Due: November 6th, 5:00 PM

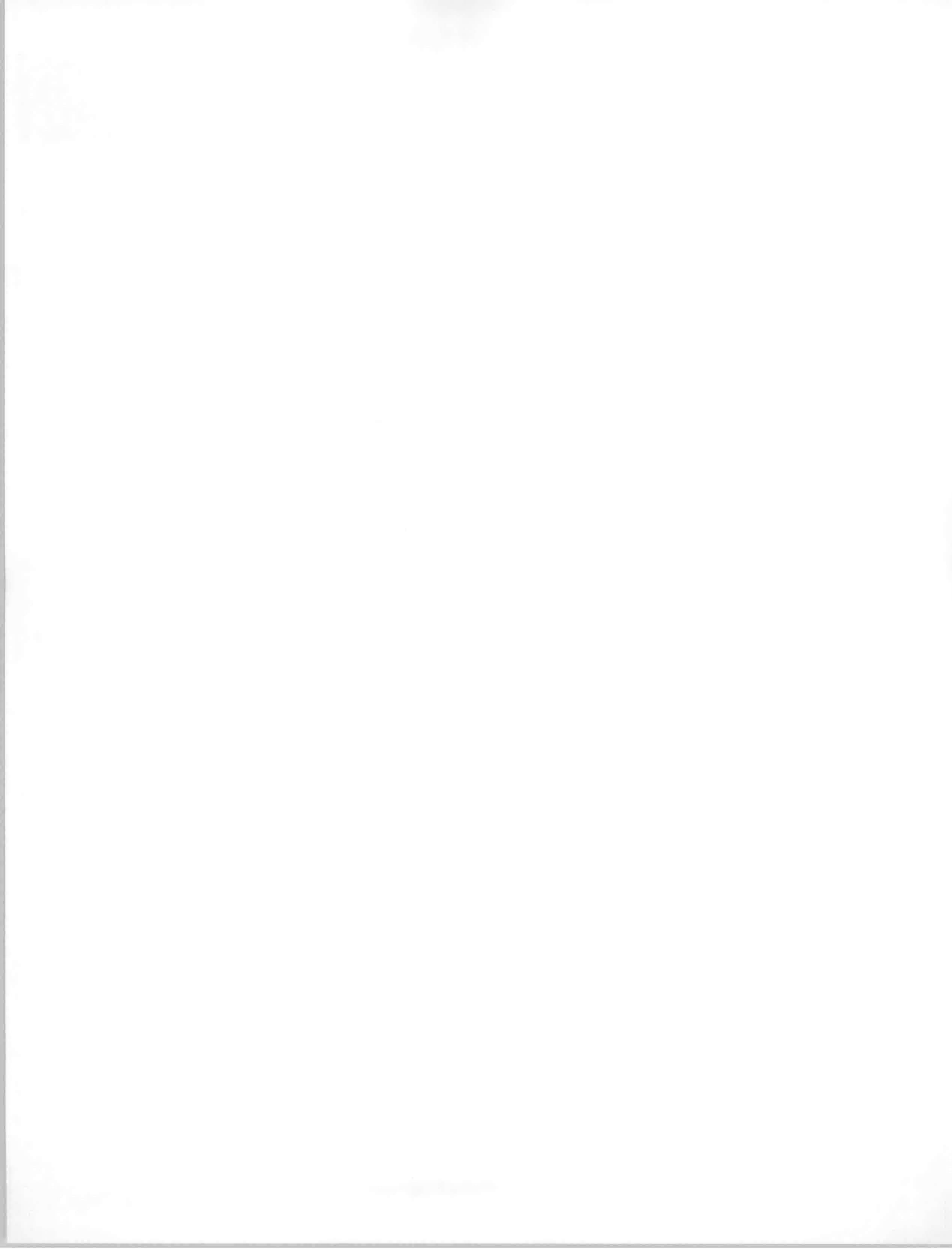
November 9, 2020
(Exhibit # 10)

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*By behaving in ways
that **build trust** with one,
you build trust with many.*

- Stephen Covey



About HomeWAV

HomeWAV is the leader in providing simple, secure inmate communications. As an organization founded in 2011, we installed our first web-based video call system in January 2012 and our first inmate voice call system in June 2016.

Since inception, HomeWAV has grown organically by designating all company resources, research, and product development to the betterment of our inmate video and voice call solutions. Along the way, HomeWAV has introduced additional features to deliver the most comprehensive inmate communication system on the market. Many of these features were developed at the request of our facility partners.

The HomeWAV Difference

All-in-One Inmate Communications System

Our all-in-one approach includes everything from our one-of-a-kind visitation, traditional voice calls, text messages—all initiated by inmates via wall-mounted kiosks. All of our services are secure, easy-to-use, and paid for by-the-minute, meaning more usage and more revenue for the County.

The HomePAS™ Kiosk is a **one-of-a-kind communication hub for inmates**. Traditional non-coin operated inmate telephones have begun to fade away, much like traditional landline telephones.

HomeWAV has combined the most innovative voice and video technology on the market into one device, the **HomePAS™**. Inmates conduct **voice** and **video calls** from one convenient location. In addition, the HomePAS™ can provide the following functions to streamline your inmate services:



Video Calls



Paperless System



Voice Calls



Commissary Ordering



Inmate Email



Law Library



Voice Biometrics



Video Arraignment



Mail Scanning



ByPAS Smart Scheduler

How HomeWAV Will Meet or Exceed Your Goals

While all areas of the proposal that follows are important, we want to draw your attention to the components of our organization that differentiate HomeWAV from our competitors. Throughout our response, you will see the following icon (inset), indicating the key advantages that the County will experience when partnering with HomeWAV.



From listening to you through our discussions with your leadership team, coupled with our research and analysis for the County's initiative, we believe we have a keen understanding of the goals you hope to achieve. As such, we identified what we believe to be the Key Advantages that HomeWAV will bring to the County. These include the following:

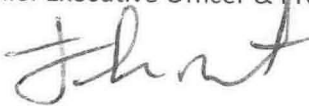
- **HomeWAV Differentiator: All-in-One Kiosks**
HomeWAV has combined the most innovative inmate communications technology on the market into this one device, the HomePAS™ kiosk. Through our kiosk, inmates conduct remote voice and video calls all from one convenient location.
- **HomeWAV Differentiator: Accelerated 30-day Project Schedule**
HomeWAV understands the importance of a well-organized implementation plan for the County's project to ensure there is no interruption of service. As such, HomeWAV is proposing a quick, 30-day transition plan. In preparation, our organization has already kicked off the process by allotting the equipment (56 HomePAS™ kiosks) to ensure quick delivery to the County and has reached out to the JMS provider for a quote and estimated delivery time. As a result, the project will start *immediately* upon the execution of the agreement.
- **HomeWAV Differentiator: Responsive Service and Support, No Cost**
As a partner, HomeWAV provides 5-star service and support for the life of the agreement at **no cost**. This includes 24/7/365 support with remote capabilities to address system needs immediately from our home office. We utilize local technicians for installation and any on-site maintenance to ensure the quickest response time.
- **HomeWAV Differentiator: Patented Inmate-Initiated Video Calls**
The HomeWAV System saves County hours for corrections officers and administrative staff. No operator assistance is required to conduct visits. Outgoing calls can be initiated from the facility without the need for advanced scheduling. Inmates may initiate a video call anytime they have an approved visitor on-line, without the need for advanced scheduling or staff intervention. As with inmate voice calls, the ability to instantly connect maximizes convenience and overall call volume.
- **HomeWAV Differentiator: Increased Security, Live Monitoring, and 100% Recordings**
Placement of kiosks in secure areas eliminates the need to move inmates for visitation. No-contact visits reduce risks for contraband transfer. We provide 100% recording and monitoring of all calls.

- **HomeWAV Differentiator: One-Minute Increments**
Inmate voice and video calls are conducted in one-minute increments, only charging for the minutes used. This encourages more frequent communication and allows the inmates to spread out their funds.
- **HomeWAV Differentiator: Less Taxpayer Dollars**
Taxpayers no longer have to fund visitations and expensive inmate calling systems. The HomeWAV fee-based System is installed at zero cost to the County and taxpayers. The HomeWAV system reduces facility operating costs by eliminating the payroll burden of requiring “operators” to connect visitors with inmates and to coordinate and schedule calls.
- **HomeWAV Differentiator: Argus Echo Investigative Platform**
HomeWAV integrates with the Argus Echo Investigative Platform for security purposes. Argus delivers the most advanced biometric identification system available worldwide that exceeds the needs of today’s most discerning agencies. As the only inmate communications company providing continuous voice biometric services for both voice and video calls, the County will find that our offering far exceeds the competition.

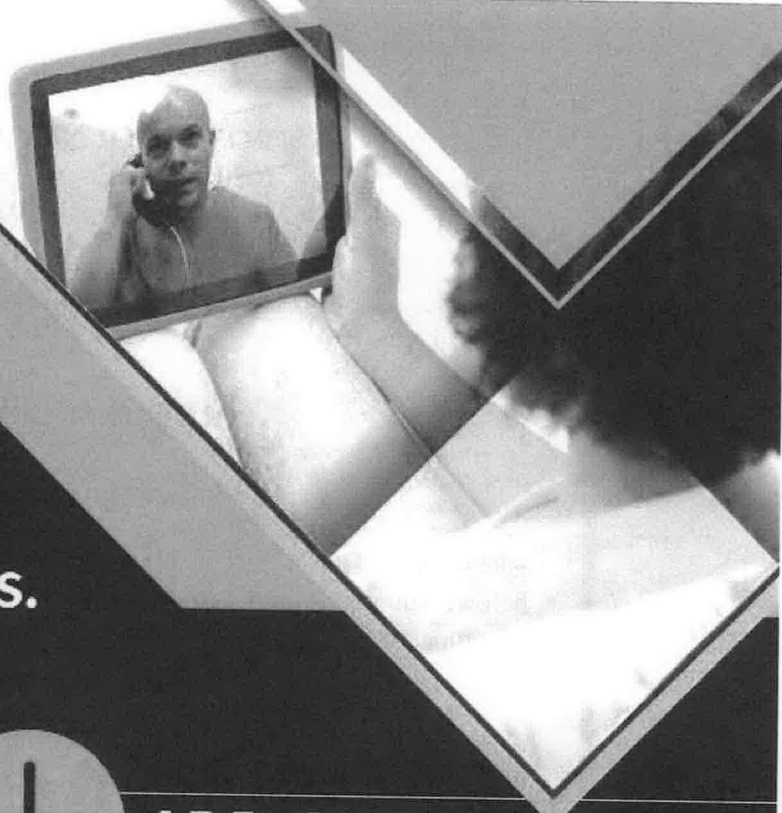
Thank You

Thank you for the opportunity to provide a response to your RFP. We anticipate many future conversations with your team to create the best solution for the County.

John Best
Chief Executive Officer & President



Office: 314.764.2875
Cell: 314.403.4636
j.best@homewav.com



HomeWAV
is the leader in
providing simple,
secure inmate
communication solutions.



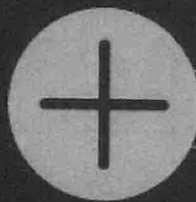
**VIDEO
CALLS**



**VOICE
CALLS**



**EMAIL/
MESSAGING**



ADD-ONS:

- + Law Library
- + Voice Biometrics
- + Inmate Mail Scan
- + Paperless System
- + Video Arraignment
- + Commissary Ordering
- + ByPAS Smart Scheduler

Find out more

The HomeWAV Difference

Customized solutions based on your facility needs.

- 1-Minute Visitation Increments
- Patented Inmate-Initiated Call
- Zero Cost and Free Support
- Customizable Solutions and Services
- Voice Biometrics for Video and Voice Calls
- Investigative Security Tools

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

Bid Submittal by:
HomeWAV LLC
2020 Westport Center Dr.
St. Louis, MO. 63146



PART I: FORMS

Part I: Forms

VENDOR INFORMATION SHEET

Company Name HomeWAV

Mailing Address 2020 Westport Center Dr.

St. Louis, MO 63146

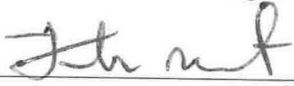
Email Address j.best@homewav.com

Phone Number 314.764.2875

Fax Number N/A

SIGNATURE

Name & Title Authorized to Sign Bid (Print or Type) John Best, CEO

Signature  Date November 5th, 2020

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:

HomeWAV

2020 Westport Center Dr.

St. Louis, MO 63146

Telephone: 314.764.2875

Fax Number: N/A

Number of years proposer has been in this business: 9+

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

(a) Facility: Coryell County Sheriff's Office, Gatesville, TX

Contact Name: Rob Atkins, Chief Deputy

Telephone: 254.865.7201 Extension 226

(b) Facility: Denton County Detention Facility, Denton, TX

Contact Name: Barry Caver, Chief Deputy


Telephone: 940.349.1851

- (c) Facility: Terry County Sheriff's Office, Brownfield, TX
Contact Name: Wayne Johnson, Captain
Telephone: 806.637.2212
- (d) Facility: Pontotoc County Sheriff's Office, Ada, OK
Contact Name: John Christian, Sheriff
Telephone: 580.332.4169
- (e) Facility: Arkansas Community Corrections, North Little Rock, AR
Contact Name: Director Mr. James T. Banks, III, Deputy
Telephone: 501.682.9577

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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.


HomeWAV's National Account Manager, Nick Langella visited Brown County Sheriff's Office on October 29th. At this time, he met with Captain Les Karnes to examine all relevant drawings and specifications. This research was conducted to ensure HomeWAV's proposal for the County was developed in accordance with all available resources.

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.


 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

HomeWAV has provided our name on the "face sheet" and provided it as the first page of our proposal submission.

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


 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

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


 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

HomeWAV's Chief Executive Officer and President, John Best, has signed our proposal and is a legal agent of HomeWAV as evidenced by the documentation provided as Exhibit A.


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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

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

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.


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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.


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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.


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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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


 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

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

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

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


 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

LATE RECEIPT OF THE RFP

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.


 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.


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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.


Please refer to the section of this proposal title "*Implementation Plan Staff/Key Stakeholders*" for HomeWAV's implementation plan. This implementation plan is built on an expedited 30-day implementation period.



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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.


 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

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.


 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.


 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

Please refer to Exhibit B to review product literature and manufacturer cut sheets for all products that combine to comprise HomeWAV's offering.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.


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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.


 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.


 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV provides the following documentation, in compliance with the RFP requirement.

- Secretary of State Registration – Delaware
- Limited Liability Corporation Registration – Delaware
- Texas Office of the Secretary of State – Certificate of Filing

HomeWAV Secretary of State Registration

Delaware
The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF
DELAWARE DO HEREBY CERTIFY THAT THE ATTACHED IS A TRUE AND
CORRECT COPY OF THE CERTIFICATE OF FORMATION OF "HOMEWAV, LLC"
FILED IN THIS OFFICE ON THE TWENTY-FIFTH DAY OF OCTOBER, A. D.
2017, AT 1:41 O`CLOCK P.M.




Jeffrey W. Bullock, Secretary of State

6592455 8100F
SR# 20176781321

Authentication: 203459889
Date: 10-25-17

You may verify this certificate online at corp.delaware.gov/authver.shtml

HomeWAV Limited Liability Corporation Registration – Delaware

State of Delaware
Secretary of State
Division of Corporations
Delivered 01:41 PM 10/25/2017
FILED 01:41 PM 10/25/2017
SR 20176781321 - File Number 6592455

STATE of DELAWARE LIMITED LIABILITY COMPANY CERTIFICATE of FORMATION

• **First:** The name of the limited liability company is HomeWAV, LLC

• **Second:** The address of its registered office in the State of Delaware is 1209
Orange Street in the City of Wilmington
Zip Code 19801

The name of its Registered agent at such address is The Corporation
Trust Company

• **Third:** (Insert any other matters the members determine to include herein.)

In Witness Whereof, the undersigned have executed this Certificate of Formation this
17th day of October, 2017.

By: Jay Johnson
Authorized Person(s)

Name: Jay Johnson
Typed or Printed

HomeWAV - Texas Secretary of State/Certificate of Filing

Corporations Section
P.O. Box 13697
Austin, Texas 78711-3697



David Whitley
Secretary of State

Office of the Secretary of State

CERTIFICATE OF FILING OF

HOMEWAV, LLC
File Number: 803222375

The undersigned, as Secretary of State of Texas, hereby certifies that an Application for Registration for the above named Foreign Limited Liability Company (LLC) to transact business in this State 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 evidencing the authority of the entity to transact business in this State from and after the effective date shown below for the purpose or purposes set forth in the application under the name of

HOMEWAV, LLC

The issuance of this certificate does not authorize the use of a name in this state in violation of the rights of another under the federal Trademark Act of 1946, the Texas trademark law, the Assumed Business or Professional Name Act, or the common law.

Dated: 01/28/2019

Effective: 01/28/2019



David Whitley
Secretary of State

Phone: (512) 463-5555
Prepared by: Joshua Vega

Come visit us on the internet at <http://www.sos.state.tx.us/>
Fax: (512) 463-5709
TID: 10308

Dial: 7-1-1 for Relay Services
Document: 864584750002

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.


homewav
 Integrity. Innovation. Impact.

...
 WHAT OUR
 CLIENT PARTNERS
 ARE SAYING
 ...

"HomeWAV has been one of the best companies I have ever worked with! They have delivered on every promise and more! They have built a very user-friendly program that anyone can use. The video and voice they have provided has brought my incidents down with the inmates. The service has saved me money on visitation days because it is self-scheduling, so no more walking inmates out of their housing units."

- Captain Barry W. Morgan
 Mississippi County
 Sheriff's Office (MO)

Brown County Evaluation Criteria	HomeWAV RFP Response Page
Vendor Qualification Information	<p>HomeWAV is the leader in providing simple, secure inmate communication solutions. Our <i>patented platform is the first of its kind</i> to satisfy the growing demands in the correctional industry.</p> <p>HomeWAV was founded in 2011 as an inmate video call company. We installed our first web-based video call system in January 2012 and our first inmate voice system in June 2016.</p> <p>HomeWAV is one of the fastest-growing web-based</p>

Brown County Evaluation Criteria	HomeWAV RFP Response Page
	<p>inmate video and voice call companies in the country, <i>servicing over 30,000 inmates and over 110,000 visitors.</i> We are currently contracted in over 100 facilities—in 30+ states—with facility size ranges from 10 to 2,500.</p>
<p>County's Past Experience with the Vendor</p>	<p>While HomeWAV has not partnered with Brown County Sheriff's Office in the past, <i>we look forward to the evaluation phase</i> of this procurement process and the opportunity to present how our technology will best serve the needs of Brown County. In addition, we know that, through the references we have provided, <i>the evaluation committee will receive valuable feedback</i> regarding HomeWAV's unmatched technology and dedication to customer support.</p>
<p>Services Offered</p>	<p>Our all-in-one approach includes everything from our one-of-a-kind visitation, traditional voice calls, text messages—all initiated by inmates via wall-mounted kiosks. Our offering for Brown County is comprehensive and includes: Video Calls, Voice Calls, Inmate Email, Voice Biometrics, Mail Scanning, Paperless System, Commissary Ordering, Law Library, Video Arraignment, ByPAS Smart Scheduler.</p>
<p>Responsiveness to the Request for Proposal</p>	<p>HomeWAV has responded to every specification and/or requirement within the RFP in an effort to ensure our qualifications to partner with the County are evident.</p>
<p>References</p>	<p>HomeWAV has provided five references and will, at the County's request, provide additional references if needed during the evaluation process.</p>
<p>Price/Commissions Offered</p>	<p>See HomeWAV's Financial Proposal.</p>
<p>Compatibility with our RMS</p>	<p>The HomeWAV system will interface with the County's Jail Management System. <i>This interface will ensure the integrity of the JMS PIN as it is carried over to the HomeWAV system.</i> Any information provided by the jail management software can be automated and delivered via the Inbox on the HomeWAV System's Inmate Dashboard.</p>
<p>Compatibility with our Commissary Provider</p>	<p><i>HomeWAV will interface with the County's Commissary System.</i> HomeWAV can provide an onscreen ordering application to access the County's commissary menu. The process is simple and more user friendly than ordering through paper forms or</p>

**Brown County
Evaluation Criteria****HomeWAV
RFP Response Page**

through an inmate phone system. Inmates can log in and see actual images and descriptions of the products. They can then purchase the items and the order will be deducted from their fund.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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




WHAT OUR
CLIENT PARTNERS
ARE SAYING

"HomeWAV has allowed us to combine telephone with video visitation, creating a more robust visitation for inmates in our facility. Video visitation frees up Detention Deputy's time normally associated with moving visitors and inmates in and out of visitation. It has created options for the public in how they visit and gives us options for expansion in how inmates use other vendors and reporting features within our facility."

- Sheriff Sam Zordel

Powers County
Sheriff's Office (CO)

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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

LENGTH OF CONTRACT: Negotiable.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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>
	<u> </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.

RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV’s Solution for Brown County Sheriff’s Office

As part of our proposal, we would like to offer the following to Brown County Sheriff’s Office. HomeWAV will provide at *no cost*:

- Twenty (20) HomePAS™ Kiosks
- Three (3) Mobile HomePAS™ Kiosks
- Two (2) VisiPAS™ Kiosks (public visitation station)
- ComPAS™ Tablets: Expected delivery first quarter 2021 (Capable of all Kiosk functionality, in addition to education and entertainment; provided at a 1:1 Tablet/Inmate ratio.



PART II: MINIMUM REQUIREMENTS OF INMATE TELEPHONES

Part II: Minimum Requirements of Inmate Telephones

MINIMUM REQUIREMENTS OF INMATE TELEPHONES:

RFP: The contractor is to provide inmate telephones and related equipment at the specified locations as set forth in this proposal.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

RFP: The inmate telephone system shall only allow prepaid calls except for those telephone numbers designated by the Brown County Sheriff's Office.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

HomeWAV's inmate telephone system will only allow prepaid calls except for those telephone numbers designated by the Brown County Sheriff's Office. HomeWAV offers the following calling options:

- **Prepaid Inmate General Funds:** Funds that are added to an inmate's account that allows them to make calls to anyone.
- **Prepaid "Talk to Me" Funds:** Funds that are added to an inmate's account that can only be used to call the family or friend that added the funds.

Our system allows for free calls to be placed (by inmates) as required by law. Attorneys and other similar professionals are required to register and create an account on the HomeWAV website. Once they register, an email is sent to County staff to approve the attorney for privileged calls. Once this approval has been made, the inmate can call the attorney without needing available funds.

In addition, HomeWAV will work with County staff to customize all facility settings—this will include Privileged Attorney Calls. Once the County provides this list to HomeWAV, these unique phone numbers will be earmarked in the system to prevent any monitoring or recording.

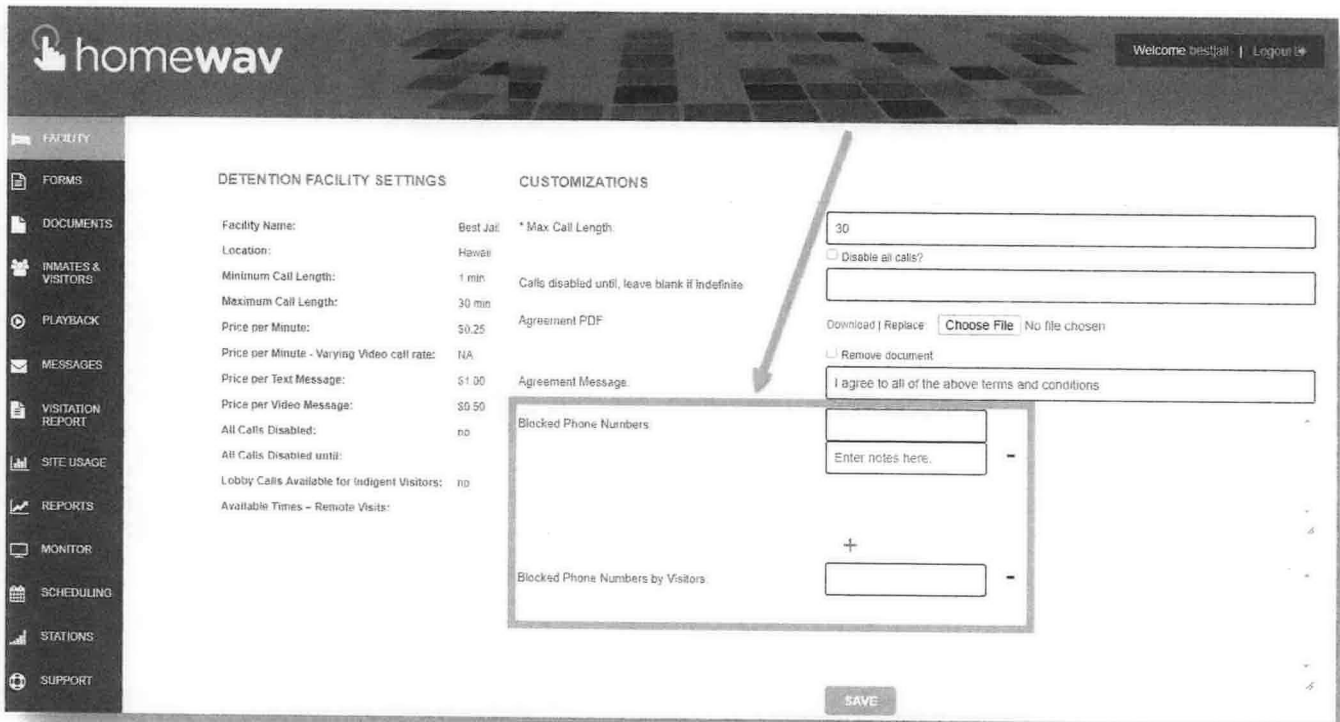
RFP: The system shall allow call blocking to prevent calling to the following:

- 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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

During the implementation period, HomeWAV will work with the County to address any preset security settings that would be desired—this will include all requested blocked numbers.

After the System has been implemented, County staff can block additional numbers from the "Facilities" tab on the HomeWAV Administrator Dashboard.



The screenshot shows the Homewav web application interface. At the top left is the Homewav logo and a navigation menu with items like FACILITY, FORMS, DOCUMENTS, INMATES & VISITORS, PLAYBACK, MESSAGES, VISITATION REPORT, SITE USAGE, REPORTS, MONITOR, SCHEDULING, STATIONS, and SUPPORT. The top right shows a user greeting: "Welcome bestjail | Logout".

The main content area is divided into two columns: "DETENTION FACILITY SETTINGS" and "CUSTOMIZATIONS".

DETENTION FACILITY SETTINGS:

Facility Name:	Best Jail
Location:	Hawaii
Minimum Call Length:	1 min
Maximum Call Length:	30 min
Price per Minute:	\$0.25
Price per Minute - Varying Video call rate:	NA
Price per Text Message:	\$1.00
Price per Video Message:	\$0.50
All Calls Disabled:	no
All Calls Disabled until:	
Lobby Calls Available for Indigent Visitors:	no
Available Times - Remote Visits:	

CUSTOMIZATIONS:

- * Max Call Length: 30
- Disable all calls?
- Calls disabled until, leave blank if indefinite: [Empty text box]
- Agreement PDF: Download | Replace: No file chosen
- Remove document
- Agreement Message: I agree to all of the above terms and conditions
- Blocked Phone Numbers: [Text box] Enter notes here. [Text box]
- Blocked Phone Numbers by Visitors: [Text box]

A red arrow points from the "Blocked Phone Numbers" section to the "CUSTOMIZATIONS" section. A "SAVE" button is located at the bottom right of the form area.

RFP: 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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

Our system allows for free calls to be placed (by inmates) as required by law. Attorneys and other similar professionals are required to register and create an account on the HomeWAV website. Once they register, an email is sent to County staff to approve the attorney for privileged calls. Once this approval has been made, the inmate can call the attorney without needing available funds.

In addition, HomeWAV will work with County staff to customize all facility settings—this will include Privileged Attorney Calls. Once the County provides this list to HomeWAV, these unique phone numbers will be earmarked in the system to prevent any monitoring or recording.

RFP: The system shall have call timing to preset the maximum call length time.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

The HomeWAV system allows for the maximum call length to be set by the County. Facility Administrators will be able to access call duration settings through the Administrator Dashboard. Refer to the screenshot below for an example of how to customize the call duration.



The inmate will be warned prior to disconnecting the call that the call time limit is about to expire. The system provides the ability to set such time limits at the PIN and station level, as well as globally across the System.

Administrator Dashboard: Call Duration Customization Setting

The screenshot shows the HomeWAV Administrator Dashboard. On the left is a navigation menu with items like FACILITY, FORMS, DOCUMENTS, INMATES & VISITORS, PLAYBACK, VISITATION REPORT, SITE USAGE, REPORTS, MONITOR, SCHEDULING, STATIONS, SUPPORT, and TUTORIALS. The main content area is titled 'DETENTION FACILITY SETTINGS' and displays various configuration options for 'Spencer County Jail'. Below this is a 'CUSTOMIZATIONS' section with a table of settings:

Setting	Value
Facility Name:	Spencer County Jail
Location:	Missouri
Minimum Call Length:	30 min
Maximum Call Length:	30 min
Price per Minute:	\$0.25
Price per Minute - Varying Video call rate:	NA
Price per Text Message:	\$0.25
Price per Video Message:	\$0.30
All Calls Disabled:	no
All Calls Disabled until:	
Lobby Calls Available for Indigent Visitors:	no
Available Times - Remote Visits:	

Below the table, there are several customization options:

- * Max Call Length:
- Calls disabled until:
- Agreement PDF: with a 'Browse...' button.
- Agreement Message:
- Blocked Phone Numbers:

A 'VIEW & MANAGE' button is located at the bottom right of the customization section.

RFP: The system shall have fraud protection against switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.


Switch Calls – Three-way Call Prevention

The HomeWAV System provides the best technical approach to prevent 3-way calls because inmate voice calls are not connected to the Public Switched Telephone Network (PSTN). The inmate voice calls are not connected to a traditional phone line, but to the platform—providing

a synthesized dial tone and controls all interaction with the phone network, forcing inmates to hang up the existing call before they begin the next call and ignoring any keypad input.


The Argus Investigative Platform allows for flagging and alert of any calls where an unidentified party is present. The platform protects against switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc.

RFP: The system shall not be capable of receiving incoming calls.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

All incoming call traffic will be controlled through the firewall. The firewall is capable of monitoring the network, filtering content, and notifying facility administration when abnormal network activity is detected. The firewall only allows HomeWAV domains and subdomains for incoming/outgoing traffic. All other ports and domains will be blocked.

RFP: The system shall be of heavy-duty construction and have equipment designed for the correctional environment.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

Durable, Tamper-free Equipment Designed for the Correctional Environment

The HomeWAV HomePAS™ Kiosk has a shatterproof glass monitor that is comprised of a combination of Corning Monster glass and soda-lime glass—making it the most durable glass monitor in the world. To date, it has never been broken by an inmate. The HomePAS™ Kiosk hardware includes:

- Purpose built
- 14-gauge steel ergonomic design
- Spill proof
- Dust proof
- Dual Security locks
- Rounded edges



- Steel lanyards with polycarbonate coating for extra protection
- Shatter proof touchscreen: 3'8" Corning Gorilla and soda-lime glass
- Supports dual handsets

RFP: Inmate telephones shall not expose screws, bolts, or other fasteners or any other material which can be removed without special security devices.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

The HomeWAV kiosks are designed for use in a correctional environment. Front access doors are locked using two locks. All mounting (screws, bolts, fasteners) is internal to the kiosks, and there are no exposed cables.

RFP: Vendor shall submit detailed information as to the equipment offered.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

The following information provides details of the proposed VVS System:

1. **Bandwidth:** .5Mbps symmetrical per kiosk
2. **Cabling:** Cat5e or greater
3. **Power:** Versa VX-GPU2626 24 port managed GbE UPOE switch (1100W)
 - a. Planet PoE-171S Single-Port 10/100/1000Mbps Ultra PoE (60W) Splitter
4. **Router/Firewall:** Dell SonicWall TZ300 Series
5. **Handset:** Armored Handset
6. 15.6" AIO Computer with Custom HW "Thru Glass" Touch Screen Technology

Software

HomePAS™ Kiosk: Microsoft Windows 10 Pro operating system. PCs are configured with a limited set of standard software applications chosen for security and stability.

Internet Security

HomePAS™ Kiosks use the KioWare for Windows with a Chrome based browser for accessing the different HomeWAV URLs. Kioware Chrome takes a sandboxing-based approach to Web security. Each open website runs as its own process, which helps prevent malicious code on one page from affecting other pages or the computer operating system at large.

Configuration Security

Each PC has KioWare for Windows Version 8.18+ software installed to lock the software in the kiosk mode. Access to the PC configuration requires multiple passwords. The only input is the touch screen and the on-screen keyboard is disabled.

Video Software

All videos are displayed using the Web RTC for Chrome.

Remote Access

TeamViewer Version 15.5 software is loaded on the station to provide remote access to HomeWAV technical support. Using TeamViewer, our support team can remotely test, diagnose and reconfigure stations. In addition, they can update software applications and monitor security logs.

Access to TeamViewer is password controlled and encryption is based on 2048-bit RSA private/public key exchange and 256 Bit AES session encoding.

In addition to the preceding specifications, we have also provided detailed product literature and manufacturer cut sheets as Exhibit B in compliance with the directives of the RFP.



PART III: PIN OPERATION

Part III: PIN Operation

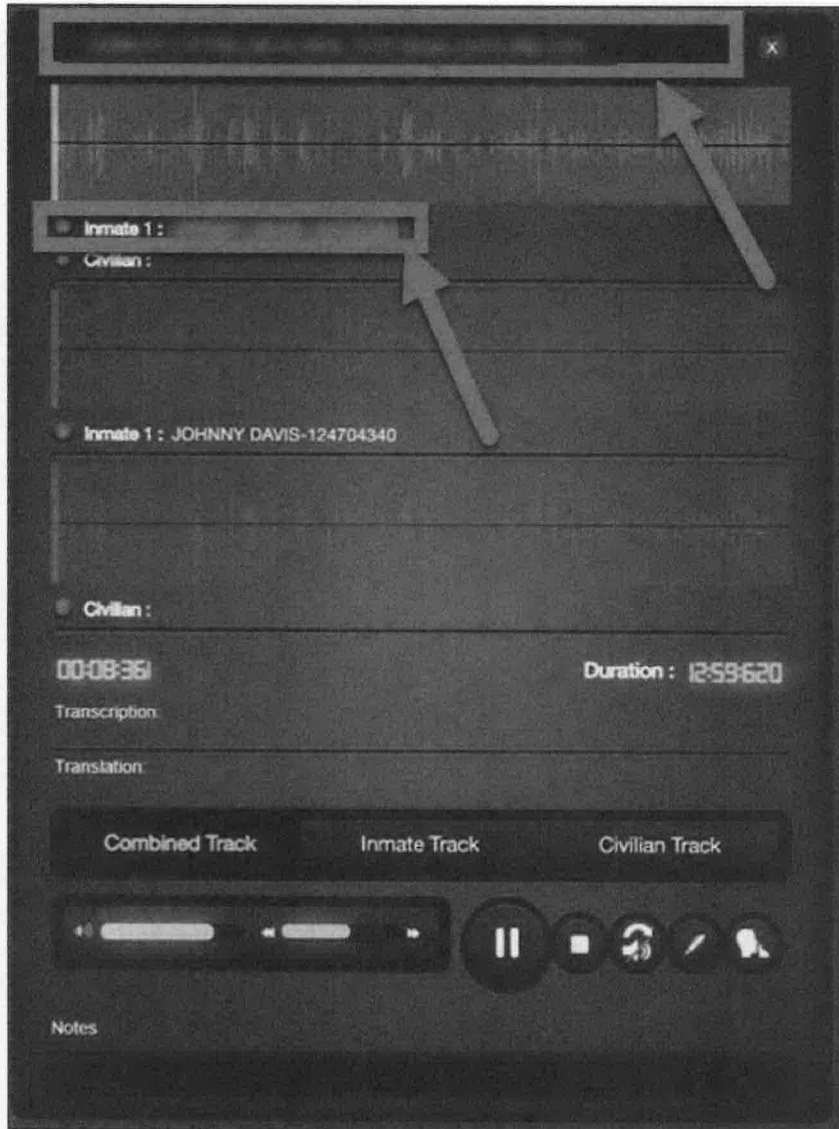
PIN OPERATION:

The proposed inmate telephone system shall have the capability to be a PIN based system using a “Prisoner Identification Number” (PIN) for telephone operation.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

Inmate Recognition: PIN Enabled System

HomeWAV’s system is enabled for PIN assignment. Inmates are positively identified by their Inmate ID (provided by County’s Jail Management System feed) and a PIN they establish when they first log in to the System. The PIN is maintained in the HomeWAV System. It can be reset by HomeWAV or County staff from the Inmates & Visitors tab on the Administrator Dashboard. HomeWAV can also provide the option for inmates to reset their own PIN by answering security options. The voice recognition data is maintained in the Echo Voice Biometric System (VBS). The PIN System and VBS work together to recognize when an inmate using another inmate’s account.



Argus Echo Investigative Platform: Fraudulent PIN Abuse

HomeWAV integrates with the Argus Echo Investigative Platform. Argus Echo provides continuous voice identification providing investigators not only the verification of who is speaking but also the identity of inmate(s). In the event that Argus cannot positively identify an imposter, the system will send a notification that the speaker was not the owner of the PIN. The feature will also identify PIN sharing, as well as the identity of the PIN thief, allowing

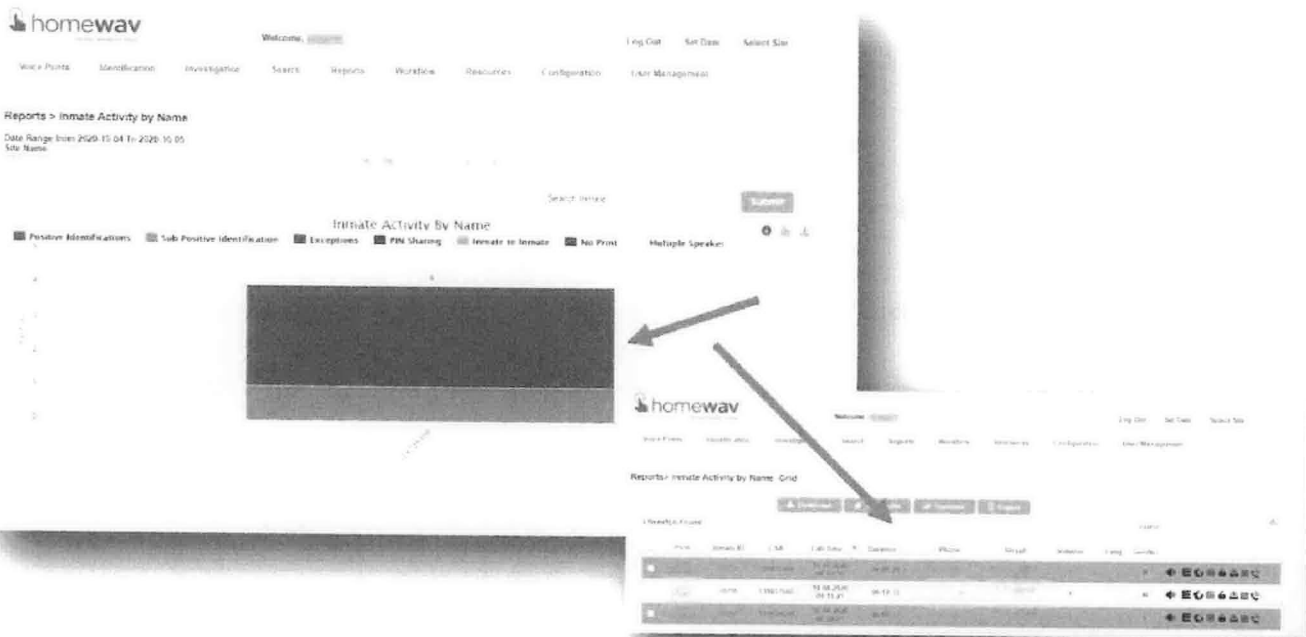
Statistical Reporting on Calls

Argus Echo Investigation Platform

The Argus Echo Investigation Platform has several ways to run reports. A popular report for communication activity is "Inmate Activity by Name." This report allows for facility staff to break down a specific inmate's call activity by:

- Positive Identification (PIN Number)
- Sub Positive Identification
- Exceptions
- PIN Sharing
- Inmate to Inmate
- No Print
- Multiple Speaker

By simply clicking on the bar chart, you can get a detailed report of the call activity from the aforementioned categories.



The screenshot displays the Homewav Argus Echo Investigation Platform interface. At the top, there is a navigation menu with options like 'Voice Prints', 'Identification', 'Investigation', 'Search', 'Reports', 'Workflow', 'Resources', 'Configuration', and 'User Management'. The main content area shows the 'Reports > Inmate Activity by Name' section, with a date range filter set to '2020-11-04 To 2020-10-05'. Below this, there is a bar chart titled 'Inmate Activity by Name' with various filter options: Positive Identifications, Sub Positive Identification, Exceptions, PIN Sharing, Inmate to Inmate, No Print, and Multiple Speaker. A detailed view of the report is shown below, featuring a table with columns for Inmate ID, Call Date, Duration, and PIN, along with various action icons for each row.

Inmate ID	Call Date	Duration	PIN	Search	Print	Export	Refresh
11000000000000000000	2020-11-04 10:00:00	00:01:00	11000000000000000000	+	🖨️	📄	🔄
11000000000000000000	2020-11-04 10:01:00	00:01:00	11000000000000000000	+	🖨️	📄	🔄

Additional Calling Activity Reports

HomeWAV will provide call detail reports, for all calling activity, to the County. All report options can be customized for viewing or downloading. HomeWAV will provide access to the following expansive list of Call Detail reports.

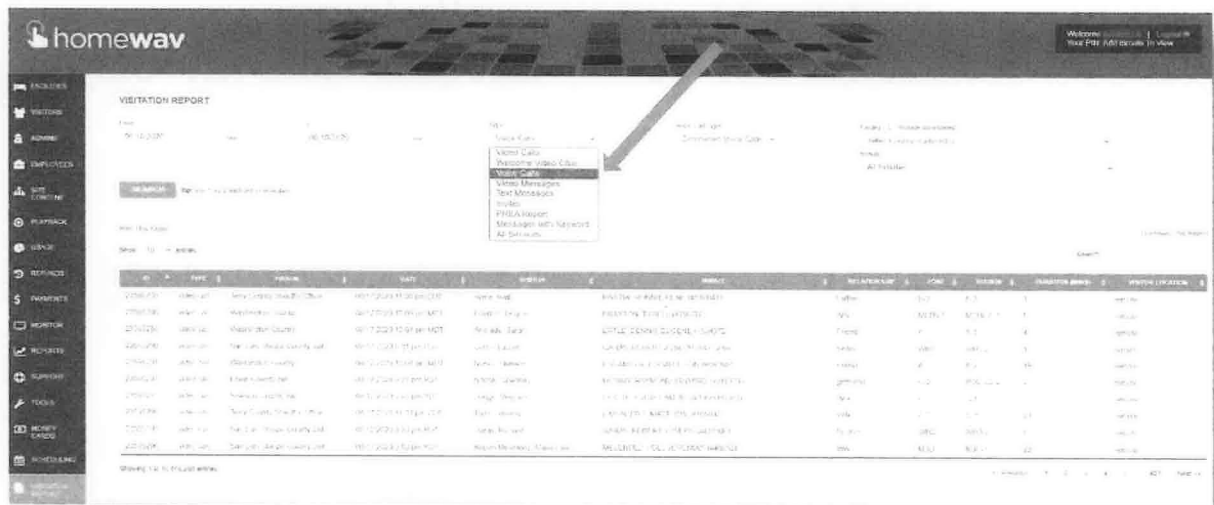
- Blocked Number Report
- Alarmed Number Report
- User Log in History Report
- Call Distribution Report
- Dialed Number Report
- Report Pin Based and Voice Recognition
- Common Numbers Called Report
- Frequently Called Numbers Report
- Recorded Number Report
- Individual Number
- User Audit Trail Report
- Usage Report
- Refunds Report
- Payments Report
- Visitation Detail Report
- System Error Report
- Support Ticket Report
- Visitation Schedule Report
- Suspended User Report
- Kiosk Activity Report
- System Performance Report
- PIN Abuse by Inmate Report
- Multi Speaker Events by Inmate Report
- Events of Interest by Inmate Report
- Visual Link Analysis Report
- Call Detail Report Status
- Web Service Logs
- And many more available on demand

RFP: The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information.

RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

HomeWAV provides a comprehensive inmate communication solution. Inmates use networked stations to access software that provides communication and financial services. System Administrators control settings that determine how inmates and visitors interact with the system, configure and control the function of the system, and use the system to access, retrieve, and print statistical information.

Reports can only be accessed by County staff with the proper permissions. Permissions can be edited from the "Facility" tab on the Administrator Dashboard. Each of the reports listed in the previous response can be accessed through the system by Administrators with appropriate access by choosing Voice Calls in the drop down menu as illustrated on the screen shot that follows.



RFP: PINs will be automated with jail management system.

 **homewav** **RESPONSE:** HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

Interface with Jail Management System (JMS)

The HomeWAV system will interface with the County's Jail Management System. This interface will ensure the integrity of the JMS PIN as it is carried over to the HomeWAV system. Any information provided by the jail management software can be automated and delivered via the Inbox on the Inmate Dashboard.



PART IV: RECORDING OF CALLS

Part IV: Recording of Calls

RECORDING OF CALLS:

RFP: 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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

Recording

By default, all calls—except privileged (e.g., attorney) calls—will be recorded.

RFP: The recording system shall allow for recording, archival, and playback of telephone calls.

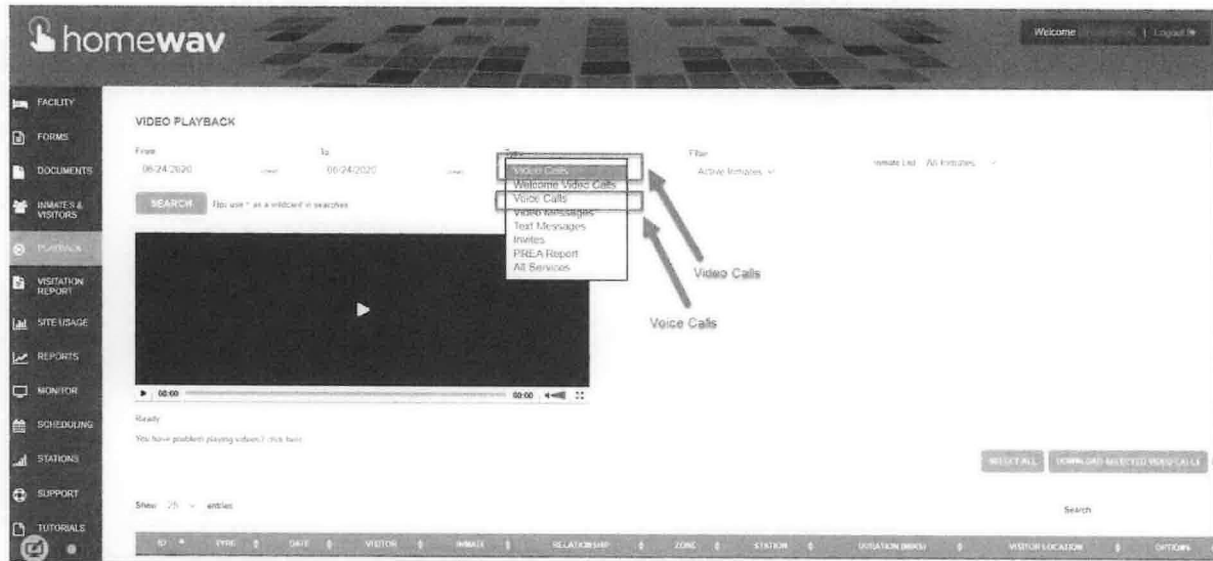
 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

Recording and Playback

By default, all voice and video calls—except privileged (e.g., attorney) calls—will be recorded. All inmate calls can be viewed from the “Playback” tab on the Administrator Dashboard.

Playback Tab: Voice and Video Call Recording and Playback

All inmate voice calls and video calls are recorded and can be viewed from the “Playback” tab on the Administrator Dashboard.



Archiving Calls

HomeWAV records and archives 100% of the voice and video calls, with the exception of calls designated as privileged (as defined by the County). The System operates on a 100% “cloud” based System; all calls are recorded and stored on dual secure cloud-based servers located in two different geographical locations in the United States.

Because HomeWAV uses dual servers, all data is backed up. By using cloud-based applications and off-site storage, the opportunity for failure of the system in a facility is significantly reduced.

By default, all call recordings will be stored for 365 days. After the initial 365 days, the recordings will be archived and available by request for two (2) years. These storage settings are negotiable per the County’s request.

RFP: The contractor shall provide all necessary hardware and software required, to access, retrieve, and playback recorded telephone calls.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

How Calls are Accessed and Downloaded

The HomeWAV system provides all necessary hardware and software required, to access, retrieve, and playback recorded telephone calls. All recorded calls are available for download from the System, allowing for easy sharing with investigators, attorneys, etc. As such, call data can be easily copied on other media for use by jail and other law enforcement staff.



PART V: VIDEO VISITATION

Part V: Video Visitation

VIDEO VISITATION:

RFP: The contractor shall provide a Video Visitation system including all components, software, and hardware necessary for the system to function.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

The HomeWAV Difference

All-in-One Inmate Communications System

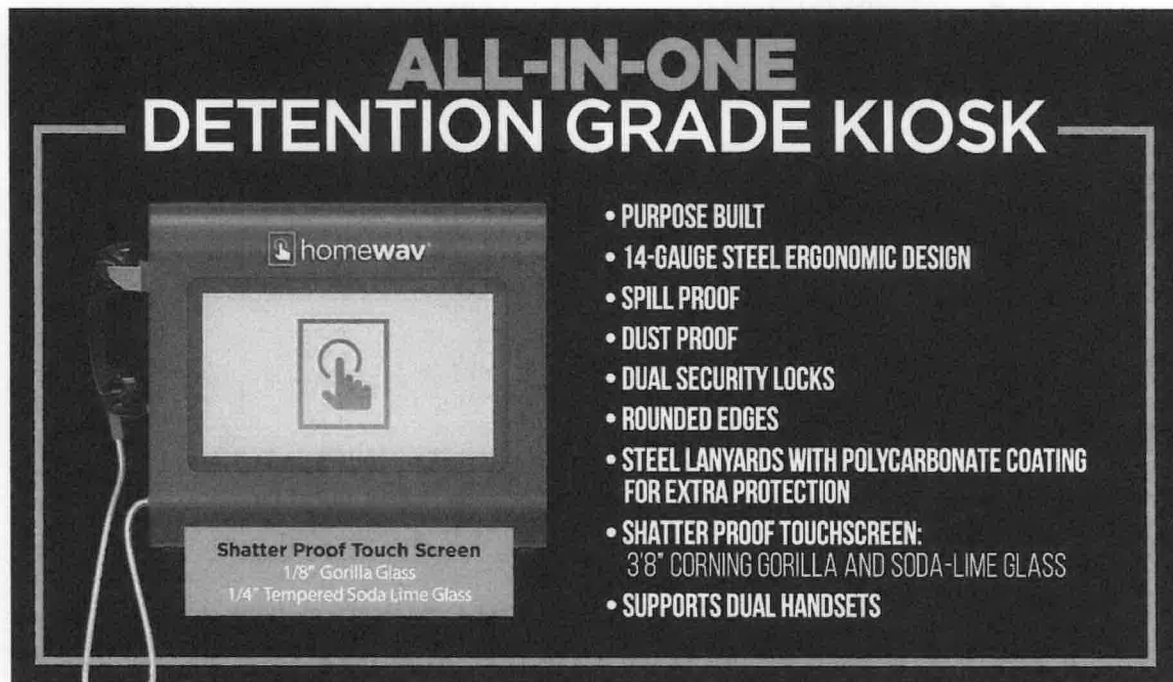
Our all-in-one approach includes everything from our one-of-a-kind video calls, traditional voice calls, text messages—all initiated by inmates via wall-mounted kiosks. All of our services are secure, easy-to-use, and paid for by-the-minute, meaning more usage and more revenue for the County.

Inmates conduct **voice** and **video calls** from one convenient location, the **HomePAS™** kiosk.


Installation of Kiosks, Internet, and Network Components

We install kiosks and dedicated internet in the facility along with all necessary network components to enable the System to run efficiently. Please refer to the graphics on the following two pages as they provide added detail regarding our detention grade kiosks.

HomePAS™ Kiosk Hardware



**ALL-IN-ONE
DETENTION GRADE KIOSK**

The image shows a kiosk hardware unit with a touch screen. The screen displays the homewav logo and a hand icon. Below the screen, there is a label that reads: "Shatter Proof Touch Screen", "1/8" Gorilla Glass", and "1/4" Tempered Soda Lime Glass".

- PURPOSE BUILT
- 14-GAUGE STEEL ERGONOMIC DESIGN
- SPILL PROOF
- DUST PROOF
- DUAL SECURITY LOCKS
- ROUNDED EDGES
- STEEL LANYARDS WITH POLYCARBONATE COATING FOR EXTRA PROTECTION
- SHATTER PROOF TOUCHSCREEN:
3/8" CORNING GORILLA AND SODA-LIME GLASS
- SUPPORTS DUAL HANDSETS

HomePAS™ Kiosk Software



RFP: Please include in your response detailed information as to the system offered.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

All-in-One Inmate Communications System

Our all-in-one approach includes everything from our one-of-a-kind video calls, traditional voice calls, text messages—all initiated by inmates via wall-mounted kiosks. All of our services are secure, easy-to-use, and paid for by-the-minute, meaning more usage and more revenue for the County.

HomeWAV's signature patent, the inmate-initiated video call (**US 9,094,569**), was approved in July 2015, allowing us to serve as the sole provider of the most visitor-friendly video call solution available today. This patent has enabled HomeWAV to become the nation's premier video call provider and the only company to consistently offer video calls as its core product.

HomeWAV was founded in 2011 as an inmate video call company. We installed our first web-based video call system in January 2012 and our first inmate voice system in June 2016. Since

that time, HomeWAV has grown organically by designating all company resources, research, and product development to the betterment of our inmate video call and voice call solutions.

Along the way, HomeWAV has introduced additional features to deliver the most comprehensive inmate communication system on the market. Many of these features were developed at the request of our facility partners. These optional features include:

- | | | | |
|--|----------------------------|--|------------------------------|
| | Video Calls | | Tablets |
| | Voice Calls | | Paperless System |
| | Inmate Email | | Commissary Ordering |
| | Voice Biometrics | | Law Library |
| | Mail Scanning | | Video Arraignment |
| | Lobby Call Feature | | ByPAS Smart Scheduler |
| | Professional Visits | | Background Filtering |

For detailed technical specifications, please refer to Exhibit B.

Video Technical Requirements and Specifications

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.


 **homewav**[®] **RESPONSE:** HAS READ AND ACKNOWLEDGES.

HomeWAV is proposing a complete, all-in-one kiosk solution called the HomePAS™ Kiosk System. Through our all-in-one solution, traditional inmate phone terminals won't be required and all communication (including inmate phone calls) will be done from the kiosk.

HomeWAV is proposing the following to accommodate the request for inmate telephones, inmate video visitation stations, public video visitation stations, TDD devices, and VRS devices that was issued by the County.

- Twenty (20) HomePAS™ Kiosks
- Three (3) Mobile HomePAS™ Kiosks
- Two (2) VisiPAS™ Kiosks (public visitation station)
- ComPAS™ Tablets: Expected delivery first quarter 2021 (Capable of all Kiosk functionality, in addition to education and entertainment; provided at a 1:1 Tablet/Inmate ratio.

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


 **homewav**[®] **RESPONSE:** HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

The HomeWAV system is state of the art, web based, and expandable. HomeWAV is the leader in providing simple, secure inmate communication solutions. *Our patented platform is the first of its kind to satisfy the growing demands in the correctional industry.*

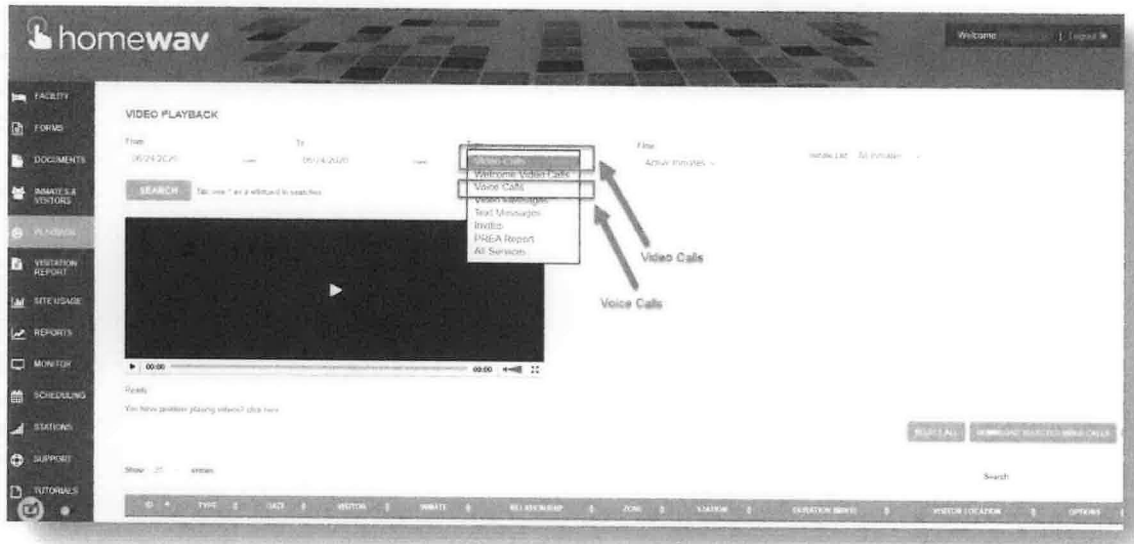
We installed our first web-based video call system in January 2012 and our first inmate voice system in June 2016. Since that time, HomeWAV has grown organically

by designating all company resources, research, and product development to the betterment of our inmate video call and voice call solutions.

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.

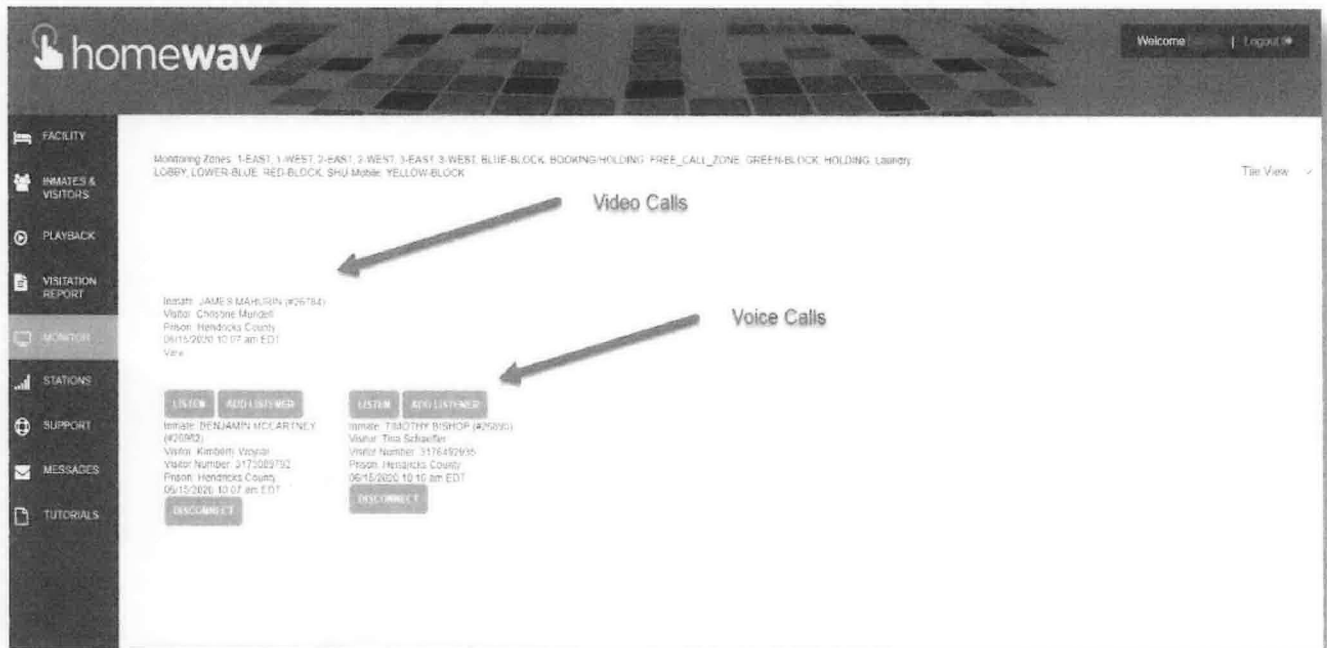
 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

As described in the section of this proposal titled *“Recording and Playback”*, all inmate voice calls and video calls are recorded and can be viewed from the *“Playback”* tab on the Administrator Dashboard.



Live Monitoring

All inmate calls can be live monitored from the *“Monitor”* tab on the Administrator Dashboard. The HomeWAV system allows County staff (with proper permissions) to live monitor from any PC, tablet, or mobile phone, anywhere in the world.



Our live monitoring security features are outlined below:

- **Disconnect Call Feature:** Allows for County staff to instantly disconnect any live visit.
- **Text Message Break-In Feature:** Allows for County staff to type a custom text message (in real time) which appears on both the inmate and visitor screens during a live visit.
- **Warning Button:** Allows for County staff to send a “WARNING: Conduct Code Violation. Visitation may be terminated” message that appears on both the inmate and visitor screens during a live visit.

HomeWAV Differentiator: Cloud-based Storage

The HomeWAV system operates on a 100% hosted “cloud” based system with dual secure servers located in different geographical locations within the United States. All recordings are stored on the cloud-based Amazon Web Services S3 servers in two different geographical locations for redundancy. Access Control List permissions are leveraged for added security.



100% Call Archiving


HomeWAV records and archives 100% of voice and video calls, with the exception of calls designated as privileged (as defined by the County). All recorded calls are available

for download, allowing for easy sharing with investigators, attorneys, etc. As such, call data can be easily copied on other media for use by jail and other law enforcement staff.

When a call is completed, and the System has combined the inmate/visitor stream together, the download is available for authorized users.

By default, all call recordings will be stored for 365 days. After the initial 365 days, the recordings will be archived and available by request for two (2) years. These storage settings are negotiable per the County's request.

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.

 **homewav**® **RESPONSE:** HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

Offsite Visitation

The HomeWAV System allows for off-site visitations to laptops, smart phones, etc.

When receiving calls on a PC:

1. Internet: 300Kbps
2. Common Browser (Safari, Chrome, Edge, etc.)
3. Webcam
4. Microphone
5. Speaker


When receiving calls on a Smart Device:

1. Cellular or Wi-Fi: 300Kbps
2. HomeWAV Mobile App (iPhone or Android) or a Common Browser (Safari, Chrome, Edge, etc.)

Account Funding Options

HomeWAV has two (2) funding accounts available to the family/friends and the inmates:

1. **Inmate General Funds:** Funds used by an inmate to communicate with any approved visitor. These funds are owned by the inmate and will require a manual refund upon release, less a \$7.50 refund fee. They can request a check or request a refund back to the credit card that was used to add the funds. HomeWAV funds never expire.
2. **Talk to Me Funds:** Funds that are property of the family or friend and will automatically refund back to the credit card that was used to add the funds when the inmate is released, less a \$7.50 refund fee. In the event cash was used for the purchase, the family or friend can contact HomeWAV for a refund by check. HomeWAV funds never expire. Also, the visitor can transfer or leave on the account if they prefer.
5. Visitation Units must be constructed of high impact material including a steel lanyard and security grade handset.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

High Impact Material

As described in the section of this proposal titled "*Durable, Tamper-free Equipment - Designed for the Correctional Environment*", the HomeWAV HomePAS™ Kiosk has a shatterproof glass monitor that is comprised of a combination of Corning Monster glass and soda-lime glass—making it the most durable glass monitor in the world. To date, it has never been broken by an inmate. The HomePAS™ Kiosk hardware includes:

- Purpose built
- 14-gauge steel ergonomic design
- Spill proof
- Dust proof
- Dual Security locks
- Rounded edges
- Steel lanyards with polycarbonate coating for extra protection
- Shatter proof touchscreen: 3'8" Corning Gorilla and soda-lime glass
- Armored handset – supports dual handsets

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

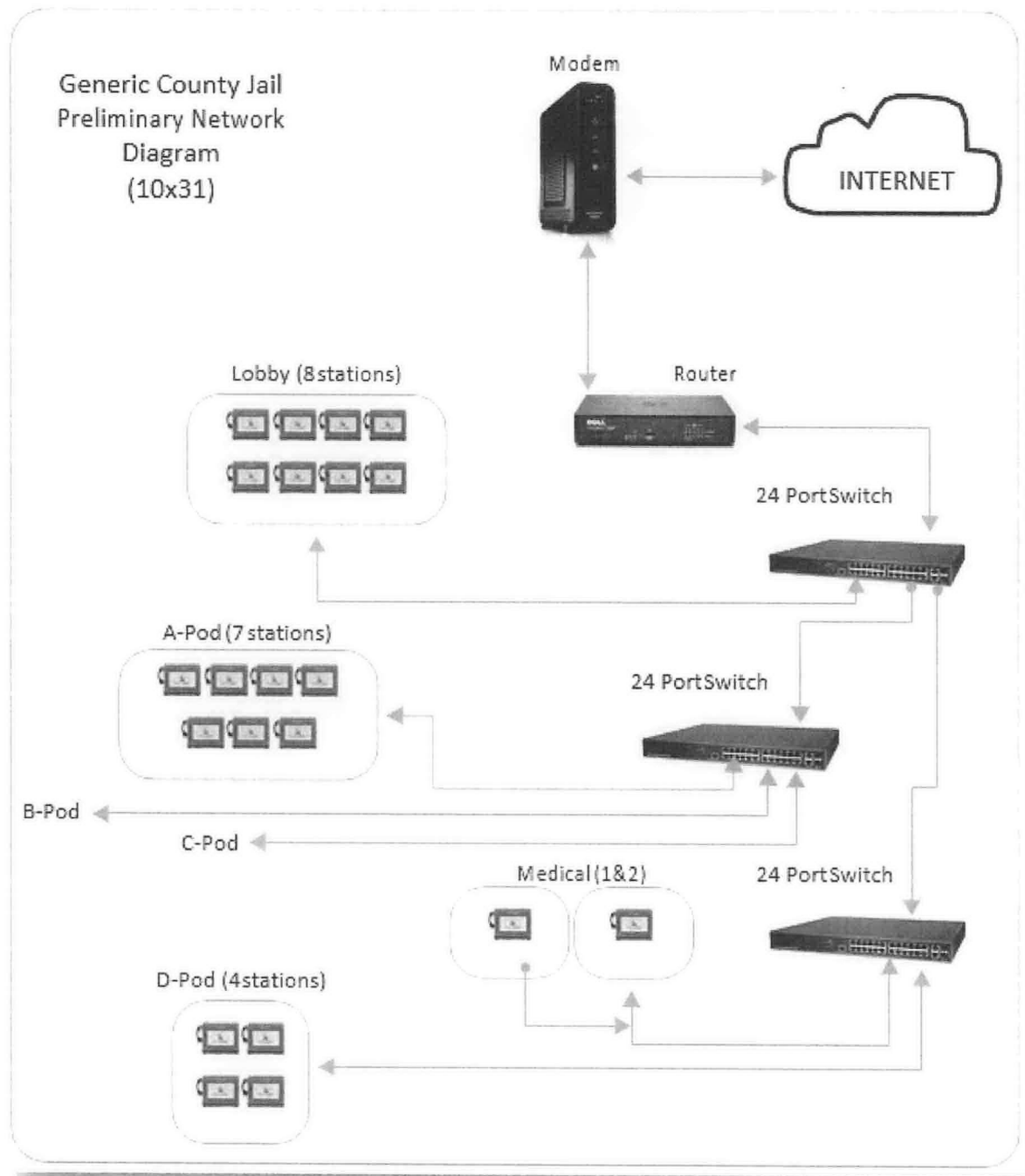
 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

Internet Service

Internet service can be provided via cable modem, fiber, wireless broadband, or other means. The minimum bandwidth requirement for each kiosk is 200 kbps.

The preferred location for the power and network termination is behind the kiosk and roughly centered in the rear cut-out. If the outlets are external to the kiosk, separate conduit containing the power and Ethernet cables must be run to the kiosk.

Network service is typically Ethernet over CAT5e, CAT 6, or CAT 6e cable terminated in an RJ-45 connector. See the for a typical network configuration.



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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

Services, Features and Account Funding Options

While a selection of the following services and features may also be addressed elsewhere in our proposal, we have provided the following to ensure the evaluator can easily access the capabilities that set HomeWAV apart.

Inmate-Initiated Calling

HomeWAV is the company that *first introduced "Inmate-Initiated" video visitation* to the correctional markets. HomeWAV's signature patent for inmate-initiated video calls (US 9,094,569) was approved in July 2015, allowing us to serve as the sole provider of the most visitor-friendly video visitation solution available today.

This patent has enabled HomeWAV to become the nation's premier video visitation provider.

Why This Benefits the County?

Patented Inmate-initiated Video Calls

- Generate up to 10x the usage of our closest competitors
- Reduces the need for advanced scheduling or staff intervention
- The ability to instantly connect maximizes convenience and overall call volume



Voice Biometrics for Video Visits

Voice biometrics have historically been a tool strictly used by inmate telephone systems. HomeWAV is proud to be the *first company to integrate this technology* into our video calls as well.

One-Minute Billing

One of the unique options that HomeWAV provides to our users is the ability to conduct remote video calls *in one-minute increments, only charging for the minutes used*. This feature encourages more frequent communication and allows the inmates/visitors to spread out their funds.

Remote System Management

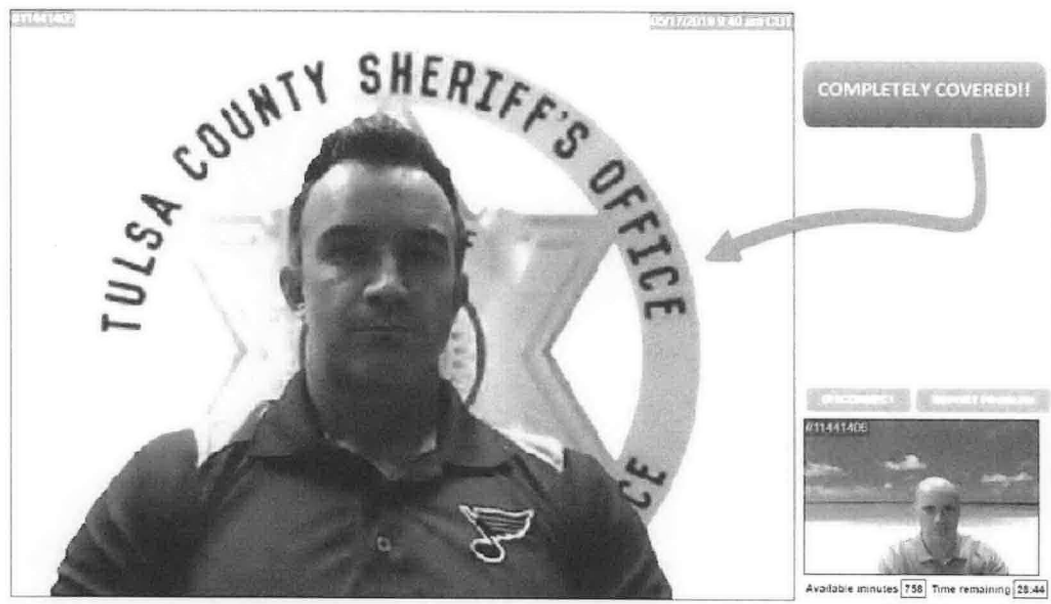
Many systems do not allow for office system management by County staff. The HomeWAV system allows County staff (with proper permissions) to live monitor recordings, etc. from any PC, tablet, or mobile phone, anywhere in the world. Our live monitoring security features are outlined below:

1. Disconnect Call
2. **Text Message Break-In Feature:** Allows for County staff to type a custom text message (in real time) which appears on both the inmate and visitor screens during a live call.
3. **Warning Button:** Allows for County staff to send a “WARNING: Conduct Code Violation. Visitation may be terminated” message that appears on both the inmate and visitor screens during a live call.

Background Filtering

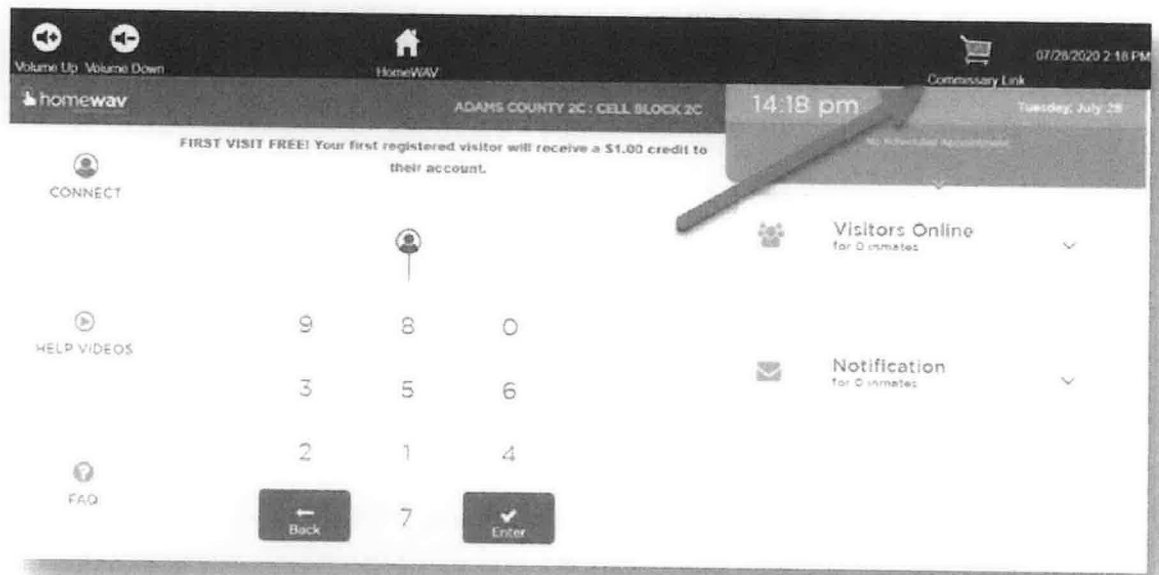
In 2018, HomeWAV purchased Tridef Smartcam’s background filtering technology. This feature takes the stress out of video visits by *eliminating the background and putting the focal point on the inmate.*

The application uses artificial intelligence (AI) trained in human form detection. Only the head and shoulders are viewable preventing lewd behavior. Custom backgrounds are available such as the County’s logo, SmartBlur, a solid color, or any other desired image.



Interface with Commissary System

HomeWAV can provide an onscreen ordering application to access the County's commissary menu. The process is simple and more user friendly than ordering through paper forms or through an inmate phone system. Inmates can log in and see actual images and descriptions of the products. They can then purchase the items and the order will be deducted from their trust fund. Because HomeWAV controls the kiosk accessibility, we can restrict what hours/days inmates can make their orders.

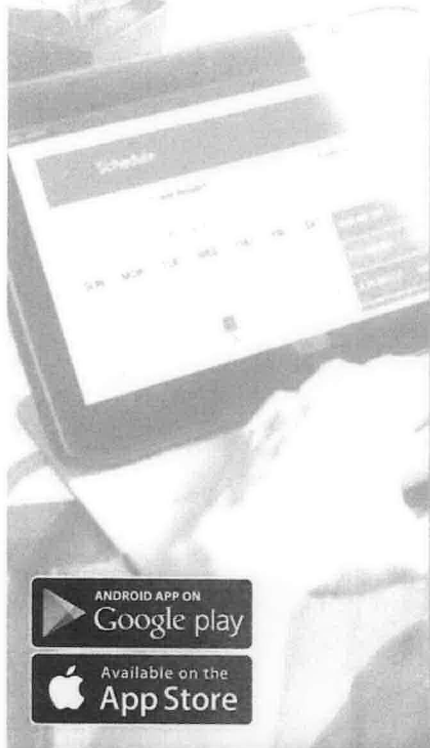


HomeWAV's ByPAS™ Smart Scheduler







The ByPAS™ Smart Scheduler can be used for video or face-to-face visits. Its intelligence is driven by creating a separate profile for every User and Device that is created in the system. This allows for a multitude of customizations and permissions settings. *The ByPAS™ Smart Scheduler will constantly monitor and cross reference all Users, Devices, Customizations, and Permissions to prevent conflicts.*



HomeWAV's ByPAS™ Smart Scheduler **HELPS MANAGE VISITATIONS**



SYSTEM FEATURES

-  Direct scheduling between inmate and visitor
-  Schedule visit via website, mobile app or call center
-  Zero scheduling conflicts
-  Auto-reschedule feature
-  Administrative ad-hoc scheduling
-  Customized settings

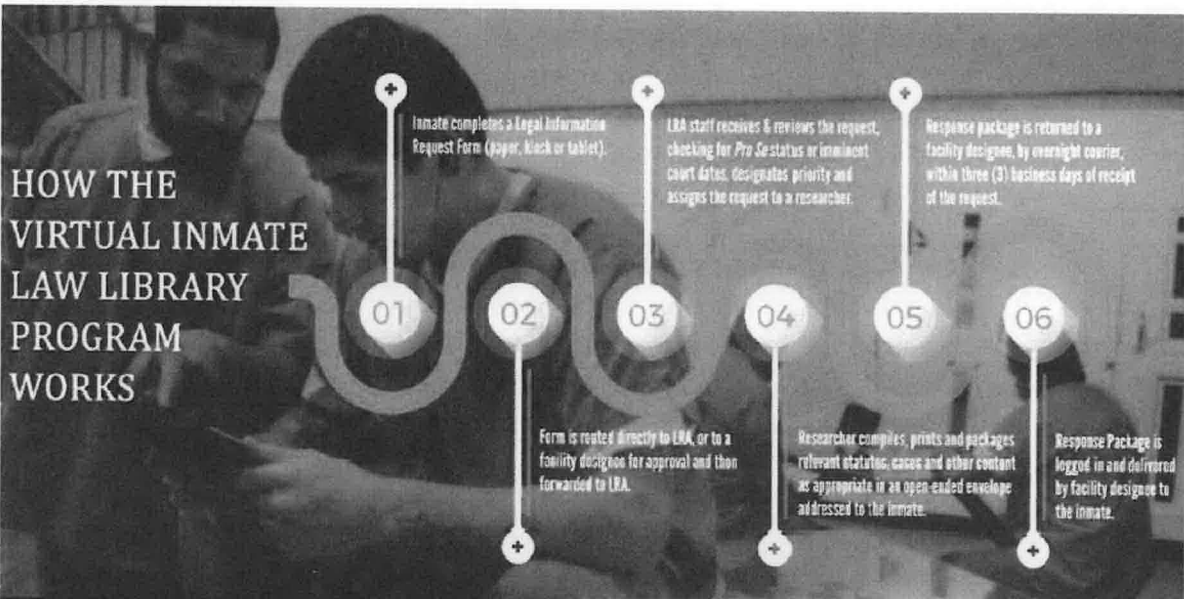


Law Library – Legal Research Associates

HomeWAV has an outstanding relationship with Legal Research Associates (LRA), an inmate law library that partners with over 150 correctional agencies across the United States. Upon award, HomeWAV can activate their Virtual Inmate Law Library program on your kiosks and/or tablet devices to assist the County in meeting your obligation to support and facilitate Inmate Legal Research.

LRA has been in operation since 1995 and has substantial experience providing legal research assistance to inmates. They currently respond to more than 24,000 requests per month. The graphic on the page that follows provides an illustration of how their Virtual Inmate Law Library program works.

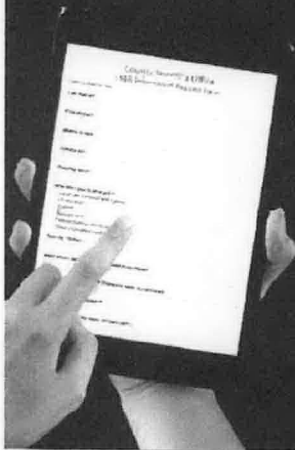
HOW THE VIRTUAL INMATE LAW LIBRARY PROGRAM WORKS



IT'S JUST THAT EASY...

All research responses are prepared by persons trained in legal research working under the supervision of one or more of our licensed attorneys. Our staff accesses continuously updated content so the information they provide inmates is as current as is available.

...AND IT'S ALSO FLEXIBLE



While most of our clients submit paper forms and receive printed content, facilities can opt to utilize Paper, Kiosks or Tablets or even a combination of these to accommodate varying needs across a facility.

Dedicated to the Corrections Industry since 1995, LRA works with over 100 facilities around the US, providing over 25,000 responses per month to inmate legal research requests.

Features & Benefits

	Traditional Law Library	Inmate Self-Research	Virtual Inmate Law Library
Qualified Research Assistance	×	×	✓
Individualized Support	×	×	✓
Up to 24x7 access	×	×	✓
Detailed Usage Reporting	×	⊖	✓
Always Current Content	×	⊖	✓
No Scheduling Issues	×	✓	✓
No Inmate Movement	×	⊖	✓
No Physical Space Required	×	⊖	✓
Printing Included	×	×	✓
No Online Security Concerns	×	⊖	✓
No Additional Hardware or Software Subscriptions	✓	⊖	✓
No Maintenance or Upgrades Needed	✓	⊖	✓
Liability Protection	×	⊖	✓
No Contraband Concerns	×	✓	✓
Kiosk/Tablet/Paper Flexibility	×	×	✓
Inmate Phone & Commissary Integration	×	✓	✓
Minimizes Impact on Revenue/Commissions	✓	×	✓
Vendor Dedicated to Corrections	×	×	✓

888-819-9777

www.LRANET.com



LegalEyes™ Video Court/Arraignment

The LegalEyes™ Video Court/Arraignment tool allows courts to conduct the requisite arraignment process without the need to transport the defendant to the courtroom by using an audio-visual link between the facility and the courtroom.

Utilization of this tool will allow the County to:

- Eliminate transportation of inmates
- Increase efficiency and safety while reducing the costs of court and arraignment proceedings
- Minimize exposure to unsecure environments
- Increase access to attorneys as the tool can also be used to facilitate attorney/client interactions

DigitalDocs™ Paperless System

The DigitalDocs™ Paperless System will allow the County to streamline current burdensome paper processes by digitizing all inmate documents and requests. This system provides the following benefits:

- Customized workflows ensure a simplified process and confidentiality
- Customizable forms for any type of request can be easily created, edited, and made accessible to inmates
- Audit trails allow for activity tracking to reduce liability
- Complete control over what forms are available to inmates and frequency of submission

Inmate Messaging

The HomeWAV messaging feature is a built-in feature in the HomeWAV inmate application, and it does not require additional interfaces.

However, since the application auto enrolls inmates to the system, having an accurate JMS is crucial for proper functionality.

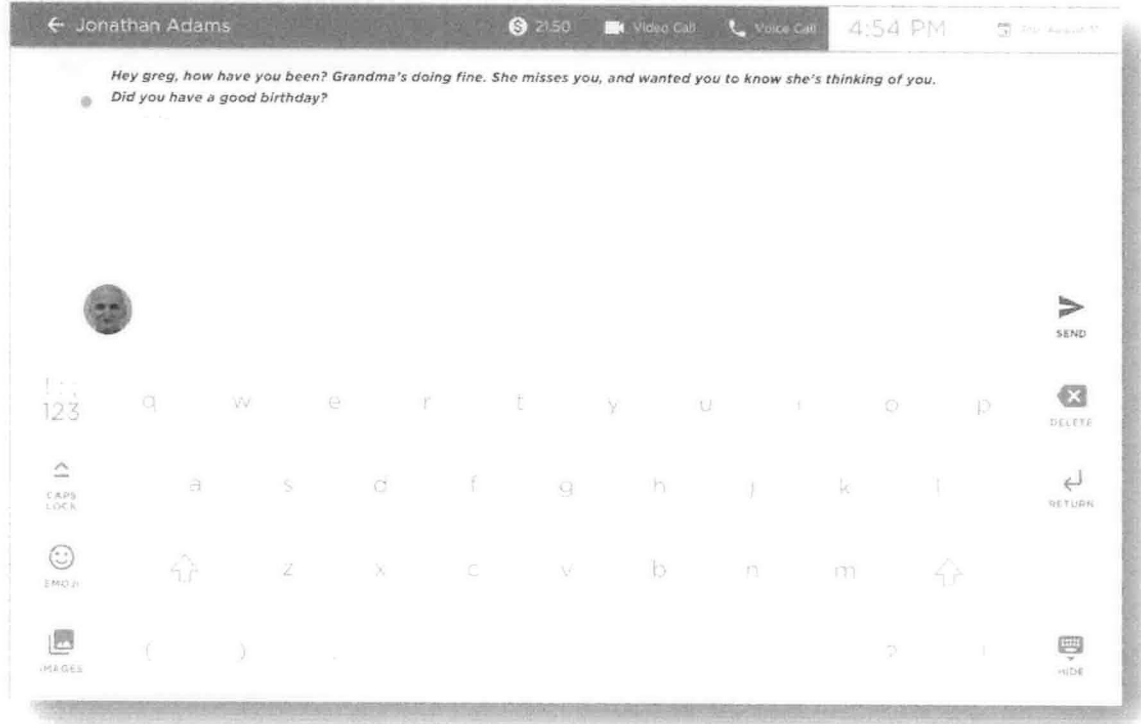


The HomeWAV system is a tag-based system. If the visitor is marked as an attorney and the messaging feature is enabled for the inmate, the system automatically tags the communication as private and it will not be viewable for facility administrators. There are two ways of delivering documents to inmates:

- Facility administrators can deliver files (e.g., image, PDF, text, etc.) and it will be recorded.
- Attorneys can use their secure channel to message inmates and include files in their secure channel of communication which will be non-monitored and non-recorded.

The messaging interface is illustrated below.

HomeWAV – Messaging Interface



Account Funding Options

HomeWAV has two (2) funding accounts available to family/friends and inmates:

1. **Inmate General Funds:** Funds used by an inmate to communicate with any approved visitor. These funds are owned by the inmate and will require a manual refund upon release, less a \$7.50 refund fee. They can request a check or request a refund back to the credit card that was used to add the funds. HomeWAV funds never expire.
2. **Talk to Me Funds:** Funds that are property of the family or friend and will automatically refund back to the credit card that was used to add the funds when the inmate is released, less a \$7.50 refund fee. In the event cash was used for the purchase, the family or friend can contact HomeWAV for a refund by check. HomeWAV funds never expire. Also, the visitor can transfer or leave on the account if they prefer.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV will provide all materials and services related to this project at no charge to the County. Our **ABSOLUTE ZERO COST** solution includes, but is not limited to:

- Complete Installation
- Hardware
- Software & Software Upgrades
- Internet
- Service & Support
- Maintenance
- Warranty
- Routine Upgrades
- Training

Absolute zero cost means HomeWAV will NOT be deducting any costs from the County's revenue. We make every effort to ensure we are respectful of County staff's time and resources. Please refer to the section of this proposal titled "*HomeWAV's Solution for Brown County Sheriff's Office*" for an outline of HomeWAV's proposed units for Brown County.



PART VI: TABLETS

Part VI: Tablets

TABLETS:

Brown County is considering the distribution of Tablets for inmate use in the facility. Please include your tablet solution if available.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

The **HomeWAV ComPAS™** tablet is capable of all of the same functions as the all-in-one HomeWAV HomePAS™ kiosk. We have provided the following graphic detailing the features of the tablet.

HomeWAV: ComPAS™ Tablet

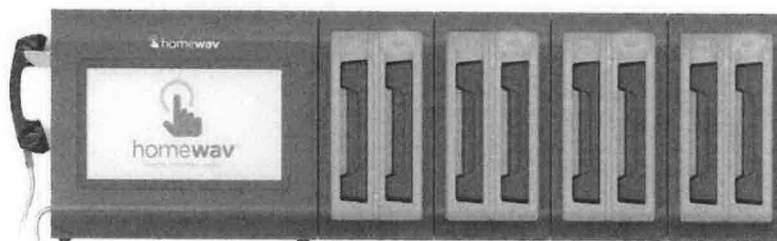
HomeWAV ComPAS™ Tablet



- ✓ Complete remote system management. Control everything via desktop without ever visiting the pod
- ✓ In-pod charging, locking and checking-out system. No staff required
- ✓ Fully customizable permissions to include; available times, available applications, individual inmate user permissions
- ✓ Behavioral based rule setting and disciplinary procedure capabilities
- ✓ Expandable to accommodate facility and housing needs



Charging Bay



Charging Bay

ComPAS™ Tablets – Designed for the Correctional Environment

Unlike our competitors who have adapted consumer-grade tablets for use inside correctional facilities, HomeWAV's ComPAS™ tablets were specifically designed—from concept to deployment—for the correctional industry and are provided in a rugged, correctional-grade device. The durable design of the tablet was created to survive a tough, high-use environment.

The physical tablet is enveloped in several layers of supportive equipment and a protective upper bezel that goes on top of the tablet—all materials are built specifically for the corrections-industry.

The tablets are provided in a tamper-proof wall-mounted kiosk body for additional protection. Since the tablets are secured in the kiosk, they are securely locked.

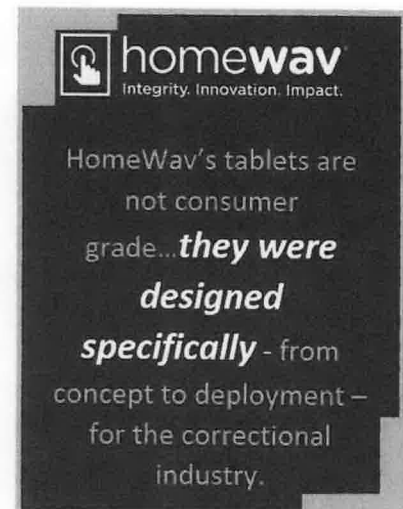
Tablet Security Measures

HomeWAV administrators will install a customized, secure firmware on all tablets. Firmware is a customized version of Android that is modified to meet correctional security measures. Security measures include:

- Locked factory reset
- Locked safe mode
- Locked Internet surf
- Locked google play access
- Locked network access
- Locked audio resources
- Locked video resources
- Administrator-controlled interface (administrators can lock the device, when needed, and the device will be non-functional until the administrator re-enables the device for use)

Mobile Device Management

HomeWAV has a custom version MDM which is specifically designed for correctional facilities. In order to set security measures, all unnecessary buttons, services, and network access are disabled and will not be available for the end users.



Tablet – Data Storage

All data from the ComPAS™ Tablet system will be stored on HomeWAV's cloud-based server *in the same way ITS and VVS data is stored*. The list that follows outlines the usage data viewable by County staff:

- The inmate name and which (by number) tablet the inmate rented
- How long an inmate rented a tablet
- Memory usage
- Battery usage
- The application that is installed
- The version of the application installed
- The volume

Inmate Education via the HomePAS™ Tablet

HomeWAV partners with Edovo and *provides their inmate education application on our tablets at no cost to the inmate*. All content is free to the inmates on a learn-to-earn model. Courses that are available through Edovo are highlighted on the screenshots that follow. As the reader will note, Edovo's available content includes a wide variety of online learning to include: Job Skills and Personal Finance, GED, HiSET, and TASC Preparedness, legal topics, and college level coursework to name a few.

EDOVO CONTENT LIST - HIGHLIGHTED COURSES (BY CATEGORY)

edovo

Course Category	Course Title	Description
Cognitive Behavioral Therapy & Mental Health	Cognitive Behavioral Therapy: Addressing Criminogenic Factors	A house made video-based course featuring incarcerated men engaged in therapeutic group sessions led and moderated by Paula Smith and Jennifer Luther of the University of Cincinnati Corrections Institute
	Houses of Healing: A Prisoner's Guide to Inner Power & Healing	Emotional literacy course specifically designed for incarcerated individuals, using videos, daily exercises, and a guiding text to help users make better decisions, stay in control, and set life goals
	Parenting While Incarcerated	A video-based course we produced featuring Ann Adalst-Estrin, Director of the National Resource Center on Children and Families of the Incarcerated, and Carol Burton, Executive Director of Centerforce and Director of Alameda County Children of Incarcerated Parents
	Headspace	Introduction to meditation and health benefits of meditation; Audio-guided meditation program
	Mindfulness-Based Substance Abuse Treatment	Substance abuse treatment
GED, HSET & TASC	Anger Management	Anger management course based on SAMHSA materials
	Peace Education Program	Video-based series of lectures and articles from the Prem Rawat Foundation that encourage self reflection and inner peace
	English Language Arts Foundations I, II, III	Core curriculum language arts courses. Reading and analysis of narratives, short stories, informational texts, & nonfiction articles. Includes videos
	Core Curriculum GED material	Over twenty subject-specific courses that teach and test GED material
	Dropping Back In	Series on people who went on to success from earning a GED
Job skills & Personal Finance	GED Checklist	Introduction to the GED and how to prepare for it
	i-Pathways	Leading personalized test preparation curricula to prepare students for high-school equivalency exams, including GED, TASC, or HiSET
	Introduction to Credit Reports and Credit Score	Introductory course
	Introduction to Personal Finance	Introductory course covering many aspects of personal finance, including making a budget, saving, understanding and using financial institutions, and debt
	Cisco Networking Certification	Certificate earning course
	Commercial Driver's License Certification	Certificate earning course
	Digital Literacy	Digital literacy course covering the basics of word processing software (Microsoft and Google Docs) and the Internet
	Legal to Legal Business Success for JEXI Criminals	Entrepreneurship program developed by an ex-offender who is now a successful businessman. Includes sample business plans and step-by-step guides
	Introduction to Customer Service	Introductory course
	Introduction to Customer Service Management	Introductory course
Trade-Specific Courses	ServSafe Certification	Food and beverage safety training and certificate program administered by the National Restaurant Association, and required by many restaurants as a basic credential
	SquareUp	Entrepreneurship program
	Career Exploration	Video-based courses on how to succeed in the workplace, network, and achieve career goals
	Trade-Specific Courses	Vocational programs on a variety of topics, including automotive mechanics, plumbing, food safety, electrical trade, computer skills, and carpentry

	Vocational Skill-Building	Introductions to career paths, job responsibilities and qualifications, job search and application process, sample resumes and cover letters, interview preparation, frequently asked questions, how to succeed in the workplace, network, and achieve career goals
College	Beginning Algebra	Credit earning
	Business Law & Ethics	Credit earning
	Continuing Your Education: An Introduction to College Courses	Introductory course on college coursework
	Economics 101: Principles of Microeconomics	Credit earning
	Intro to Business Communications	Not credit earning
	Intro to Legal Studies	Not credit earning
	Political Science	Credit earning
Religion & Spirituality	Psychology 101	Credit earning
	Real World Math	Credit earning
	Bible Correspondence Course	Text-based courses on Christianity complete with guiding questions. Certificate available upon completion
	Topics in Islam	Text and audio-based courses on Islam complete with guiding questions
	Topics in Judaism	Video-based courses on Judaism complete with guiding questions
	Video Sermon Library	Library of videos drawn from various religious congregations around the country
	Religious Holy Texts	The Holy Bible (KJV, NIV, ESV, Catholic); Book of Mormon; Buddha and His Teachings; The House of Eternity II: The Truth; The House of Eternity III: The Life Final; Spiritual Survival Guide: For Prison and Beyond
Health	Florida Literacy Coalition: Staying Healthy	Health curriculum designed for low intermediate level ESOL learners and above.
	Health Insurance Basics	Learn basic information on health insurance and options
	Healthy Roads Media Library	HIV/AIDS resources in 6 languages. Materials are low-literacy accessible, and available as video with corresponding handout. Media library of 1850+ videos and handouts in 6+ languages in development.
	How to Apply for Health Insurance	Video course introducing health insurance options for currently incarcerated people, and how to apply
	Properly Utilizing Health Services	How to use health services
	Staying Healthy	Health information book designed for low literacy adults, produced by the Florida Literacy Coalition
	Topics in Health: LGBTQ	Health information course designed to meet the needs of LGBTQ individuals
	Topics in Health: Veterans	Health information course designed to meet the needs of U.S. veterans
	Topics in Health: Women	Numerous health information courses designed to meet the needs of women
	Neila Ray: Fitness & Nutrition	Fitness and nutrition information
	Personal Hygiene	Learn information on maintaining personal hygiene
Reading & Literacy	Reproductive Health	Learn information on reproductive health
	How to Find a Substance Abuse Treatment Program	Substance abuse treatment
	Edovo Reading Comprehension	Short, non-fiction readings complete with questions to test understanding (targeted at grade levels 3-8, grades K-2 and 9-12 in development)
	Introductory phonics videos for beginning readers	Introductory phonics videos for beginning readers
Legal Topics	ORCA and Story Shares publishers	Hundreds of short novels written in English and Spanish for struggling readers complete with reading comprehension questions
	Reading Plus	Leveled reading program that transforms how, what, and why students read while broadening interests and building knowledge
	Basic Legal Information (English & Spanish)	Introductory materials
	Full Law Library	Available with subscription
Personal Development	In-House Legal Sessions: Topics in the Criminal Justice System	In-house legal sessions with information on the criminal justice system, and basic tips for avoiding conflict with the law. Topics include: courtroom etiquette, civil vs criminal systems, going pro se, how to read a court opinion, the law of accountability, aggregating criminal charges, the role of a public defender, consequences of a suspended license, avoiding technical parole/probation violations, user fees, consequences of unpaid child support
	Introduction to Constitutional Rights	Introductory course
	Introduction to the Courtroom	Introductory course
Edovo Exploration Content	Introduction to the Criminal Process	Introductory course
	Beyond Prison, Probation, and Parole	Video-based series featuring formerly incarcerated individuals who successfully re-entered society
	Michael G. Santos Foundation	Video-based courses created by a formerly incarcerated individual who turned his life around
Language Learning	Prison Mindfulness Institute	Non-sectarian Buddhist course designed to give inmates the tools to achieve personal development goals, rehabilitation, and eventual success in society
	Educational & Instructional Videos	Bank of thousands of educational and instructional videos
	Khan Academy Lite & GED Assistance	Video based courses on math, among other academic subjects
	Library of E-Books	Contains classics in English and Spanish
	Library of Inspirational Videos: Life After Incarceration	Inspirational and thought-provoking videos focusing on turning one's life around from incarceration
Creative Content	Manuals & Resources for Vocational Training	Numerous miscellaneous topics
	Podcasts & Documentaries	Numerous miscellaneous topics
	Poetry	Written and spoken-word poetry collection
Language Learning	ESL for Spanish Speakers (video plus questions)	Video-based introductory courses for Spanish-speaking ESL students complete with practice questions
	Full Spanish Interface (in development)	Edovo program in Spanish
	Transparent Language Online	Beginner English for speakers of 27 languages (including Spanish), and intermediate English for all English learners
Creative Content	Edovo Beats	Simulated HTML 909 drum machine for users to curate and save custom beat sequences
	Make Big Talk	Writing course designed for self expression and self reflection
	Letter Writing Series	Writing courses that teach how to write different kinds of letters
	Peer Tutoring Series	Courses that prepare students to be tutors to different kinds of learners

RFP; Define your preferred tablet distribution ratios to inmate, charging station options, tablet replacement pricing, features, applications and any associated costs.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

Tablet Distribution Ratios

HomeWAV has proposed our tablets at a 1:1 inmate per tablet ratio.

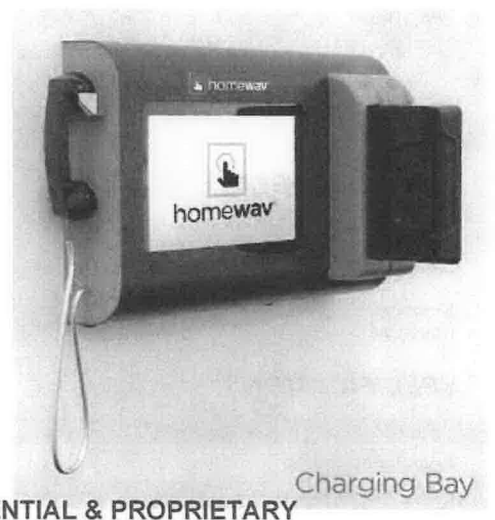
Charging Station Options

The ComPAS™ Tablet system is flexible and dynamic; the tablets can be issued either inmate specific or using a shared model system. HomeWAV offers two options for inmates to access the tablets.

Option #1: In-Pod Charging Access

For the in-pod charging system, inmates can check out a tablet from the HomePAS™ Kiosk.

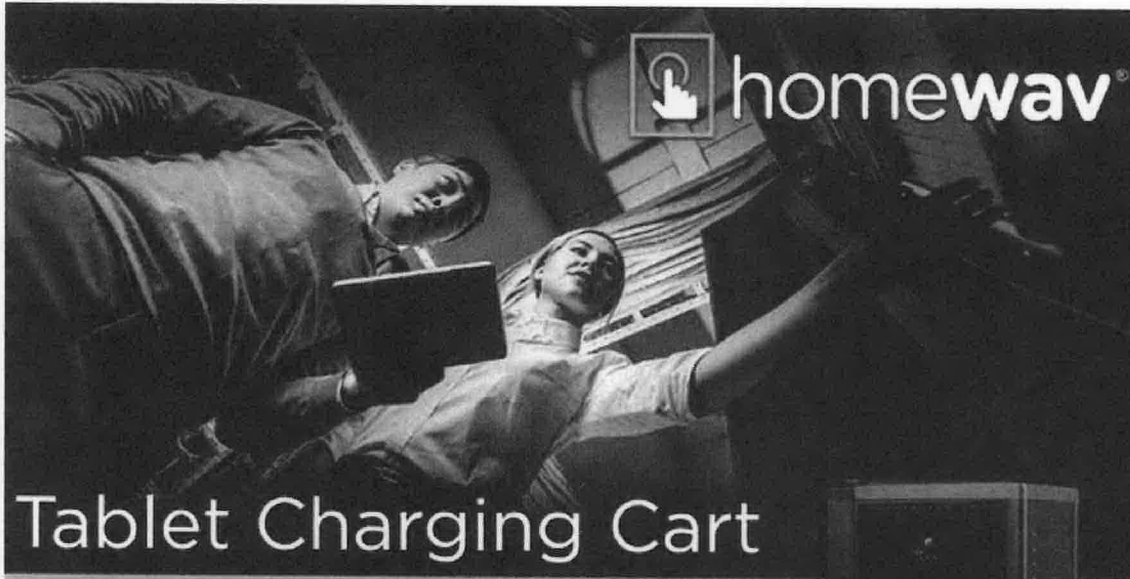
- Complete remote system management. Control everything via desktop without ever visiting the pod
- In-pod charging, locking and checking-out system. No staff required
- Fully customizable permissions to include: available times, available applications, individual inmate user permissions
- Behavioral based rule setting and disciplinary procedure capabilities
- Expandable to accommodate facility and housing needs



CONFIDENTIAL & PROPRIETARY

Option #2: Mobile Charging Cart Access

HomeWAV's mobile charging solution is a simple solution for the housing units that are unable to accommodate the in-pod charging. Inmates will still be required to check-in/out the tablets in the same manner as the in-pod charging system via a top-mounted administrator tablet. The graphic on the page follows provides additional details regarding the features of the mobile charging cart.



Tablet Charging Cart

• CCC, FCC, ROHS, REACH, CA65 Certified



Lighting Protection



Over Current Protection



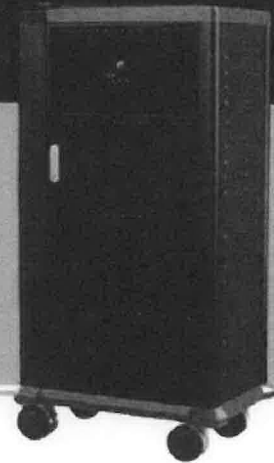
Overload Protection



Leakage Protection



Surge Protection



PRODUCT DETAILS

Each Port	5DC, 0.5-3A
Power System	City Power: 110-220V, 13A Power Supply: 5V, 40A (no user access) Charging Ports: 5V, 0.5-3A
Ergonomic Construction	60-70% Smaller than most Charging Cabinets. Smooth Airflow Channel

SPECIFICATIONS

Model:	EN10064-2.0, EN10064-52.0
Layout:	Four Layer
Capacity:	64 Tablets
Interface:	USB
Input:	100-240V ~ 50-60 Hz, 13A
Output:	5VDC, 0.5-3A
Power:	900W
Data Speed:	10M/S
Slot Dimension:	285*200*22mm
Cabinet Dimension:	L * W * H=635*430*1205mm
Net Weight:	64kg
Shipping Weight:	76kg
Main Material:	1-1.5mm steel/ABS

CONFIDENTIAL & PROPRIETARY



Safety modeling



Ergonomics



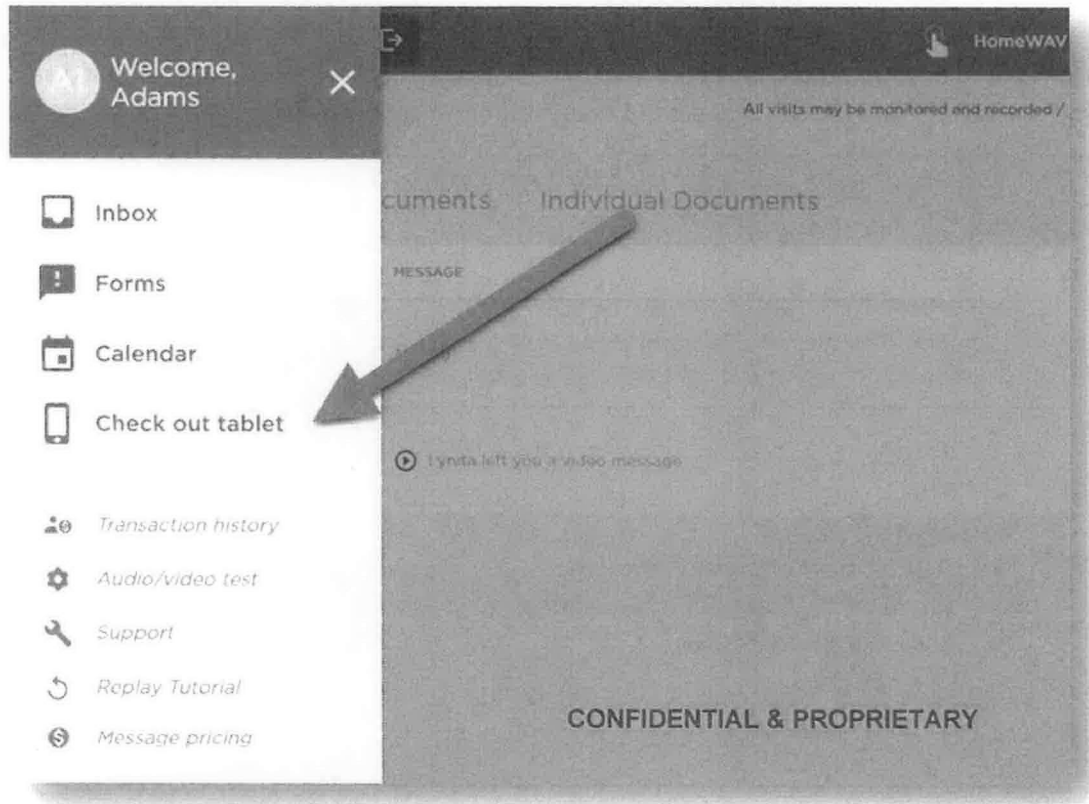
No sharp corners overall



Reduce collision damage

Checkout Process

Regardless of which charging option you select; inmates will be required to log into their HomeWAV account to check out a tablet. This will be performed from the HomePAS™ Kiosk (In-Pod) or a top-mounted tablet (mobile charging cart).



Once they log in, they select “Check out tablet”. Depending on the current permissions of that specific inmate, it will either allow or deny the request. County staff can customize accessibility permissions based on inmate, housing unit, and days/hours of availability.

Tablet Replacement Charges

HomeWAV will provide all service and maintenance and will be responsible for all repair and replacement costs throughout the term of the contract. HomeWAV will provide the County our Software and Hardware Service Level Agreement at zero cost. This includes all hardware and software upgrades, to include warranties.

RFP: It is preferred that the funding of media Apps should be separate from the telephone or video visitation options.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND COMPLIES.

Media Apps

HomeWAV understands that every facility has different objectives when providing services to the inmates. That is why we designed the ComPAS™ Tablet to be completely configurable based on the goals you want to achieve. Below are the applications that will be offered to the County *at no cost*. These applications can be added or removed as needed by County staff request to HomeWAV.

- **HomeWAV App:** The HomeWAV App serves as the dashboard when the inmate logs into the ComPAS™ Tablet. From here, the inmate can access all the communication services (e.g. ITS, VVS, Messaging, Mail, etc.) and App Center.
- Games
- Movies
- Music
- eBook Reader
- DigitalDocs™ Paperless System
- LegalEyes™ Video Court/Arraignment
- Commissary Ordering
- Law Library



PART VII: ELECTRONIC MAIL

Part VII: Electronic Mail

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.

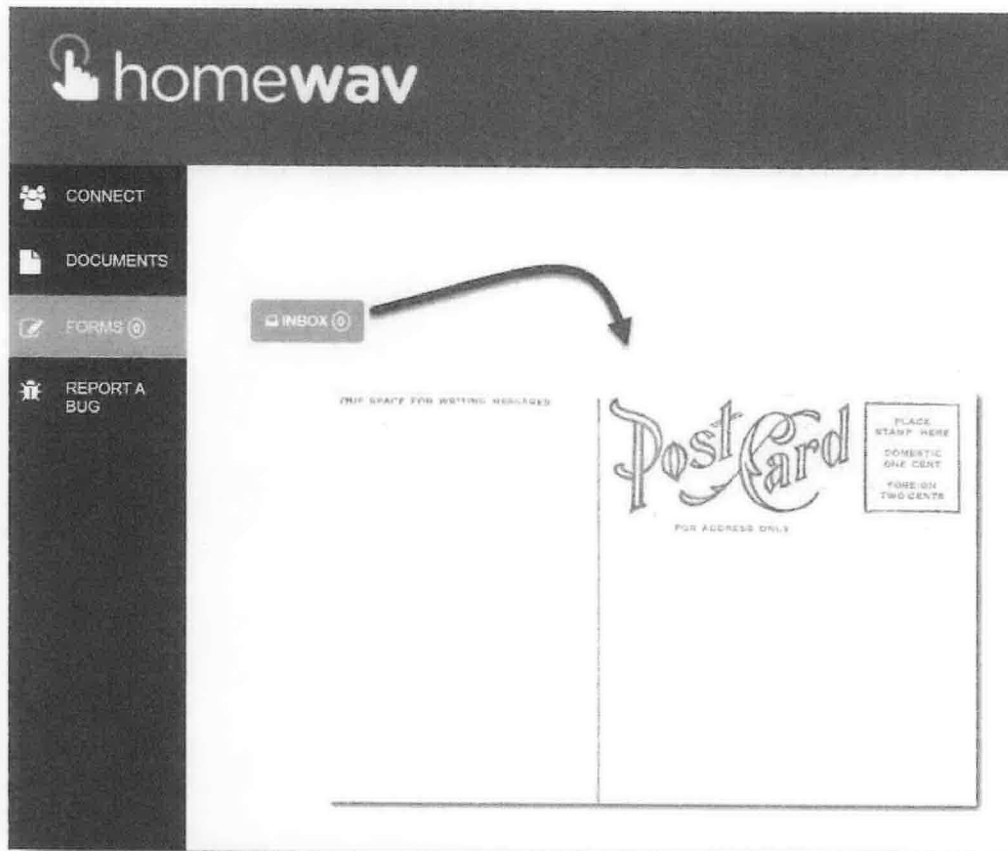
 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

To reduce the administrative burden of County staff overseeing the physical mail auditing and scanning process, HomeWAV has partnered with Earth Class Mail. Our partnership allows for all physical mail sent to inmates to be routed to a secure processing facility for scanning, then routed to the facility for electronic distribution.

Inmates will be able to view their letters, photos, drawings, etc. via the "Inbox" on the HomeWAV Inmate Dashboard. By default, all mail is retained for thirty (30) days. *All scanned mail is at no cost to the inmates.*

Please refer to the graphic on the following page for an example of the dashboard.

HomeWAV Inmate Dashboard Inmate Mail Viewing



RFP: Please describe your program and provide at least 3 references currently using this type of mail delivery system.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

HomeWAV has integrated with Earth Class Mail to provide mail scanning to the County. Earth Class Mail has been providing this service to hospitals, law firms, and correctional facilities since 2006. The diagram on the page that follows outlines the benefits of using Earth Class Mail and the inmate mail scanning process they follow.



HomeWAV: Inmate Mail Scanning

STREAMLINE, ORGANIZE, AND UPHOLD THE SAFETY INSIDE YOUR FACILITY

THE BENEFITS:

- ✓ Eliminate the risk of dangerous narcotics entering your facility.
- ✓ Automated sorting and Optical Character Recognition (OCR) allow for automated filtering and qualifying of content.
- ✓ Reduce staff burden and hours spent sorting physical mail.
- ✓ Provide a secure and controlled environment for staff and inmates.



THE PROCESS:



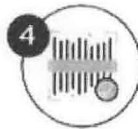
FRIENDS & FAMILY MAIL LETTER
Mail Address: PO Box 510170
Milwaukee, WI 53203-0037, US



LETTER SCANNED
Every piece of inmate mail received will be logged, organized, and stored securely by Earth Class Mail



INMATE ASSIGNED SCAN
Digitally delivered to the facility's internal system as a high-resolution PDF. Physical mail archived.



REVIEW SCANNED MAIL
Mail is approved or rejected by facility staff. Physical mail available upon request for investigations.



DIGITAL MAIL READ
Scanned mail is digitally available for inmates to view from a HomeWAV™ kiosk or tablet.

POWERED BY  EARTH CLASS MAIL

www.HomeWAV.com | Visitor Support: 844-394-6639

To date, HomeWAV has not deployed the Earth Class Mail in any of our facilities. We have contracted to provide this service to several facilities by the end of the year. However, Earth Class Mail has been in use at correctional facilities for quite few years now including some state Department of Corrections. Due to Non-Disclosure Agreements that are in place, we cannot disclose who they are at this time.




PART VIII: MAINTENANCE

Part VIII: Maintenance

MAINTENANCE:

The contractor shall provide all maintenance and upkeep of the inmate telephone system, video visitation units and tablets.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

Preventative Maintenance

Regular preventative maintenance will be scheduled—on a monthly basis—based on the Facility's preferences. As part of the preventive maintenance visits, the assigned technician will:

- Test the functionality of the HomeWAV equipment.
- Inspect equipment for damage, tampering, and indications of security risk.
- Make necessary repairs.
- Maintain preventative maintenance form

Preventative Maintenance Form

As part of the preventative maintenance, the assigned technician will maintain the preventative maintenance form, tracking all issues found and completed repairs. After each visit, the preventative maintenance form will be provided both to HomeWAV Support and the facility staff. For the reader's review, we have provided an example of the form below.

Technical Support Team

HomeWAV's *in-house technical support team* consists of staff to respond to all requests for technical support. This team is responsible for software configuration during pre-implementation, provides remote support during implementation, and support post-implementation. The technical support team that will be responsible for serving Brown County's needs include the following individuals:

- Morteza Sahebkar, Chief Technology Officer (CTO)
- John Crites, Director of Field Services
- Andrew Lewis, IT Specialist
- Dinko Karamfilov, IT Specialist
- Safi Khan, Software Developer

Technical Support and Service Requests

Technical support and service requests can be made in through three easy options, as outlined below.




homewav

TECH SUPPORT AND SERVICE REQUESTS

3 EASY ways to contact HomeWAV Tech Support:

- Email: facilitysupport@homewav.com
- Fill out a support ticket by clicking on the support tab in the administrator dashboard.
- Call: 844-842-9167

www.HomeWAV.com

Contact Support Team

The objective of the Contact Support Team is to provide each HomeWAV visitor with the assistance they need while using our software. The goal of the team is to be prompt, informative, and courteous.

HomeWAV's domestic Contact Support team is responsible for providing visitor support for technical questions and account management via email and phone. The contact support team that will be responsible for serving Brown County's needs include the following individuals:

- Arlene O'Connor, Contact Center Manager
- Contact Center Specialist Team

The Contract Support Department is open 365 days a year and is available for support via live phone calls and emails via the following channels:

- **Customer Support Phone:** (844) 394-6639
- **Customer Support Email:** support@homewav.com

24/7/365 Support Escalation

Additionally, the table below outlines the list of individuals that are part of HomeWAV's escalation procedures as it relates to the support.

HomeWAV Support Escalation				
Name	Title	Office Number	Mobile Number	Email Address
Andrew Lewis	Technical Support Specialist	314-783-9224	314-651-1093	a.lewis@homewav.com
Tony Brooks	National Account Manager	715-781-5048	715-781-5048	t.brooks@homewav.com
Todd George	Director of Business Development	619-369-9479	952.239.5689	t.george@homewav.com
Morteza Sahebkar	CTO	314-783-9219	314-753-0038	m.sahebkar@homewav.com
John Crites	Director of Field Services	314-208-3756	314-406-9280	j.crites@homewav.com
John Best	CEO	314-764-2875	314-403-4636	j.best@homewav.com

...
WHAT OUR CLIENT PARTNERS ARE SAYING
 ...

"We have been with HomeWAV since 2015 and had a great experience. Not only are our inmates and their families provided with a user-friendly platform to communicate but our staff can spend more time running the facility because the product just works. Their customer service is very responsive and excellent to work with. I highly recommend HomeWAV."

- Sheriff Brett Clark
 Hendricks County Sheriff's Department (IN)

HomeWAV's Response to System Outages

Priority 1 Outage

A P-1 failure is defined as:

- A failure of the system's processor, its common equipment, or power supplies which render the system incapable of performing its normal functions.
- A failure of the recording function or any of its components that affects the full recording operation.
- A failure of 100% or more of the calling kiosks at any one area within the facility.
- Disruption in service to a single user of material nature. Material nature shall mean County's operations are critically affected.

For a "P-1," response to P-1 issues shall be available twenty-four (24) hours a day, seven (7) days a week, throughout the term of the contract.

HomeWAV shall respond to the service problem within sixty (60) minutes of initial trouble reported by County personnel through the use of remote testing or access. Should the system not be accessible for remote testing, then HomeWAV shall have a qualified background-checked technician onsite at the facility within four (4) hours from the time it is determined that the problem cannot be resolved remotely.

If the issue can be worked on remotely, HomeWAV is committed to having completed repair within four (4) hours of the initial issue report. If it is determined that a technician must be onsite to correct the issue, the technician will be onsite within four (4) hours of the time it was determined that the problem could not be resolved remotely.

Priority 2 Outage

A P-2 failure shall be defined as:

- A Priority 2 condition exists when a facility is 50% off line or when any housing unit is 50% off line.

When a P-2 failure occurs, HomeWAV shall respond to the service problem within sixty (60) minutes of initial trouble reported by County personnel through the use of remote testing or access. HomeWAV is committed to having completed repair within eight (8) hours of the initial issue report. Should the system not be accessible for remote testing, the HomeWAV shall have a qualified background-checked technician onsite at the facility within sixteen (16) hours of the time it was determined that the problem could not be resolved remotely.

Priority 3 Outage

A P-3 failure shall be defined as:

- A Priority 3 is a normal ticket that does not fall into the Priority 1 or Priority 2 categories. These issues are handled as quickly as possible. When a P-3 failure occurs, HomeWAV shall respond to the service problem within 120 minutes of initial trouble reported by County personnel through the use of remote testing or access. HomeWAV is committed to having completed repair within 48 to 72 hours of the initial issue report.

If HomeWAV successfully corrects any failure within the required response period remotely, and no onsite presence is required to restore the system to proper performance levels, the 24-hour onsite response requirement shall be waived.

Warranty

- **HomeWAV Software Warranty:** Includes support, maintenance, schedule upgrades, and scheduled updates. Software updates are done remotely at 3:00 a.m. Central Time.
- **HomeWAV Hardware Warranty:** Includes parts and equipment, on-site maintenance for normal wear, defects in material and workmanship, inmate abuse, natural disaster, and inmate unrest.

Service Ticket Process

- A service ticket is created for the issue/defect and sent to our product development team.
- Our product development team will take the issue/defect, and have it documented for analysis.
- Once analyzed, a simple 1-10 scale (10 highest) is used to prioritize and a number is placed on the issue/defect.
- This service ticket is then placed on the revolving to do list for our programmers who deploy the fixes based on priority.
- Issues and defects are defined as a common bug fixes to current versions of software.


Request for Product Enhancement (Upgrade) Process

- The staff fills out a work order request for the upgrade.
- The work order request is analyzed by the product development team to determine whether it is a necessary universal upgrade to the system or specific to the County.
- If it is determined to be a necessary universal upgrade, it will be sent through the service ticket process and developed at no charge to the county. If it is

determined to be specific to the County, a quote will be presented to the County for approval.

- If the work order request is approved by the County, the work order request will be sent to the service ticket process.

RFP: The contractor shall provide a toll free telephone number to report system problems.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

The Contact Support Department is open from 6:00 AM PDT – 6:00 PM PDT, 365 days a year via the following channels:

- **Toll Free Phone/Text:** (844) 394-6639
- **Email:** support@homewav.com
- **Chat:** On-screen
- **Message:** Facebook, LinkedIn, or Instagram



PART IX: DAMAGE TO EQUIPMENT

Part IX: Damage to Equipment

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.



PART X: UPGRADES

Part X: Upgrades

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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

HomeWAV will provide all service and maintenance and will be responsible for all repair and replacement costs throughout the term of the contract. HomeWAV will provide the County our Software and Hardware Service Level Agreement at zero cost. This includes all hardware and software upgrades, along with all warranties.

Software Upgrades and Bug Fixes

HomeWAV updates all of its applications every three (3) to six (6) months. These updates include upgrades with improved features and bug fixes. Any major system changes will be developed with an on/off toggle in the event the facility does not want to implement it. Minor system changes are typically developed as a global setting. The process for our software development pipeline is as follows:

1. A ticket is created in our Jira software development system.
2. The ticket will be evaluated based on priority and given a label of "High", "Medium", or "Low", along with a due date.
3. The ticket will then be evaluated based on the technology required and assigned to the

- respective developer(s).
4. The upgrade or bug fix is developed and ready functionality testing.
 5. If the development passes testing, it is marked as "Candidate for Release".
 6. If the development does not pass testing, it is assigned back to developer(s) for more review.
 7. This the testing process repeats itself as many times as it needs until the team is confident in its functionality.
 8. Once it is a "Candidate for Release", the development is merged to our the "trunk". The trunk is a carbon copy of our production (live) site also known as our development site.
 9. A full regression test is then performed testing 372 scenarios (2-3 weeks).
 10. Any potential bugs discovered in this process we will be fixed until we have a 100% functional/tested on the trunk.
 11. If the trunk site tests are passed, a new server is created from the trunk named "Candidate" to practice our release.
 12. A full load test is done on the "Candidate" server to ensure release does not increase our resources (CPU usage, Memory utilization, etc.)
 13. After the "Candidate" server passes the load testing, we schedule for doing a release during our very low system load (2:00 AM – 5:00 AM CST). Doing the release during non-peak hours allows us to roll back the update in the event we see any bugs on our production site. This mitigates the risk to our customers.



NEW UPDATES
to enhance your
HomeWAV experience!

 Text Verification Option Available for Admins	 Added Privilege Call Feature for Admin
 Query Optimization & Enhanced Playback	 Signal Strength Widget Added During Live Call on Web- App
 Error Resolved & Speed Increased in Usage Tab	 New Custom Template Feature for Admin

After every update, HomeWAV will send out an email to all users notifying them of the details of the release.

RFP: The system must allow Jail personnel the ability to access data from the phone system from any computer in the department.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND THE SYSTEM COMPLIES.

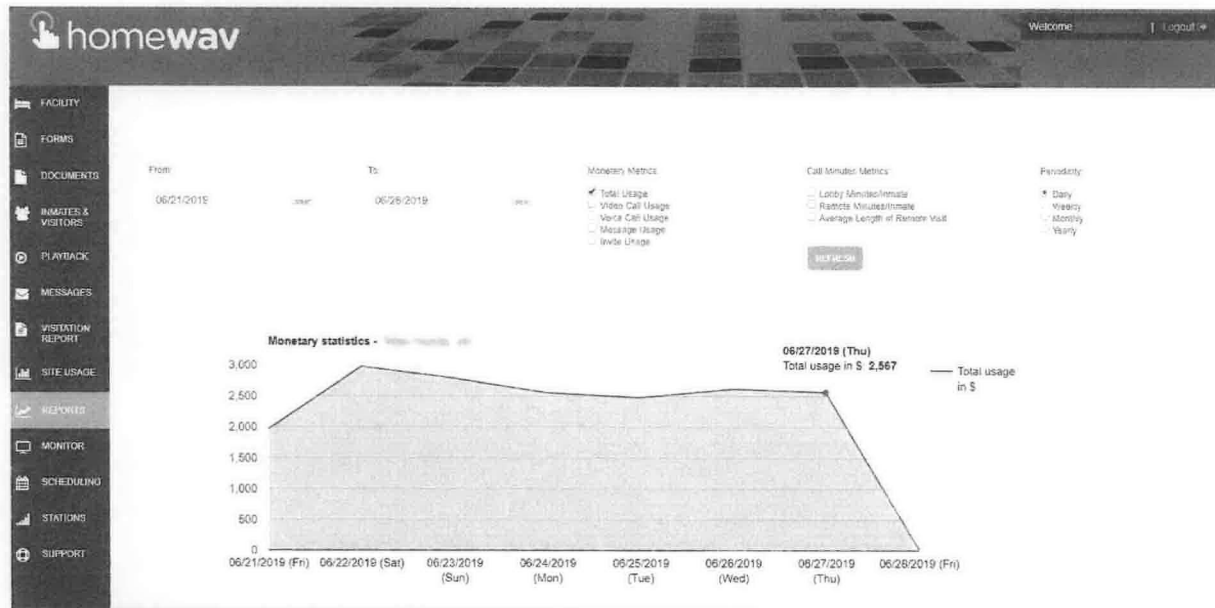
The HomeWAV system allows County staff (with proper permissions) to manage the system and live monitor from any PC, tablet, or mobile phone, anywhere in the world.

The County will have access to 100+ different data reports. They are fully customizable, sortable, downloadable, and printable.

Sample Visitation Data Report

ID	Type	Date	Visitor	Inmate	Visitation Group	Zone	Station	Duration (M:SS)	Visitor Location
1170327	video call	06/01/2019 6:16 am CDT			Wife	J10	J10_3	17	remote
1170328	video call	06/01/2019 6:26 am CDT			Wife	J10	J10_3	2	remote
1170329	video call	06/01/2019 6:34 am CDT			Mother	J7	J7_2	4	remote
1170331	video call	06/01/2019 6:50 am CDT			Husband	J7	J7_4	10	remote
1170335	video call	06/01/2019 6:52 am CDT			Wife	J10	J10_2	7	remote
1170334	video call	06/01/2019 6:53 am CDT			Wife	J10	J10_2	21	remote
1170336	video call	06/01/2019 7:02 am CDT			girlfriend	J7	J7_4	5	remote
1170346	video call	06/01/2019 7:21 am CDT			Friend	J10	J10_4	1	remote
1170345	video call	06/01/2019 7:22 am CDT			Friend	J10	J10_4	6	remote
1170342	video call	06/01/2019 7:28 am CDT			Friend	J10	J10_4	4	remote

Sample Chart Report



Reports can only be accessed by County staff with the proper permissions. Permissions can be edited from the “Facility” tab on the Administrator Dashboard. All reports can be queried to a specific date range.

The HomeWAV System dedicates three tabs to reporting:

- **Call Report:** This is a simple data report that can be queried by Call ID, Call Type, Date/Time, Visitor Name/Phone Number, Inmate Name, Relationship, Inmate Zone, Inmate Station, Duration, and Visitor Location
- **Site Usage:** This is a simple data report that provides usage and revenue data.
- **Reports:** This provides data in line chart format. It can be queried by Total Usage, Voice Call Usage, Video Call Usage, Message Usage, Invite Usage, Lobby Minutes per Inmate, Remote Minutes per Inmate, Average Length of Visit, and Revenue per Inmate.

Please refer to the following page for an example.



PART XI: COMPLIANCE

Part XI: Compliance

COMPLIANCE:

All installation shall meet applicable federal, state, or local codes.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND COMPLIES.

RFP: The contractor shall have and maintain insurance to cover general liability to provide the contracted services.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND COMPLIES.



PART XII: COMMISSIONS

Part XII: Commissions

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.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

RFP: 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;

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.


RFP: The contractor shall calculate commissions as a fixed percentage based upon the gross revenues for each telephone.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.


RFP: Brown County will bear no responsibility for fraudulent calls or theft of service.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

RFP: Fraudulent, stolen, or lost funds shall not be deducted from revenue paid to Brown County.

 **homewav** RESPONSE: HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

RFP: Brown County will bear no responsibility for unbillable or uncollectible calls or such uncollectibles known as “bad debt”.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV's Financial Proposal		
Item	Offer	Notes
Cost	\$0	HomeWAV proposes an Absolute Zero Cost solution to the County. This includes, but is not limited to, equipment, infrastructure, internet, software, service, maintenance, warranty, and routine upgrades.
Usage Fees	<u>Domestic Voice Calls:</u> \$0.20/minute <u>International Voice Calls:</u> \$0.20 + International Rate/minute <u>Remote Video Calls:</u> \$0.25/minute <u>Video Messages:</u> \$0.50/message <u>Tablet (text per character): \$0.0025</u> *additional tablet cost detail within the table titled <i>Proposed Usage Fees</i>	Lowest Call Rates and Deposit Fee in the Industry! VoIP Technology allows for simple calling rates regardless of where the called party is located. No connection or hidden fees.

HomeWAV's Financial Proposal		
Item	Offer	Notes
	<u>Deposit Fee:</u> \$2.00	
Commission	55%	The County will receive 55% on Adjusted Gross Revenue (AGR). <i>*AGR is defined as Gross Revenue of Usage Fees minus Federal, State, and Local taxes.</i>
Digital Calling Card (DCC) Monthly Bonus	\$6,000.00	On a monthly basis, HomeWAV will provide Brown County \$6,000 in Digital Calling Cards (DCC's) to be sold via the commissary. Additional DCC's will be commissionable by 55% of the AGR.
Technology Grant	\$30,000.00	One-time grant payment to be paid upon execution of the agreement.

The table that follows includes additional detail for the evaluator's review.

SUPPLEMENTAL SERVICES		
Service	Description	Cost
Storage: 365	Online access of all data and recordings for (365) days	No Cost
Purple Vide Relay Service (VRS)	ADA-compliant Deaf and Hearing-Impaired Relay Service	No Cost
Workstations and Monitoring Screens	(3) workstations (3) HD 42' monitoring screens	No Cost
Cellsense Plus Towers	(1) Contraband detection tower	No Cost
Service365: Service Level Agreement	Includes all support for HomeWAV's Hardware/Software SLA	No Cost
LegalEyes Video Court & Arraignment	Includes video court, video arraignment, and remote defender visits	No Cost
Lobby Call Feature	Feature available for onsite visitors to call for HomeWAV contact center assistance	No Cost
Professional Remote Visits	Includes remote professional visits	No Cost
DigitalDocs Paperless System	Digital inmate request forms	No Cost
Commissary Ordering Integration	Commissary ordering application on kiosk	No Cost
TriDef SmartCam Background	Filters the inmates background	No Cost

SUPPLEMENTAL SERVICES		
Service	Description	Cost
Filtering		
PREMIUM SUPPLEMENTAL SERVICES		
CompPAS Tablet System	CompPAS™ Tablet with in-pod charging bays. App offering available upon request.	1:1 Ratio
Inmate Education	Includes inmate education application on our tablets via Edovo.	\$5 p/device p/month
Virtual Law Library	Includes DIY research and legal research assistance	\$2 per/inmate/month (\$150 min)
Earth Class Mail	Off-site Mail Scan	\$1.00 per scan
Mail Scanning	Off-site mail scan	\$1.00 per scan
Echo Voice Biometrics System (VBS) with Transcription	Includes all features of the voice and video biometric system, including transcription	\$0.01/min.



PART XIII: RATES

Part XIII: Rates

RATES:

Each vendor shall provide a detailed rate table for local, intrastate and interstate calls.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV believes in fair and affordable practices to the inmates and their friends and families. Therefore, we are proposing a flat \$0.20/minute per minute on all domestic inmate voice calls. *We DO NOT charge a connection or first minute fee* and will be \$0.20/minute per minute regardless if its interstate, intrastate, prepaid, or collect.

This is important to note because it makes the option to receive a rate quote during the call set-up process simplified. We can make the rate quote a numeric option or a standard announcement before a call is connected. Whichever is desired by the County.

International calls will be quoted at the International Rate + \$0.20/minute per minute.

RFP: Rates for video visitation and Tablet usage shall be included also.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

The following table includes HomeWAV's proposed rates for video visitation and tablet usage.

HomeWAV's Proposed Usage Fees	
Service	Fees
Domestic Voice Calls	\$0.20/minute
International Voice Call	International Rate + \$0.20/minute
Remote Video Calls	\$0.25/minute
Video Messages	\$0.50/message
Tablets	
<i>Text (per character)</i>	\$0.0025
<i>Emoji (per emoji)</i>	\$0.05
<i>Stock photo (per stock photo)</i>	\$0.05
<i>Stock Gif (per Gif)</i>	\$0.10
<i>Electronic Messages with Photo Attachments (per message)</i>	\$0.25
<i>Entertainment Media – Games (per game 1-day)</i>	\$1.00
<i>Entertainment Media – Movies (per movie 1-day)</i>	\$5.00
<i>Entertainment Media – Music (per song 7-days)</i>	\$0.25
<i>Electronic Messaging Content Screening</i>	FREE
Mail Scanning	\$0.00
Fee for Deposit Online	\$2.00
Fee for Deposit by Phone	\$2.00
PayNearMe Deposit Fee	\$1.99
First Minute Fee	\$0.00
Connection Fee	\$0.00
Refund Fee	\$7.50



PART XIV: PROPOSAL INFORMATION

Part XIV: Proposal Information

PROPOSAL INFORMATION:

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

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.


HomeWAV Information	
Name of Company	HomeWAV
Address	2020 Westport Center Dr. St. Louis, MO 63146
Telephone Number	314.764.2875
Chief Executive Officer	John Best
CEO E-mail	j.best@homewav.com

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV does not have a parent company.

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

Contact Information	
Contact Person	John Best
Address	2020 Westport Center Dr. St. Louis, MO 63146
Telephone Number	314.764.2875
E-mail Address of Contact Person	j.best@homewav.com

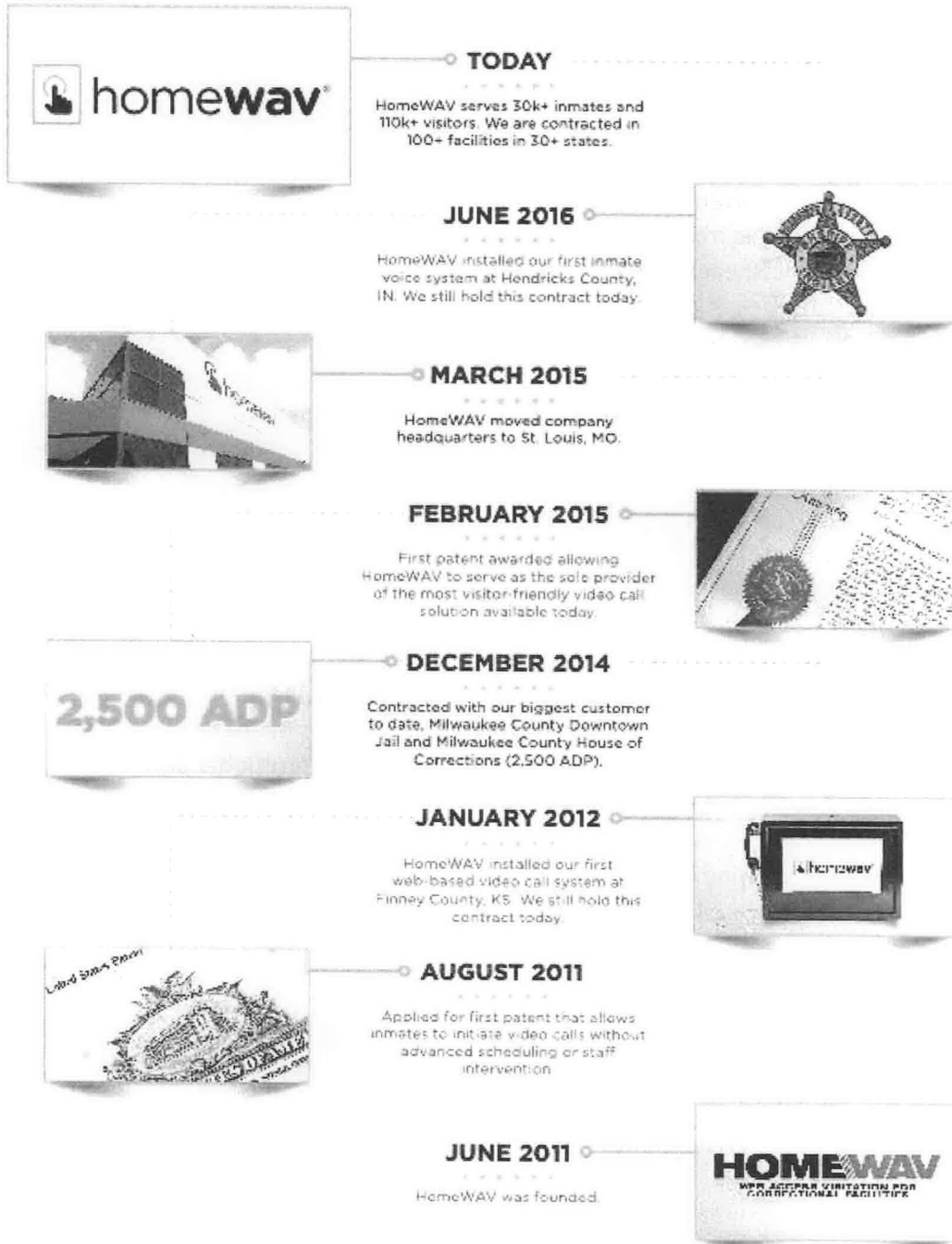
- Company history, current status, & length of time in business;

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV: Corporate Description

HomeWAV, headquartered in St. Louis, MO, has been in business for over nine years. We installed our first web-based video calling system in January 2012 and our first inmate voice calling system in June 2016. The image on the following page describes our company history.

History of HomeWAV



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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV Experience & Qualifications

HomeWAV is one of the fastest-growing web-based inmate video and voice call companies in the country, serving over 30,000 inmates and over 110,000 visitors. We are currently contracted in over 100 facilities—in 30+ states—with facility size ranges from 10 to 2,500. The table below highlights just a few of our current contracts; each is provided as a reference earlier in our proposal.

HomeWAV Experience Highlights
Coryell County Sheriff's Office, Gatesville, TX Denton County Detention Facility, Denton, TX Terry County Sheriff's Office, Brownfield, TX Pontotoc County Sheriff's Office, Ada, OK Arkansas Community Corrections, North Little Rock, AR

Ability to Perform Requested Services

By partnering with HomeWAV, Brown County will benefit from our priority to provide solutions that meet the demands of this ever-changing industry while providing value to the County through our organizational pillars of **Integrity**, **Innovation**, and **Impact**.

The following table lists some of the services you have requested and demonstrates how HomeWAV can meet **or exceed** those objectives.

**HomeWAV's Ability to Perform Requested Services
Brown County Sheriff's Office**

Brown County Requested Services	How HomeWAV Can Help the County
More Usage Through the All-in-one Kiosk	HomeWAV has combined the most innovative inmate communications technology on the market into this one device, the HomePAS™ Kiosk. Through our kiosk, inmates have the ability to access voice calls, video calls, messaging, documents, forms, and scanned mail all from one easy to use platform.
Customizable Tablet Solution	While many providers offer a one-dimensional mobile solution, HomeWAV offers the County a customizable tablet solution that may include education, entertainment, messaging, voice calls, and video calls.
User-Friendly Experience	In addition to Inmate Initiated Calling, HomeWAV's attention to a user-friendly experience sets us apart from the competition. This includes mobile applications for BOTH Apple and Android, cash deposit options, free outgoing invitations, and live visitor support 365 days per year.
Advanced Scheduling Patented Inmate-initiated Remote Video Calls	The County will benefit from our premier patented inmate-initiated video call technology. Inmates may initiate a remote video call anytime they have an approved visitor online, without the need for advanced scheduling or staff intervention from the County. As with inmate voice calls, the ability to instantly connect maximizes convenience and overall call volume. Inmate-initiated systems generate up to 10x the usage of our closest competitors.
Zero Cost System, Less Taxpayer Dollars	Taxpayers no longer have to fund calls and expensive inmate calling systems. The HomeWAV fee-based System is installed at zero cost to the County and taxpayers. The HomeWAV System reduces facility operating costs by eliminating the payroll burden of requiring "operators" to connect visitors with inmates and to coordinate and schedule calls.
One-minute Billing	Inmate voice and video calls are conducted in one-minute increments, only charging for the minutes used. This encourages more frequent communication and allows the inmates/visitors to spread out their funds.
Increased Usage, Reliable Revenue Stream	From day one, revenue from usage of the HomeWAV System is shared with the County on a monthly basis. Inmate-initiated systems generate up to 10x the usage of our closest competitors. Increased usage leads to increased revenue streams, which are shared with facility partners.
5-Star Service and Support,	As a partner, HomeWAV provides 5-star service and support for

**HomeWAV's Ability to Perform Requested Services
Brown County Sheriff's Office**

Brown County Requested Services	How HomeWAV Can Help the County
No Cost	the life of the agreement at no cost. This service and support include 24/7/365 support with remote capabilities to address System needs immediately from our home office. We utilize local Brown County technicians for installation and any on-site maintenance to ensure the quickest response time. A representative in the United States will answer all calls.
Storage and Playback, 100% Cloud-based	HomeWAV allows for easy retrieval and download of previous video and voice calls for your administrative and investigative needs. The HomeWAV System operates on a 100% hosted "cloud" based System with dual secure servers located in different geographical locations within the United States. By using cloud-based applications and off-site storage, the opportunity of failure of the System in your facility is significantly reduced.
Increased Security, Live Monitoring, and 100% Recordings	Placement of kiosks in secure areas eliminates the need to move inmates for calls. No-contact calls reduce risks for contraband transfer. Additionally, we provide 100% recording and monitoring of all video and voice calls.
Unsurpassed Training Program	HomeWAV begins training your staff prior to installation and offers continued education throughout the length of our partnership. We are also able to provide 24/7 access to tutorial videos on the administrative features of our System.
Argus Investigative Platform Voice Biometric & Investigative Suite	<p>HomeWAV integrates with the Argus Echo Investigative Platform for security purposes. Argus delivers the most advanced biometric identification system available worldwide.</p> <p><i>As the only inmate communications company providing continuous voice biometric services for both voice and video calls, the County will find that our offering far exceeds the competition.</i></p> <p>Benefits include no lengthy enrollment process due to covert enrollment, identification of PIN sharing and PIN imposters, search capabilities (all inmate activity by voice, name, ID, or PIN), visual link analysis relationship between inmate and caller, and enhanced grid provides download, transcription, translation, and export of generated results.</p>
Earth Class Mail Inmate Mail Scan	HomeWAV offers full mail scanning services through Earth Class Mail. This allows for physical mail sent to inmates to be routed to a secure processing facility for scanning into digitized mail. Benefits include reducing staff burden and hours spent sorting physical

HomeWAV's Ability to Perform Requested Services Brown County Sheriff's Office

Brown County Requested Services	How HomeWAV Can Help the County
	mail, providing a secure and controlled environment for staff and inmates, and digital mail filtering and keyword search capabilities.
Preventative Maintenance & Service Plan	HomeWAV will immediately conduct a full network inspection to identify and resolve any factors that may compromise call quality, cause freezing, or other performance deficiencies. HomeWAV will provide a scheduled preventative maintenance plan based on the preferences of the County.

- Overview of telecommunications experience including inmate telephone services;

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV Differentiator: Non-Interconnected VoIP Provider

One key difference by partnering with HomeWAV is that our organization is categorized as a "Non-interconnected VoIP" provider while our competitors are "Telecommunications" providers.

As a "Non-interconnected VoIP" provider, HomeWAV provides a VoIP phone, which is considered a softphone. Although it provides similar functions that "Telecommunications" providers use through the use of a traditional hard phone, it is more agile in the fact that it can run through the internet on any compatible device with the appropriate software rather than through that of a landline that "Telecommunications" providers use.



Benefits of partnering with HomeWAV as a "Non-interconnected VoIP" provider include:

- Our ability to provide lower rates to the County
- The pass-through of savings contributions to the County since HomeWAV is not required to contribute to some of the fees required of a "Telecommunications" provider
- A more technological advanced offering through our software solution

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

homewav RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV: Financial Capacity

HomeWAV is financially sound in our operations. Please refer to Exhibit C for our Dunn and Bradstreet Reports.

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

homewav RESPONSE: HAS READ AND ACKNOWLEDGES.

Coryell County Sheriff's Office, Gatesville, TX	
Name of Facility or Institution:	Coryell County Sheriff's Office, Gatesville, TX
Size of Facility:	150 Beds
Contact Person:	Rob Atkins, Chief Deputy
Telephone Number:	254.865.7201 Extension 226
Scope of Work:	Voice Calls, Video Calls

Denton County Detention Facility, Denton, TX	
Name of Facility or Institution:	Denton County Detention Facility, Denton, TX
Size of Facility:	1,012 Beds
Contact Person:	Barry Caver, Chief Deputy
Telephone Number:	940.349.1851
Scope of Work:	Video Calls, Video Messaging

Terry County Sheriff's Office, Brownfield, TX	
Name of Facility or Institution:	Terry County Sheriff's Office, Brownfield, TX

Terry County Sheriff's Office, Brownfield, TX

Size of Facility:	85 Beds
Contact Person:	Wayne Johnson, Captain
Telephone Number:	806.637.2212
Scope of Work:	Video Calls, Video Messaging

Pontotoc County Sheriff's Office, Ada, OK

Name of Facility or Institution:	Pontotoc County Sheriff's Office, Ada, OK
Size of Facility:	483
Contact Person:	John Christian, Sheriff
Telephone Number:	580.332.4169
Scope of Work:	Video Calls, Video Messaging

Arkansas Community Corrections, North Little Rock, AR

Name of Facility or Institution:	Arkansas Community Corrections, North Little Rock, AR
Size of Facility:	150
Contact Person:	Director Mr. James T. Banks, III, Deputy
Telephone Number:	501.682.9577
Scope of Work:	Video Calls, Video Messaging

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

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

Please refer to Exhibit D to review a sample HomeWAV contract.




PART XV: DESCRIPTION OF SERVICES

Part XV: Description of Services

DESCRIPTION OF SERVICES:

Vendors submitting proposals shall detail services to be provided as outlined in this Request for Proposal including technical specifications and equipment.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

HomeWAV will provide all Scope requirements detailed in the County's RFP:

- 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 will 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

Technical Specifications & Equipment

Kiosk Specifications

The following are highlights of the proposed VVS System:

System Revision

- Webapp-7886

System Design

- HomeWAV voice application is a 100% cloud-based communication application which resides in Amazon Web Services. All communication is performed in HomeWAV media servers located in AWS.

Hardware Specs of Inmate Station

- CPU Intel Core i3-4005U
- Ram 4G
- Flash 120G SSD
- Support System Windows 10 Pro
- Enclosure Color Black
- Touch Technology PCAP (Option)
- Diagonal Size
- 15.6 Diagonal TFT LCD (LED)
- Aspect Ratio 16:9
- Active Area (mm) 344.16mm X 193.59mm
- Resolution 1920 X 1080 @50, 60Hz
- Viewing Angle Horizontal: $\pm 85^\circ$ or 170° total / Vertical: $\pm 85^\circ$ or 170°
- Number of colors 16.7 million
- Brightness LCD Panel: 250nits
- Response Time 16 ms
- Contrast Ratio 800:1
- Surface Treatment Clear
- Input Voltage 12VDC +/- 5%; 100~240VAC, 50/60Hz
- Power Consumption <60W
- Speakers Two X 2W internal speakers
- I/O Ports HDMI, VGA, USB, RJ45, WIFI
- Display Dimensions 391mm X 238mm X 41.9mm
- Shipping Box Dimensions 490mm X 295mm X 145mm
- Weight 5Kg

Network Hardware and Capabilities

- Power over Ethernet (PoE) splitter
- Managed POW switch:
 - Budget/manage power between kiosks. All kiosks can be rebooted through these web power switch remotely.
 - All PoE switches are connected and have the capacity to map the network structure of the entire jail.
- Router/Firewall
 - All traffic will be controlled through the firewall. The firewall is capable of monitoring the network, filtering content, and notifying facility administration when abnormal network activity is detected. The firewall only allows HomeWAV domains and subdomains for incoming/outgoing traffic. All other ports and domains will be blocked.

Software Applications

- HomeWAV is the *only inmate-initiated platform that offers an all-in-one solution* including voice, video, text, and email platforms. The HomeWAV System is also easily compatible with adding the commissary provider and law library solution all-in-one single platform.



Tablet Specifications

The following provides a detailed description of our tablets, including security features:

- **Customizable Tablets:** HomeWAV 8" *tablets are completely customizable, configurable, and controllable* through the MDM platform.
- **Security of Tablets:** HomeWAV's customized firmware removes all security risks and provide a more reliable solution for the correctional industry.
- **Restricted Tablet Features:** All administrator privileges (including factory reset, safe mode, app control, network control, browser access, and device settings) have been removed on the tablet, and inmates cannot change any of those settings. All resources (including camera access, microphone access, external speaker, screen brightness, and volume control) are restricted and can be disabled through the administrator panels.
- **Network Security:** Regarding the network security, all tablets will be locked with the AP that the administrator configured the tablet with and will be connected to the firewall. All outgoing, incoming network traffic to any websites/domains other than HomeWAV is blocked through the router.



- **Battery Specifications:** 500
- **Charging Option:** Pogo PIN

Installation

HomeWAV's Approach to Delivering Services

Implementation Plan Staff/Key Stakeholders

HomeWAV understands that not all facilities are the same. Therefore, from day one of the contract, HomeWAV's implementation team will work directly with the County to ensure a smooth transition period specifically customized to the needs of your facility. The HomeWAV leadership team that will be directly responsible for implementation include the following:



- **Morteza Sahebkar**, Chief Technology Officer (CTO)
- **Mike Sedlack**, Senior Project Manager
- **Steve McDaniel**, Purchasing and Inventory Manager

Brown County Inmate Communication System

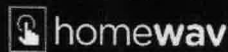
Phases of Implementation

HomeWAV is cognizant of the importance of providing the County with a well-organized implementation plan. It not only ensures a seamless transition of services, but it also ensures that we hit the ground running on day one.

As a result, we have spent a significant amount of time perfecting our implementation plan into these three phases, as depicted in the graphic below.



Key Phases/Stakeholders Involved in Work Plan



Phase I: Ordering and Preparation Stage

Order Hardware Shipped to HomeWAV Office:

Upon execution of an agreement, the Project Manager and Administrative Support begin the process by ordering the equipment for the project.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting HomeWAV Staff:	Administrative Support, Steve McDaniel

Site Survey:

The Installation Coordinator and Project Manager will work with the County to determine the best location for the installation of the HomeWAV equipment and determine any additional items needed for installation.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting Staff:	Installation Coordinator

Jail Management Software Integration:

The IT Engineer will work closely with the Jail Management Software provider and the

County contact to integrate the daily population file to the HomeWAV System.

Primary HomeWAV Staff:	IT Engineer, Morteza Sahebkar
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Procure Dedicated Network and Coordinate Installation of Internet:

The Project Manager will analyze bandwidth requirements and coordinate a dedicated, isolated network.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
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Ship Marketing Materials to the County:

An order will be placed for enough inmate posters, lobby posters, and advertising postcards by Administrative Support. It is preferred to place these are in the facility prior to the completion of installation.

Primary HomeWAV Staff:	Administrative Support, Steve McDaniel
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Create Facilities and Master Administrative User in the HomeWAV System:

The IT Engineer will create the County and Master Administrator in the HomeWAV System. Then, County staff will have login capability to make facility settings and create new users.

Primary HomeWAV Staff:	IT Engineer, Morteza Sahebkar
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Phase II: Hardware Configuration and Shipping

Kiosk and Network Component Configuration:

The configuration of all kiosks and network components will be done at the HomeWAV office by HomeWAV technicians. Each piece of hardware will be subject to thorough, in-house testing before being prepared for shipping.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting HomeWAV Staff:	IT Engineer, Morteza Sahebkar

Kiosk Cabinets Shipped to the County:

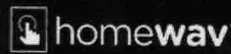
The cabinets to the kiosks will be ordered from the manufacturer and shipped directly to each location.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting HomeWAV Staff:	Administrative Support, Steve McDaniel

Kiosks and Network Components Shipped to the County:

All remaining hardware will be boxed up and shipped directly to each location from the HomeWAV office.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting HomeWAV Staff:	IT Engineer, Morteza Sahebkar Administrative Support, Steve McDaniel



Phase III: Installation, Testing, and Training

Installation of Kiosks, Internet, and Network Components:

Kiosks and dedicated internet will be installed in the facility along with all necessary network components to enable the System to run efficiently.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting Staff:	Installation Coordinator

Current Video and Voice Calling System Removal:

The Project Manager will work with the Installation Coordinator and the current inmate communications provider to coordinate the removal of existing equipment.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting Staff:	Installation Coordinator

Complete System Test and Final Acceptance:

The Project Manager, Installation Coordinator, IT Engineer, and a team of technicians will work in a joint effort—both onsite and remotely—to do a complete System test. It will consist of both duration and capacity testing.

Upon completion of HomeWAV's testing, County staff will be asked to give a final acceptance to the System.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
Supporting Staff:	Installation Coordinator IT Engineer, Morteza Sahebkar

Training of Facility Staff:

During the System’s testing phase, the Project Manager will coordinate training of the Administrator Dashboard with all County staff—this will consist of 60-minute training classes and as many as needed.

Primary HomeWAV Staff:	Project Manager, Mike Sedlack
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Methodology and Work Plan

Implementation Plan with Specified Timeframes

In compliance with RFP requirements, the table below describes our Inmate Communications Plan timeline for the County. The table indicates the high-level tasks required for a HomeWAV System implementation, estimated task duration, key stakeholders involved, and when the task should be completed by. This project will start immediately upon the execution of the contract.

Implementation Phases/ Areas of Focus	Tasks for Implementation	Duration (in total)	Complete by:	HomeWAV Staff/Support Staff
Phase I: Ordering and Prepping	• Order hardware shipped to HomeWAV office	Four (4) weeks	Week four (4)	Project Manager, Mike Sedlack Administrative Support, Steve McDaniel
	• Site survey	One (1) day	Week one (1)	Project Manager, Mike Sedlack Installation Coordinator
	• Jail Management Software (JMS) integration	Three (3) weeks	Week three (3)	IT Engineer, Morteza Sahebkar
	• Procure dedicated network and coordinate installation	Two (2) weeks	Week two (2)	Project Manager, Mike Sedlack
	• Ship marketing materials to the County	One (1) week	Week two (2)	Administrative Support, Steve McDaniel
	• Create facilities and master administrator in the HomeWAV System	One (1) week	Week two (2)	IT Engineer, Morteza Sahebkar
Phase II: Hardware Configuration and Shipping	• Kiosk and network component configuration	One (1) week	Week five (5)	Project Manager, Mike Sedlack IT Engineer, Morteza Sahebkar
	• Kiosk cabinets shipped to the County	One (1) week	Week six (6)	Project Manager, Mike Sedlack Administrative Support, Steve McDaniel
	• Kiosks and network components shipped to the County	One (1) week	Week six (6)	Project Manager, Mike Sedlack IT Engineer, Morteza Sahebkar Administrative Support, Steve McDaniel

Phase III: Installation, Testing, and Training	<ul style="list-style-type: none"> • Installation of kiosks and network components 	Two (2) weeks	Week eight (8)	Project Manager, Mike Sedlack Installation Coordinator
	<ul style="list-style-type: none"> • Current video and voice call equipment removal 	Two (2) weeks	Week eight (8)	Project Manager, Mike Sedlack Installation Coordinator
	<ul style="list-style-type: none"> • Complete System test and final acceptance 	Two (2) weeks	Week eight (8)	Project Manager, Mike Sedlack IT Engineer, Morteza Sahebkar Installation Coordinator
	<ul style="list-style-type: none"> • Training of facility staff 	One (1) week	Week six (6)	Project Manager, Mike Sedlack

Training

HomeWAV's Training Program

As described in detail below, HomeWAV will provide a scheduled training session for all County staff members. Additionally, since the Facility Administrator is the top-level administrator and has the highest set of permissions, we will find it important also to provide training for the Facility Administrator either onsite or via webinar. The top-level administrator has the authority to change any setting in the System as well as create other administrators.

Inmate training may also be provided onsite if desired by the County.

Onsite Staff Training

HomeWAV will provide user training at no cost to the County. Training will be conducted onsite at a designated location where systems are installed or through a webinar. HomeWAV will coordinate with the authorized County project manager for approved dates and times. Onsite sessions—designed for County needs—are as follows:

- User training will be provided to designated County participants.
- Each staff training session lasts approximately one (1) hour.
- Onsite staff training may be separated into multiple sessions to accommodate staff schedules and availability.

Onsite training includes how to properly navigate all modules of the User Interface according to the individual's access level. Participants will be supplied with applicable documentation or manuals pertaining to the session. In addition, HomeWAV will provide an electronic copy of all training materials to the County.

During onsite training, each major System function—and all facility customizations—will be discussed. The following System usage topics are covered in the training session:

- **Facility Settings and Customizations:** How to change facility-level settings such as

hours of operation and maximum call length.

- **Add/Delete Administrative Users:** Setting up administrator-level users and monitoring their System usage.
- **Administrative User Permissions:** Adding and removing administrator privileges that control which parts of the System they have access to.
- **Inmates/Visitors Options:** Using the inmate and visitor master list and controlling their use of the System.
- **Video Playback/Download:** View video call recordings or listen to audio voice recordings of inmate calls.
- **Scheduling:** How to view, cancel or create an onsite visit.
- **Custom Reports:** Create call reports based on customizable parameters.
- **Site Usage:** View spent and time statistics by usage category.
- **Live Monitoring:** How to monitor calls in real-time.
- **Security Features:** An overview of the built-in security features of the System.

On-going Training

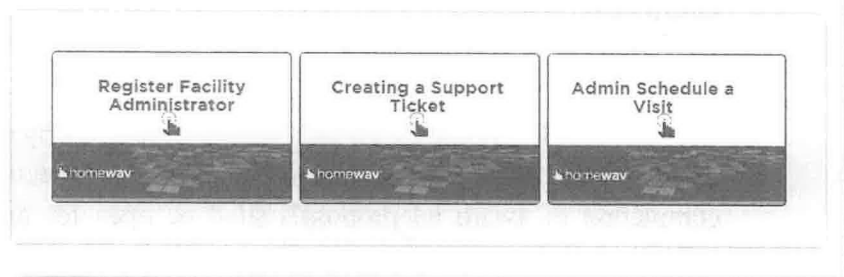
Additional training is available on an on-going basis throughout the term of the contract. HomeWAV will also provide County staff on-going training on the HomeWAV System each time there is a System enhancement or upgrade. On-going training is provided through the following mediums:

- By a scheduled telephone call
- An online webinar
- Email messages
- Onsite, as necessary

User Self-Help

HomeWAV provides job aids as well as a Knowledge Base for instructions on every function of the HomeWAV System. When an administrator needs help with certain functions, they visit the HomeWAV website to view instructional step-by-step direction on any topic of interest.

Administrators



Visitor Resources

Our website (www.homewav.com) contains a page on Frequently Asked Questions (FAQs) that helps visitors sign up for and use the System. Topics include assistance on how to:

- Get started
- Add funds
- Other helpful tips

Visitors can also call our support line at 1-844-394-6639 or contact us by email at info@homewav.com.

RFP: Available options, including those noted in this proposal, shall be submitted along with any alternative proposals offered by prospective vendors.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

We ask that the reader refer to the section titled “*Services, Features and Account Funding Options*” to review the standard and add on features HomeWAV is prepared to bring to Brown County Sheriff’s Office.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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.

 **homewav** RESPONSE: HAS READ AND ACKNOWLEDGES.

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

 **homewav** **RESPONSE:** HAS READ, ACKNOWLEDGES, AND WILL COMPLY.

Exhibit A:
Certificate of Authority

CERTIFICATE OF AUTHORITY

This Certificate of Authority is provided by HomeWAV, LLC ("Company") as confirmation that John Best, President of the Company, has been appointed as the President of the Company by the undersigned sole Manager of the Company, which Manager holds that position pursuant to the Company's Operating Agreement dated February 1, 2018 (the "Operating Agreement").

The Manager attests to the following as of the date signed below (the "Effective Date"):

1. The Manager was duly appointed and named as the Company's Manager in the Operating Agreement and remains the Manager as of the Effective Date. John Best has been duly appointed as the President of the Company and remains the President as of the Effective Date.
2. The President has the authority under the Operating Agreement to be the principal executive officer of the Company and has authority to execute contracts on behalf of the Company that the Manager has authorized the President to execute. The undersigned has authorized the President to execute contracts on behalf of the Company.

IN WITNESS WHEREOF, the undersigned hereby certifies the above for the benefit of BROWN COUNTY SHERIFF'S OFFICE.

HomeWAV, LLC

By: _____

Jay Johnson, Manager

Date Signed: 11-3-20

Exhibit B:
HomeWAV - Equipment Specifications

Communications Room - Specifications

CyberPower

CARBON™ SWING-OUT WALL MOUNT ENCLOSURE

CR12U51001

Swing-out wall mount enclosure safeguards 12U of 19" rack equipment

The CR12U51001 is designed for use in network closets, classrooms and other locations. It houses network switches and patch panels up to 22 inches deep. This enclosure features convenient top panel cable access openings, perforated doors and side panels for efficient airflow, adjustable rack angles, and square and threaded mounting holes. The CR12U51001 ships fully assembled for quick deployment, and can be customized with compatible accessories. It is covered by a 5-year limited warranty.

FEATURES

- Rack Type: Swing-out Wall Mount Enclosure
- Height: 12U
- Stationary Capacity: 132 lbs
- Max. Mounting Depth: 18.2"
- Mounting Hole Types: Square and Threaded
- Warranty: 5 Years

TYPICAL APPLICATIONS

- Network Closets
- Retail Locations
- Back Office
- Classrooms



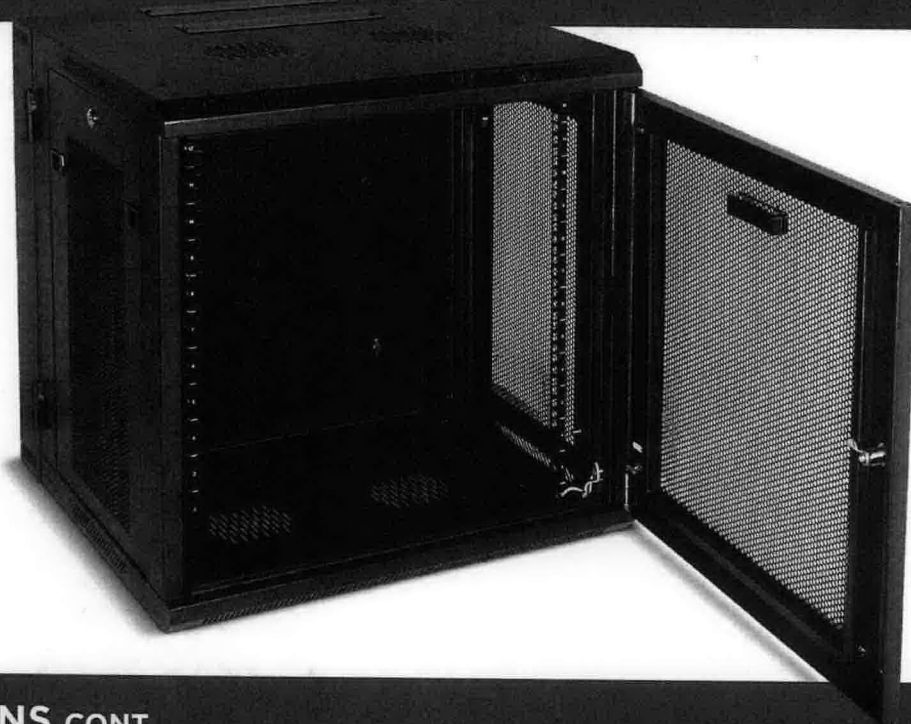
SPECIFICATIONS

PHYSICAL	
Rack Height	12U
Color	Black RAL 9005 powder coat paint
Door Type	Hex Perforated Metal Door
Wall Mount Rear Frame	Swing Out
Rack Angle Mounting Hole Type	Square and #12-24 Mounting Hole

PHYSICAL - CONT.	
Weight Capacity - stationary load (lbs)	132.3
Weight Capacity - stationary load (kg)	60
Factory Default Mounting Depth (in)	13.2
Factory Default Mounting Depth (mm)	336
Cable Access Opening Dimensions (in)	9.8 x 2.2

CARBON™ SWING-OUT WALL MOUNT ENCLOSURE

CR12U51001



SPECIFICATIONS CONT.

PHYSICAL - CONT.

Cable Access Opening Dimensions (mm)	250 x 56
Max. Mounting Depth (in)	18.2
Max. Mounting Depth (mm)	462
Min. Mounting Depth (in)	1.9
Min. Mounting Depth (mm)	47
Dimensions (WxHxD in.)	23.6 x 25.1 x 23.6
Dimensions (WxHxD mm)	600 x 637 x 600
Net Weight (lbs)	60.2
Net Weight (kg)	27.3
Shipping Dimensions - WxHxD (in)	26.18 x 27.8 x 26.18
Shipping Dimensions - WxHxD (mm)	665 x 705 x 665
Shipping Weight (lbs)	67.7
Shipping Weight (kg)	30.7

SPECIAL FEATURES

Numbered Rack Units	Yes
Rolling Casters	Optional
Removable Door and Side Panels	Yes
Reversible Front Door	Yes
Lockable Door and Side Panels	Yes, keyed alike
Ventilation	Perforated Door and Side Panels with Ventilated Top and Bottom
Cable Access	Top and Bottom Openings
PE Grounding Point	Yes

ENVIRONMENTAL

Protection Class	IP20
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CERTIFICATIONS

Certifications	CE, RoHS
Approvals	DIN41491, DIN41494, EIA/ECA-310-E, IEC 60297-3-100

WARRANTY

Product Warranty	5 Years Limited
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SONICWALL®

SonicWall TZ series

Integrated threat prevention and SD-WAN platform for small/medium organizations and distributed enterprises

The SonicWall TZ series enables small to mid-size organizations and distributed enterprises realize the benefits of an integrated security solution that checks all the boxes. Combining high-speed threat prevention and software-defined wide area networking (SD-WAN) technology with an extensive range of networking and wireless features plus simplified deployment and centralized management, the TZ series provides a unified security solution at a low total cost of ownership.

Flexible, integrated security solution

The foundation of the TZ series is SonicOS, SonicWall's feature-rich operating system. SonicOS includes a powerful set of capabilities that provides organizations with the flexibility to tune these Unified Threat Management (UTM) firewalls to their specific network requirements. For example, creating a secure high-speed wireless network is simplified through a built-in wireless controller and support for the IEEE 802.11ac standard or by adding our SonicWave 802.11ac Wave 2 access points. To reduce the cost and complexity of connecting high-speed wireless access points and other Power over Ethernet (PoE)-enabled devices such as IP cameras, phones and printers, the TZ300P and TZ600P provide PoE/PoE+ power.

Distributed retail businesses and campus environments can take advantage of the many tools in SonicOS to gain even greater benefits.

Branch locations are able to exchange information securely with the central office using virtual private networking (VPN). Creating virtual LANs (VLANs) enables segmentation of the network into separate corporate and customer groups with rules that determine the level of communication with devices on other VLANs. SD-WAN offers a secure alternative to costly MPLS circuits while delivering consistent application performance and availability. Deploying TZ firewalls to remote locations is easy using Zero-Touch Deployment which enables provisioning of the firewall remotely through the cloud.

Superior threat prevention and performance

Our vision for securing networks in today's continually-evolving cyber threat landscape is automated, real-time threat detection and prevention. Through a combination of cloud-based and on-box technologies we deliver protection to our firewalls that's been validated by independent third-party testing for its extremely high security effectiveness. Unknown threats are sent to SonicWall's cloud-based Capture Advanced Threat Protection (ATP) multi-engine sandbox for analysis. Enhancing Capture ATP is our patent-pending Real-Time Deep Memory Inspection (RTDMI™) technology. The RTDMI engine detects and blocks malware and zero-day threats by inspecting directly in memory. RTDMI technology is precise, minimizes false positives, and identifies and mitigates sophisticated



Benefits:

Flexible, integrated security solution

- Secure SD-WAN
- Powerful SonicOS operating system
- High-speed 802.11ac wireless
- Power over Ethernet (PoE/PoE+)
- Network segmentation with VLANs

Superior threat prevention and performance

- Patent-pending real-time deep memory inspection technology
- Patented reassembly-free deep packet inspection technology
- On-box and cloud-based threat prevention
- TLS/SSL decryption and inspection
- Industry-validated security effectiveness
- Dedicated Capture Labs threat research team
- Endpoint security with Capture Client

Easy deployment, setup and ongoing management

- Zero-Touch Deployment
- Cloud-based and on-premises centralized management
- Scalable line of firewalls
- Low total cost of ownership

attacks where the malware's weaponry is exposed for less than 100 nanoseconds. In combination, our patented single-pass Reassembly-Free Deep Packet Inspection (RFDPI) engine examines every byte of every packet, inspecting both inbound and outbound traffic directly on the firewall. By leveraging Capture ATP with RTDMI technology in the SonicWall Capture Cloud Platform in addition to on-box capabilities including intrusion prevention, anti-malware and web/URL filtering, TZ series firewalls stop malware, ransomware and other threats at the gateway. For mobile devices used outside the firewall perimeter, SonicWall Capture Client provides an added layer of protection by applying advanced threat protection techniques such as machine learning and system rollback. Capture Client also leverages the deep inspection of encrypted TLS traffic (DPI-SSL) on TZ series firewalls by installing and managing trusted TLS certificates.

The continued growth in the use of encryption to secure web sessions means it is imperative firewalls are able to scan encrypted traffic for threats. TZ series firewalls provide complete

protection by performing full decryption and inspection of TLS/SSL and SSH encrypted connections regardless of port or protocol. The firewall searches for protocol non-compliance, threats, zero-days, intrusions, and even defined criteria by looking deep inside every packet. The deep packet inspection engine detects and prevents hidden attacks that leverage cryptography. It also blocks encrypted malware downloads, ceases the spread of infections and thwarts command and control (C&C) communications and data exfiltration. Inclusion and exclusion rules allow total control to customize which traffic is subjected to decryption and inspection based on specific organizational compliance and/or legal requirements.

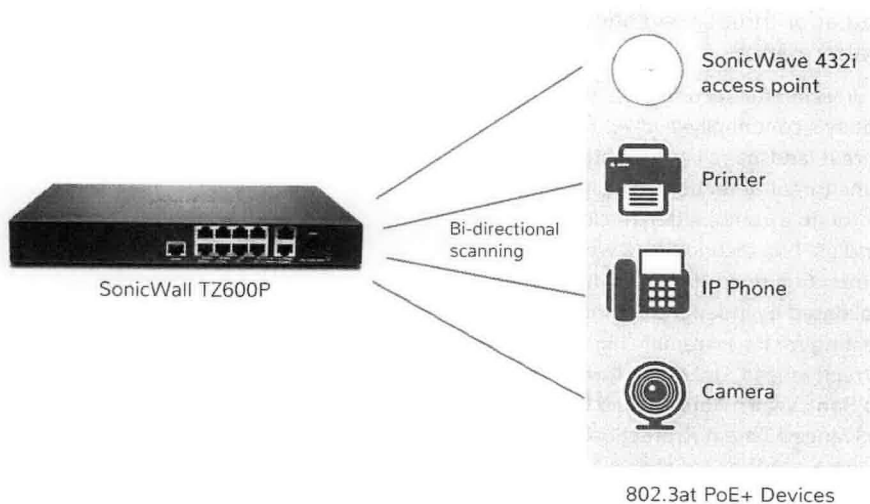
Easy deployment, setup and ongoing management

SonicWall makes it easy to configure and manage TZ series firewalls and SonicWave 802.11ac Wave 2 access points no matter where you deploy them. Centralized management, reporting, licensing and analytics are handled through our cloud-based Capture

Security Center which offers the ultimate in visibility, agility and capacity to centrally govern the entire SonicWall security ecosystem from a single pane of glass.

A key component of the Capture Security Center is Zero-Touch Deployment. This cloud-based feature simplifies and speeds the deployment and provisioning of SonicWall firewalls at remote and branch office locations. The process requires minimal user intervention, and is fully automated to operationalize firewalls at scale in just a few steps. This significantly reduces the time, cost and complexity associated with installation and configuration, while security and connectivity occurs instantly and automatically. Together, the simplified deployment and setup along with the ease of management enable organizations to lower their total cost of ownership and realize a high return on investment.

* 802.11ac currently not available on SOHO/SOHO 250 models; SOHO/SOHO 250 models support 802.11a/b/g/n



Integrated Security and Power for Your PoE-enabled Devices

Provide power to your PoE-enabled devices without the cost and complexity of a Power over Ethernet switch or injector. TZ300P and TZ600P firewalls integrate IEEE 802.3at technology to power PoE and PoE+ devices such as wireless access points, cameras, IP phones and more. The firewall scans all traffic coming from and going to each device using deep packet inspection technology and then removes harmful threats such as malware and intrusions, even over encrypted connections.

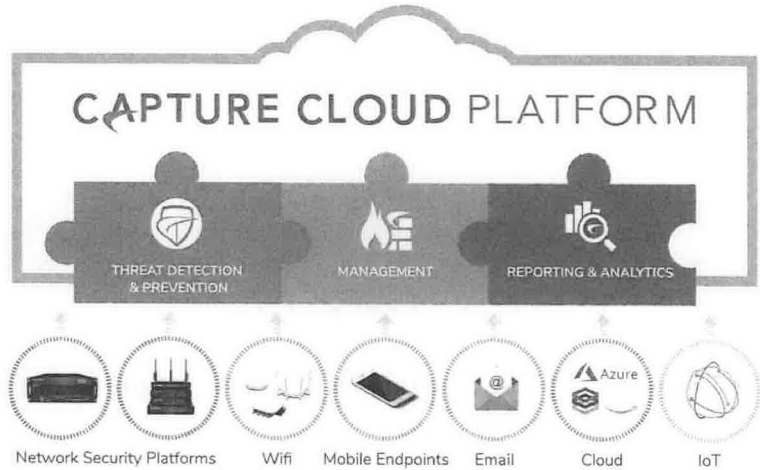
Capture Cloud Platform

SonicWall's Capture Cloud Platform delivers cloud-based threat prevention and network management plus reporting and analytics for organizations of any size. The platform consolidates threat intelligence gathered from multiple sources including our award-winning multi-engine network sandboxing service, Capture Advanced Threat Protection, as well as more than 1 million SonicWall sensors located around the globe.

If data coming into the network is found to contain previously-unseen malicious code, SonicWall's dedicated, in-house Capture Labs threat research team develops signatures that are stored in the Capture Cloud Platform database and deployed to customer firewalls for up-to-date protection. New updates take effect immediately without reboots or interruptions. The signatures resident on the appliance protect against wide

classes of attacks, covering tens of thousands of individual threats. In addition to the countermeasures on the appliance, TZ firewalls also have continuous access to the Capture Cloud Platform database which extends the onboard signature intelligence with tens of millions of signatures.

In addition to providing threat prevention, the Capture Cloud Platform offers single pane of glass management and administrators can easily create both real-time and historical reports on network activity.

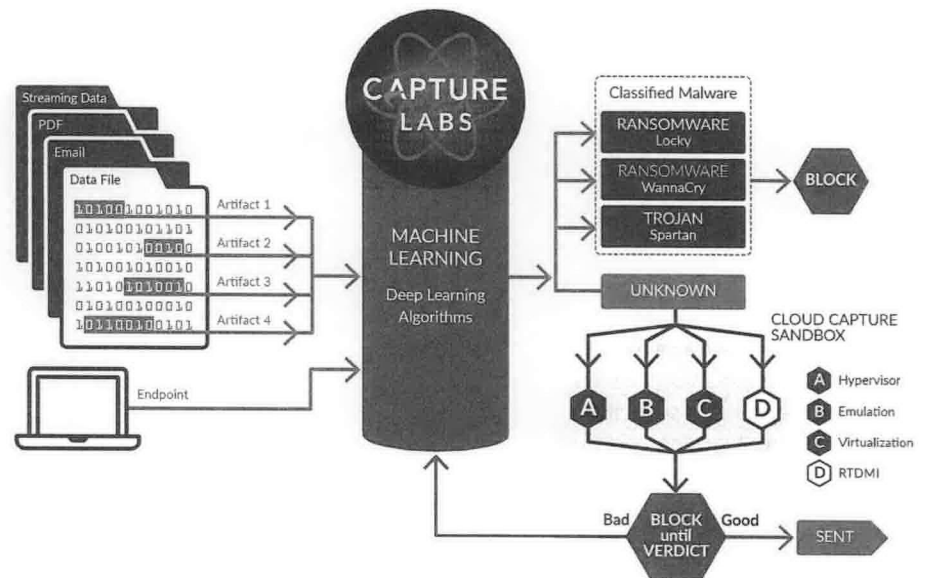


Advanced threat protection

At the center of SonicWall automated, real-time breach prevention is SonicWall Capture Advanced Threat Protection service, a cloud-based multi-engine sandbox that extends firewall threat protection to detect and prevent zero-day threats. Suspicious files are sent to the cloud where they are analyzed using deep learning algorithms with the option to hold them at the gateway until a verdict is determined. The multi-engine sandbox platform, which includes Real-Time Deep Memory Inspection, virtualized sandboxing, full system emulation and hypervisor level analysis technology, executes suspicious code and analyzes behavior. When a file is identified as malicious, it is blocked and a hash is immediately created within Capture ATP. Soon after, a signature is sent to firewalls to prevent follow-on attacks.

The service analyzes a broad range of operating systems and file types, including executable programs, DLL, PDFs, MS Office documents, archives, JAR and APK.

For complete endpoint protection, the SonicWall Capture Client combines next-generation anti-virus technology with SonicWall's cloud-based multi-engine sandbox with optional integration with SonicWall firewalls.



Reassembly-Free Deep Packet Inspection engine

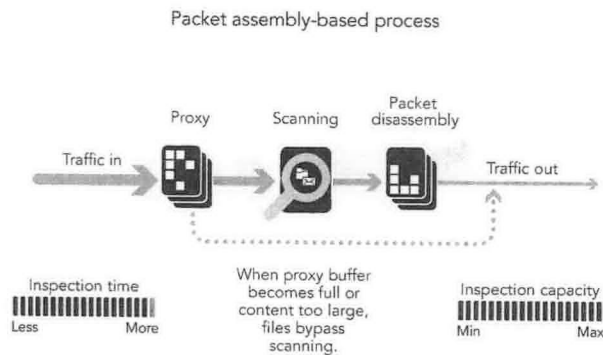
The SonicWall Reassembly-Free Deep Packet Inspection (RFDPI) is a single-pass, low latency inspection system that performs stream-based, bi-directional traffic analysis at high speed without proxying or buffering to effectively uncover intrusion attempts and malware downloads while identifying application traffic regardless of port and protocol. This proprietary engine relies on streaming traffic payload inspection to detect threats at Layers 3-7, and takes

network streams through extensive and repeated normalization and decryption in order to neutralize advanced evasion techniques that seek to confuse detection engines and sneak malicious code into the network.

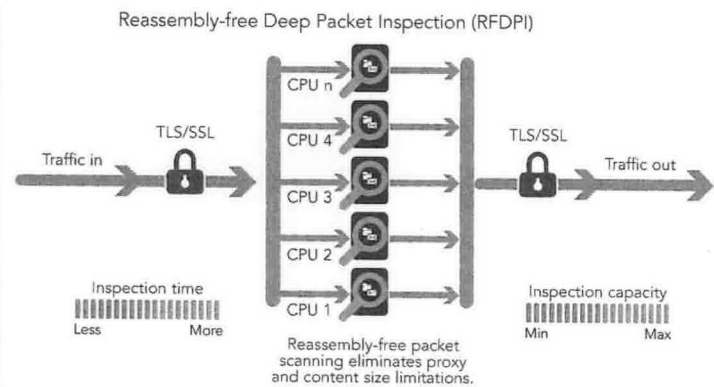
Once a packet undergoes the necessary pre-processing, including TLS/SSL decryption, it is analyzed against a single, proprietary memory representation of three signature databases: intrusion attacks, malware and applications. The connection state is then advanced to represent the position of the stream

relative to these databases until it encounters a state of attack, or other "match" event, at which point a pre-set action is taken.

In most cases, the connection is terminated and proper logging and notification events are created. However, the engine can also be configured for inspection only or, in case of application detection, to provide Layer 7 bandwidth management services for the remainder of the application stream as soon as the application is identified.



Competitive proxy-based architecture



SonicWall stream-based architecture



Centralized management and reporting

For highly regulated organizations wanting to achieve a fully coordinated security governance, compliance and risk management strategy, SonicWall provides administrators a unified, secure and extensible platform to manage SonicWall firewalls, wireless access points and Dell N-Series and X-Series switches through a correlated and auditable workstream

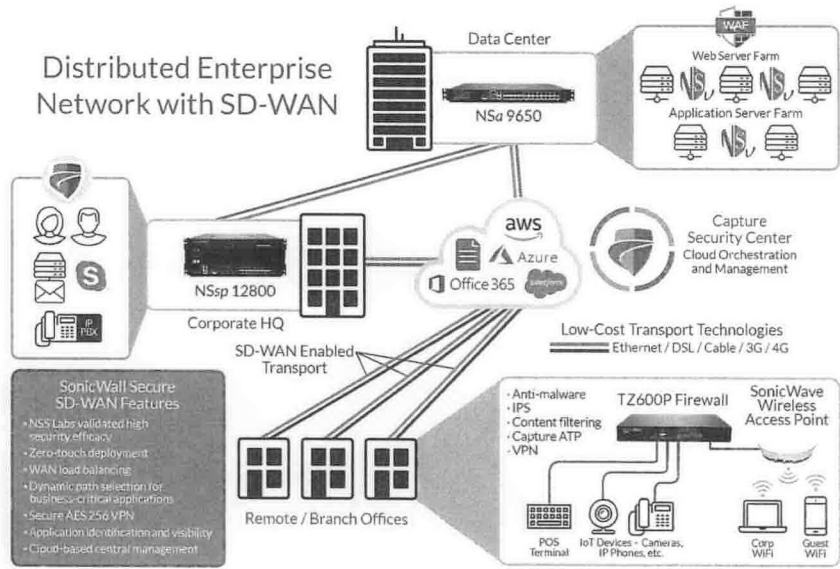
process. Enterprises can easily consolidate the management of security appliances, reduce administrative and troubleshooting complexities, and govern all operational aspects of the security infrastructure, including centralized policy management and enforcement; real-time event monitoring; user activities; application identifications; flow analytics and forensics; compliance and audit reporting; and more. In addition, enterprises meet the firewall's change management requirements through workflow automation which provides the agility and confidence to deploy the right firewall policies at the right time and in conformance with compliance regulations. Available on premises as SonicWall Global Management System and in the cloud as Capture Security Center,

SonicWall management and reporting solutions provide a coherent way to manage network security by business processes and service levels, dramatically simplifying lifecycle management of your overall security environments compared to managing on a device-by-device basis.

Distributed networks

Because of their flexibility, TZ series firewalls are ideally suited for both distributed enterprise and single site deployments. In distributed networks like those found in retail organizations, each site has its own TZ firewall which connects to the Internet often through a local provider using a DSL, cable or 3G/4G connection. In addition to Internet access, each firewall utilizes an Ethernet connection to transport packets between remote sites and the central headquarters. Web services and SaaS applications such as Office 365, Salesforce and others are served up from the data center. Through mesh VPN technology, IT administrators can create a hub and spoke configuration for the safe transport of data between all locations.

The SD-WAN technology in SonicOS is a perfect complement to TZ firewalls

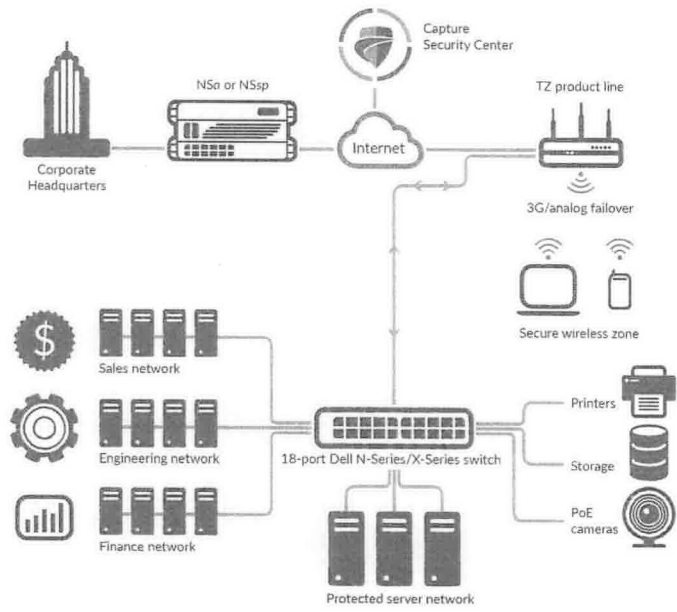


deployed at remote and branch sites. Instead of relying on more expensive legacy technologies such as MPLS and T1, organizations using SD-WAN

can choose lower-cost public Internet services while continuing to achieve a high level of application availability and predictable performance.

Capture Security Center

Tying the distributed network together is SonicWall's cloud-based Capture Security Center (CSC) which centralizes deployment, ongoing management and real-time analytics of the TZ firewalls. A key feature of CSC is Zero-Touch Deployment. Configuring and deploying firewalls across multiple sites is time-consuming and requires onsite personnel. However Zero-Touch Deployment removes these challenges by simplifying and speeding the deployment and provisioning of SonicWall firewalls remotely through the cloud. Similarly, CSC eases ongoing management by providing cloud-based single-pane-of-glass management for SonicWall devices on the network. For complete situational awareness of the network security environment, SonicWall Analytics offers a single-pane view into all activity occurring inside the network. Organizations gain a deeper understanding of application usage and performance while reducing the possibility of Shadow IT.



Single Sites

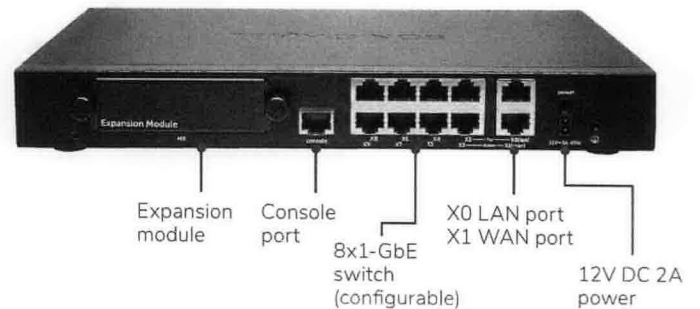
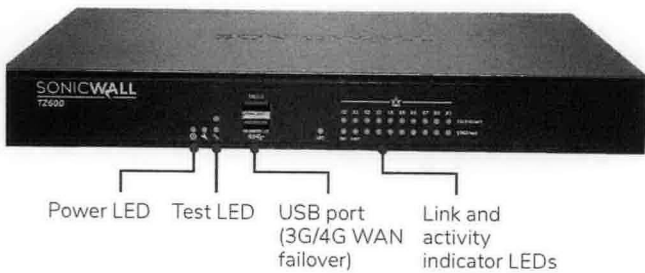
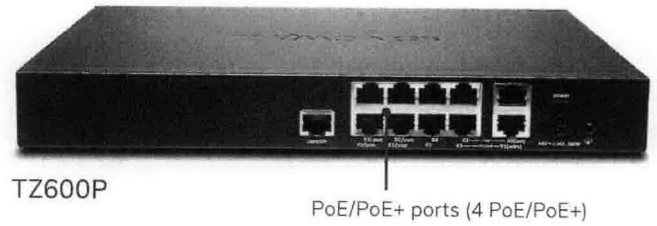
For single site deployments, having an integrated network security solution is highly beneficial. TZ series firewalls combine high security effectiveness with options such as built-in 802.11ac wireless and, in the case of the TZ300P and TZ600P, PoE/PoE+ support. The

same security engine in our mid-range NSa series and high-end NSsp series is featured in TZ series firewall along with the broad feature set of SonicOS. Configuration and management is easy using the intuitive SonicOS UI. Organizations save valuable rack space due to the compact desktop form factor.

SonicWall TZ600 series

For emerging enterprises, retail and branch offices looking for security, performance and options such as 802.3at PoE+ support at a value price, the SonicWall TZ600 secures networks with enterprise-class features and uncompromising performance.

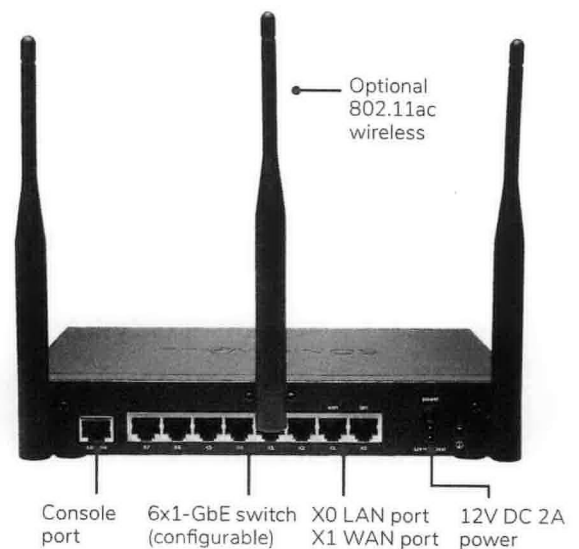
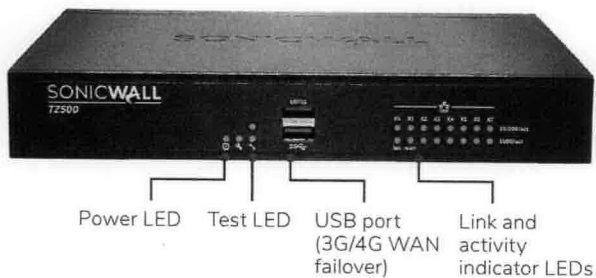
Specification	TZ600 series
Firewall throughput	1.9 Gbps
Threat Prevention throughput	800 Mbps
Anti-malware throughput	800 Mbps
IPS throughput	1.2 Gbps
Maximum connections	150,000
New connections/sec	12,000



SonicWall TZ500 series

For growing branch offices and SMBs, the SonicWall TZ500 series delivers highly effective, no-compromise protection with network productivity and optional integrated 802.11ac dual-band wireless.

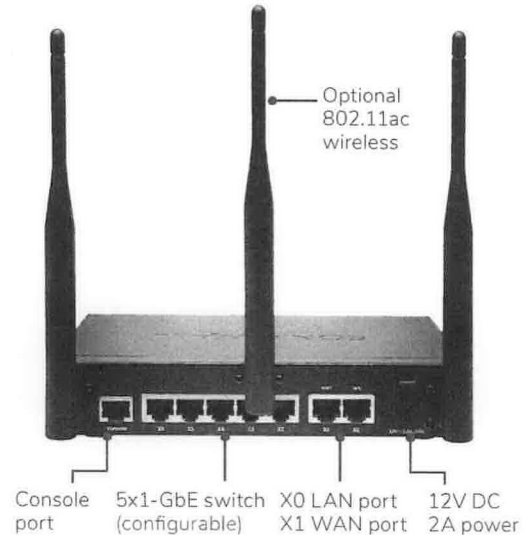
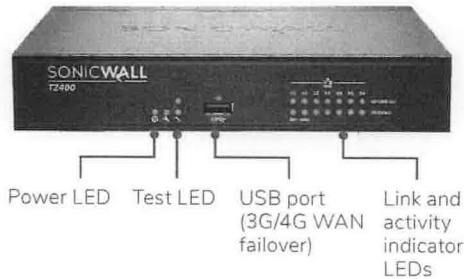
Specification	TZ500 series
Firewall throughput	1.4 Gbps
Threat Prevention throughput	700 Mbps
Anti-malware throughput	700 Mbps
IPS throughput	1.0 Gbps
Maximum connections	150,000
New connections/sec	8,000



SonicWall TZ400 series

For small business, retail and branch office locations, the SonicWall TZ400 series delivers enterprise-grade protection. Flexible wireless deployment is available with optional 802.11ac dual-band wireless integrated into the firewall.

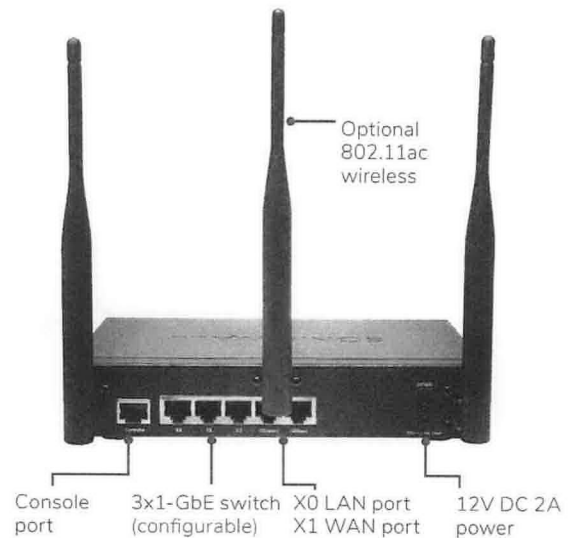
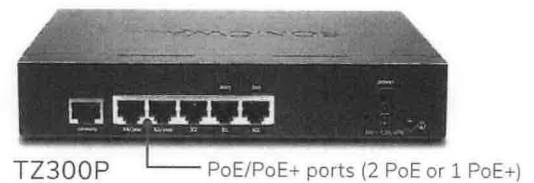
Specification	TZ400 series
Firewall throughput	1.3 Gbps
Threat Prevention throughput	600 Mbps
Anti-malware throughput	600 Mbps
IPS throughput	900 Mbps
Maximum connections	150,000
New connections/sec	6,000



SonicWall TZ350/TZ300 series

The SonicWall TZ300 and TZ350 series offer an all-in-one solution that protects networks from advanced attacks. Unlike consumer grade products, these UTM firewalls combine high-speed intrusion prevention, anti-malware and content/URL filtering plus broad secure mobile access support for laptops, smartphones and tablets along with optional integrated 802.11ac wireless. In addition, the TZ300 offers optional 802.3at PoE+ to power PoE-enabled devices.

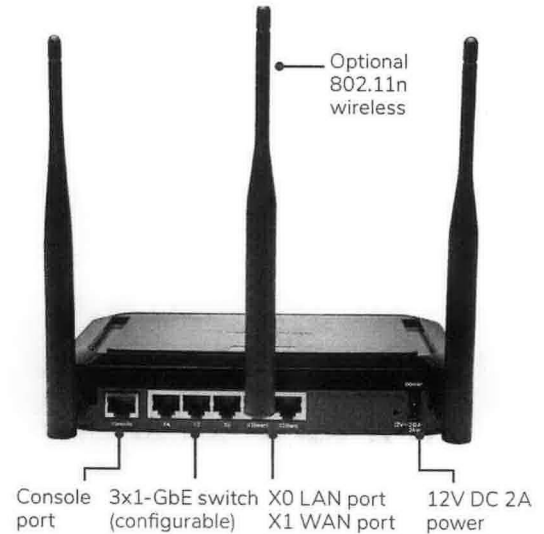
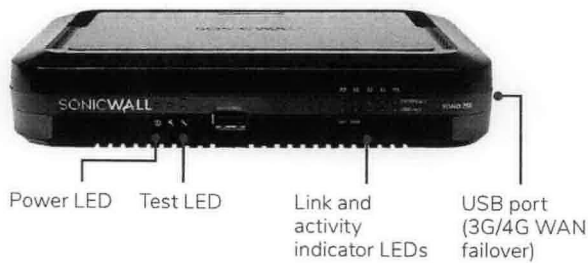
Specification	TZ350 series	TZ300 series
Firewall throughput	1.0 Gbps	750 Mbps
Threat Prevention throughput	335 Mbps	235 Mbps
Anti-malware throughput	335 Mbps	235 Mbps
IPS throughput	400 Mbps	300 Mbps
Maximum connections	100,000	100,000
New connections/sec	6,000	5,000



SonicWall SOHO 250/SOHO series

For wired and wireless small and home office environments, the SonicWall SOHO 250 and SOHO series deliver the same business-class protection large organizations require at a more affordable price point. Add optional 802.11n wireless to provide employees, customers and guests with secure wireless connectivity.

Specification	SOHO 250 series	SOHO series
Firewall throughput	600 Mbps	300 Mbps
Threat Prevention throughput	200 Mbps	150 Mbps
Anti-malware throughput	200 Mbps	150 Mbps
IPS throughput	250 Mbps	200 Mbps
Maximum connections	50,000	10,000
New connections/sec	3,000	1,800



Partner Enabled Services

Need help to plan, deploy or optimize your SonicWall solution? SonicWall Advanced Services Partners are trained to provide you with world class professional services. Learn more at www.sonicwall.com/PES.

Features

RFDPI ENGINE	
Feature	Description
Reassembly-Free Deep Packet Inspection (RFDPI)	This high-performance, proprietary and patented inspection engine performs stream-based, bi-directional traffic analysis, without proxying or buffering, to uncover intrusion attempts and malware and to identify application traffic regardless of port.
Bi-directional inspection	Scans for threats in both inbound and outbound traffic simultaneously to ensure that the network is not used to distribute malware and does not become a launch platform for attacks in case an infected machine is brought inside.
Stream-based inspection	Proxy-less and non-buffering inspection technology provides ultra-low latency performance for DPI of millions of simultaneous network streams without introducing file and stream size limitations, and can be applied on common protocols as well as raw TCP streams.
Highly parallel and scalable	The unique design of the RFDPI engine works with the multi-core architecture to provide high DPI throughput and extremely high new session establishment rates to deal with traffic spikes in demanding networks.
Single-pass inspection	A single-pass DPI architecture simultaneously scans for malware, intrusions and application identification, drastically reducing DPI latency and ensuring that all threat information is correlated in a single architecture.
FIREWALL AND NETWORKING	
Feature	Description
Secure SD-WAN	An alternative to more expensive technologies such as MPLS, Secure SD-WAN enables distributed enterprise organizations to build, operate and manage secure, high-performance networks across remote sites for the purpose of sharing data, applications and services using readily-available, low-cost public internet services.
REST APIs	Allows the firewall to receive and leverage any and all proprietary, original equipment manufacturer and third-party intelligence feeds to combat advanced threats such as zero-day, malicious insider, compromised credentials, ransomware and advanced persistent threats.
Stateful packet inspection	All network traffic is inspected, analyzed and brought into compliance with firewall access policies.
High availability/clustering	SonicWall TZ500 and TZ600 models support high availability with Active/Standby with state synchronization. SonicWall TZ300 and TZ400 models support high availability without Active/Standby synchronization. There is no high availability on SonicWall SOHO models.
DDoS/DoS attack protection	SYN flood protection provides a defense against DoS attacks using both Layer 3 SYN proxy and Layer 2 SYN blacklisting technologies. Additionally, it protects against DoS/DDoS through UDP/ICMP flood protection and connection rate limiting.
IPv6 support	Internet Protocol version 6 (IPv6) is in its early stages to replace IPv4. With SonicOS, the hardware will support filtering and wire mode implementations.
Flexible deployment options	The TZ series can be deployed in traditional NAT, Layer 2 bridge, wire and network tap modes.
WAN load balancing	Load-balances multiple WAN interfaces using Round Robin, Spillover or Percentage methods.
Advanced quality of service (QoS)	Guarantees critical communications with 802.1p, DSCP tagging, and remapping of VoIP traffic on the network.
H.323 gatekeeper and SIP proxy support	Blocks spam calls by requiring that all incoming calls are authorized and authenticated by H.323 gatekeeper or SIP proxy.
Single and cascaded Dell N-Series and X-Series switch management	Manage security settings of additional ports, including Portshield, HA, PoE and PoE+, under a single pane of glass using the firewall management dashboard for Dell's N-Series and X-Series network switch (not available with SOHO model).
Biometric authentication	Supports mobile device authentication such as fingerprint recognition that cannot be easily duplicated or shared to securely authenticate the user identity for network access.
Open authentication and social login	Enable guest users to use their credentials from social networking services such as Facebook, Twitter, or Google+ to sign in and access the Internet and other guest services through a host's wireless, LAN or DMZ zones using pass-through authentication.
Wireless Network Security	Available as an integrated option on SonicWall TZ300 through TZ500, IEEE 802.11ac wireless technology can deliver up to 1.3 Gbps of wireless throughput with greater range and reliability. Optional 802.11 a/b/g/n is available on SonicWall SOHO models.
MANAGEMENT AND REPORTING	
Feature	Description
Cloud-based and on-premises management	Configuration and management of SonicWall appliances is available via the cloud through the SonicWall Capture Security Center and on-premises using SonicWall Global Management System (GMS).
Powerful single device management	An intuitive web-based interface allows quick and convenient configuration, in addition to a comprehensive command-line interface and support for SNMPv2/3.
IPFIX/NetFlow application flow reporting	Exports application traffic analytics and usage data through IPFIX or NetFlow protocols for real-time and historical monitoring and reporting with tools that support IPFIX and NetFlow with extensions.

VIRTUAL PRIVATE NETWORKING

Feature	Description
Auto-provision VPN	Simplifies and reduces complex distributed firewall deployment down to a trivial effort by automating the initial site-to-site VPN gateway provisioning between SonicWall firewalls while security and connectivity occurs instantly and automatically.
IPSec VPN for site-to-site connectivity	High-performance IPSec VPN allows the TZ series to act as a VPN concentrator for thousands of other large sites, branch offices or home offices.
SSL VPN or IPSec client remote access	Utilizes clientless SSL VPN technology or an easy-to-manage IPSec client for easy access to email, files, computers, intranet sites and applications from a variety of platforms.
Redundant VPN gateway	When using multiple WANs, a primary and secondary VPN can be configured to allow seamless, automatic failover and fallback of all VPN sessions.
Route-based VPN	The ability to perform dynamic routing over VPN links ensures continuous uptime in the event of a temporary VPN tunnel failure, by seamlessly re-routing traffic between endpoints through alternate routes.

CONTENT/CONTEXT AWARENESS

Feature	Description
User activity tracking	User identification and activity are made available through seamless AD/LDAP/Citrix1/Terminal Services1 SSO integration combined with extensive information obtained through DPI.
GeoIP country traffic identification	Identifies and controls network traffic going to or coming from specific countries to either protect against attacks from known or suspected origins of threat activity, or to investigate suspicious traffic originating from the network. Provides the ability to create custom country and Botnet lists to override an incorrect country or Botnet tag associated with an IP address. Eliminates unwanted filtering of IP addresses due to misclassification.
Regular expression DPI filtering	Prevents data leakage by identifying and controlling content crossing the network through regular expression matching. Provides the ability to create custom country and Botnet lists to override an incorrect country or Botnet tag associated with an IP address.

CAPTURE ADVANCE THREAT PROTECTION

Feature	Description
Multi-engine sandboxing	The multi-engine sandbox platform, which includes virtualized sandboxing, full system emulation, and hypervisor level analysis technology, executes suspicious code and analyzes behavior, providing comprehensive visibility to malicious activity.
Real-Time Deep Memory Inspection (RTDMI)	This patent-pending cloud-based technology detects and blocks malware that does not exhibit any malicious behavior and hides its weaponry via encryption. By forcing malware to reveal its weaponry into memory, the RTDMI engine proactively detects and blocks mass-market, zero-day threats and unknown malware.
Block until verdict	To prevent potentially malicious files from entering the network, files sent to the cloud for analysis can be held at the gateway until a verdict is determined.
Broad file type and size analysis	Supports analysis of a broad range of file types, either individually or as a group, including executable programs (PE), DLL, PDFs, MS Office documents, archives, JAR, and APK plus multiple operating systems including Windows, Android, Mac OS X and multi-browser environments.
Rapid deployment of signatures	When a file is identified as malicious, a signature is immediately deployed to firewalls with SonicWall Capture ATP subscriptions and Gateway Anti-Virus and IPS signature databases and the URL, IP and domain reputation databases within 48 hours.

ENCRYPTED THREAT PREVENTION

Feature	Description
TLS/SSL decryption and inspection	Decrypts and inspects TLS/SSL encrypted traffic on the fly, without proxying, for malware, intrusions and data leakage, and applies application, URL and content control policies in order to protect against threats hidden in encrypted traffic. Included with security subscriptions for all TZ series models except SOHO. Sold as a separate license on SOHO.
SSH inspection	Deep packet inspection of SSH (DPI-SSH) decrypts and inspect data traversing over SSH tunnel to prevent attacks that leverage SSH.

INTRUSION PREVENTION

Feature	Description
Countermeasure-based protection	Tightly integrated intrusion prevention system (IPS) leverages signatures and other countermeasures to scan packet payloads for vulnerabilities and exploits, covering a broad spectrum of attacks and vulnerabilities.
Automatic signature updates	The SonicWall Threat Research Team continuously researches and deploys updates to an extensive list of IPS countermeasures that covers more than 50 attack categories. The new updates take immediate effect without any reboot or service interruption required.
Intra-zone IPS protection	Bolsters internal security by segmenting the network into multiple security zones with intrusion prevention, preventing threats from propagating across the zone boundaries.

INTRUSION PREVENTION CONT

Feature	Description
Botnet command and control (CnC) detection and blocking	Identifies and blocks command and control traffic originating from bots on the local network to IPs and domains that are identified as propagating malware or are known CnC points.
Protocol abuse/anomaly	Identifies and blocks attacks that abuse protocols in an attempt to sneak past the IPS.
Zero-day protection	Protects the network against zero-day attacks with constant updates against the latest exploit methods and techniques that cover thousands of individual exploits.
Anti-evasion technology	Extensive stream normalization, decoding and other techniques ensure that threats do not enter the network undetected by utilizing evasion techniques in Layers 2-7.

THREAT PREVENTION

Feature	Description
Gateway anti-malware	The RFDPI engine scans all inbound, outbound and intra-zone traffic for viruses, Trojans, key loggers and other malware in files of unlimited length and size across all ports and TCP streams.
Capture Cloud malware protection	A continuously updated database of tens of millions of threat signatures resides in the SonicWall cloud servers and is referenced to augment the capabilities of the onboard signature database, providing RFDPI with extensive coverage of threats.
Around-the-clock security updates	New threat updates are automatically pushed to firewalls in the field with active security services, and take effect immediately without reboots or interruptions.
Bi-directional raw TCP inspection	The RFDPI engine is capable of scanning raw TCP streams on any port bi-directionally preventing attacks that they to sneak by outdated security systems that focus on securing a few well-known ports.
Extensive protocol support	Identifies common protocols such as HTTP/S, FTP, SMTP, SMBv1/v2 and others, which do not send data in raw TCP, and decodes payloads for malware inspection, even if they do not run on standard, well-known ports.

APPLICATION INTELLIGENCE AND CONTROL

Feature	Description
Application control	Control applications, or individual application features, that are identified by the RFDPI engine against a continuously expanding database of over thousands of application signatures, to increase network security and enhance network productivity.
Custom application identification	Control custom applications by creating signatures based on specific parameters or patterns unique to an application in its network communications, in order to gain further control over the network.
Application bandwidth management	Granularly allocate and regulate available bandwidth for critical applications or application categories while inhibiting nonessential application traffic.
Granular control	Control applications, or specific components of an application, based on schedules, user groups, exclusion lists and a range of actions with full SSO user identification through LDAP/AD/Terminal Services/Citrix integration.

CONTENT FILTERING

Feature	Description
Inside/outside content filtering	Enforce acceptable use policies and block access to HTTP/HTTPS websites containing information or images that are objectionable or unproductive with Content Filtering Service and Content Filtering Client.
Enforced Content Filtering Client	Extend policy enforcement to block internet content for Windows, Mac OS, Android and Chrome devices located outside the firewall perimeter.
Granular controls	Block content using the predefined categories or any combination of categories. Filtering can be scheduled by time of day, such as during school or business hours, and applied to individual users or groups.
Web caching	URL ratings are cached locally on the SonicWall firewall so that the response time for subsequent access to frequently visited sites is only a fraction of a second.

ENFORCED ANTI-VIRUS AND ANTI-SPYWARE

Feature	Description
Multi-layered protection	Utilize the firewall capabilities (optional) as the first layer of defense at the perimeter, coupled with endpoint protection to block, viruses entering network through laptops, thumb drives and other unprotected systems.
Automated enforcement option	Ensure every computer accessing the network has the appropriate antivirus software and/or DPI-SSL certificate installed and active, eliminating the costs commonly associated with desktop antivirus management.
Automated deployment and installation option	Machine-by-machine deployment and installation of antivirus and anti-spyware clients is automatic across the network, minimizing administrative overhead.
Next-generation antivirus	Capture Client uses a static artificial intelligence (AI) engine to determine threats before they can execute and roll back to a previous uninfected state.
Spyware protection	Powerful spyware protection scans and blocks the installation of a comprehensive array of spyware programs on desktops and laptops before they transmit confidential data, providing greater desktop security and performance.

SonicOS feature summary

Firewall

- Stateful packet inspection
- Reassembly-Free Deep Packet Inspection
- DDoS attack protection (UDP/ICMP/SYN flood)
- IPv4/IPv6 support
- Biometric authentication for remote access
- DNS proxy
- REST APIs

SSL/SSH decryption and inspection¹

- Deep packet inspection for TLS/SSL/SSH
- Inclusion/exclusion of objects, groups or hostnames
- TLS/SSL control
- Granular DPI SSL controls per zone or rule

Capture Advanced Threat Protection¹

- Real-Time Deep Memory Inspection
- Cloud-based multi-engine analysis
- Virtualized sandboxing
- Hypervisor level analysis
- Full system emulation
- Broad file type examination
- Automated and manual submission
- Real-time threat intelligence updates
- Block until verdict
- Capture Client

Intrusion prevention¹

- Signature-based scanning
- Automatic signature updates
- Bidirectional inspection
- Granular IPS rule capability
- GeolIP/Botnet filtering²
- Regular expression matching

Anti-malware¹

- Stream-based malware scanning
- Gateway anti-virus
- Gateway anti-spyware
- Bi-directional inspection
- No file size limitation
- Cloud malware database

Application identification¹

- Application control
- Application bandwidth management
- Custom application signature creation
- Data leakage prevention
- Application reporting over NetFlow/IPFIX
- Comprehensive application signature database

Traffic visualization and analytics

- User activity
- Application/bandwidth/threat usage
- Cloud-based analytics

HTTP/HTTPS Web content filtering¹

- URL filtering
- Anti-proxy technology
- Keyword blocking
- Policy-based filtering (exclusion/inclusion)
- HTTP header insertion
- Bandwidth manage CFS rating categories
- Unified policy model with app control
- Content Filtering Client

VPN

- Auto-provision VPN
- IPSec VPN for site-to-site connectivity
- SSL VPN and IPSec client remote access
- Redundant VPN gateway
- Mobile Connect for iOS, Mac OS X, Windows, Chrome, Android and Kindle Fire
- Route-based VPN (OSPF, RIP, BGP)

Networking

- Secure SD-WAN
- PortShield
- Enhanced logging
- Layer-2 QoS
- Port security
- Dynamic routing (RIP/OSPF/BGP)
- SonicWall wireless controller
- Policy-based routing (ToS/metric and ECMP)
- Asymmetric routing
- DHCP server

- NAT
- Bandwidth management
- High availability - Active/Standby with state sync²
- Inbound/outbound load balancing
- L2 bridge mode, NAT mode
- 3G/4G WAN failover
- Common Access Card (CAC) support

VoIP

- Granular QoS control
- Bandwidth management
- DPI for VoIP traffic
- H.323 gatekeeper and SIP proxy support

Management and monitoring

- Web GUI
- Command line interface (CLI)
- SNMPv2/v3
- Centralized management and reporting with SonicWall GMS and Capture Security Center
- Logging
- Netflow/IPFix exporting
- Cloud-based configuration backup
- Application and bandwidth visualization
- IPv4 and IPv6 management
- Dell N-Series and X-Series switch management including cascaded switches²

Integrated Wireless

- Dual-band (2.4 GHz and 5.0 GHz)
- 802.11 a/b/g/n/ac wireless standards²
- WIDS/WIPS
- Wireless guest services
- Lightweight hotspot messaging
- Virtual access point segmentation
- Captive portal
- Cloud ACL

¹ Requires added subscription

² State sync high availability only on SonicWall TZ500 and SonicWall TZ600 models

SonicWall TZ series system specifications

FIREWALL GENERAL	SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Operating system	SonicOS			
Interfaces	5x1GbE, 1 USB, 1 Console		5x1GbE, 1 USB, 1 Console	5x1GbE, 1 USB, 1 Console
Power over Ethernet (PoE) support	—	—	TZ300P - 2 ports (2 PoE or 1 PoE+)	—
Expansion	USB			
Management	CLI, SSH, Web UI, Capture Security Center, GMS, REST APIs			
Single Sign-On (SSO) Users	250	350	500	500
VLAN interfaces	25			
Access points supported (maximum)	2	4	8	8
FIREWALL/VPN PERFORMANCE	SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Firewall inspection throughput ¹	300 Mbps	600 Mbps	750 Mbps	1.0 Gbps
Threat Prevention throughput ²	150 Mbps	200 Mbps	235 Mbps	335 Mbps
Application inspection throughput ²	—	275 Mbps	375 Mbps	600 Mbps
IPS throughput ²	200 Mbps	250 Mbps	300 Mbps	400 Mbps
Anti-malware inspection throughput ²	150 Mbps	200 Mbps	235 Mbps	335 Mbps
TLS/SSL inspection and decryption throughput (DPI SSL) ²	30 Mbps	50 Mbps	60 Mbps	65 Mbps
IPSec VPN throughput ³	150 Mbps	200 Mbps	300 Mbps	430 Mbps
Connections per second	1,800	3,000	5,000	6,000
Maximum connections (SPI)	10,000	50,000	100,000	100,000
Maximum connections (DPI)	10,000	50,000	90,000	90,000
Maximum connections (DPI SSL)	250	25,000	25,000	25,000
VPN	SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Site-to-site VPN tunnels	10	10	10	15
IPSec VPN clients (maximum)	1 (5)	1 (5)	1 (10)	2 (10)
SSL VPN licenses (maximum)	1 (10)	1 (25)	1 (50)	1 (75)
Virtual assist bundled (maximum)	—	1 (30-day trial)	1 (30-day trial)	1 (30-day trial)
Encryption/authentication	DES, 3DES, AES (128, 192, 256-bit), MD5, SHA-1, Suite B Cryptography			
Key exchange	Diffie Hellman Groups 1, 2, 5, 14v			
Route-based VPN	RIP, OSPF, BGP ⁴			
Certificate support	Verisign, Thawte, Cybertrust, RSA Keon, Entrust and Microsoft CA for SonicWall-to-SonicWall VPN, SCEP			
VPN features	Dead Peer Detection, DHCP Over VPN, IPSec NAT Traversal, Redundant VPN Gateway, Route-based VPN			
Global VPN client platforms supported	Microsoft® Windows Vista 32/64-bit, Windows 7 32/64-bit, Windows 8.0 32/64-bit, Windows 8.1 32/64-bit, Windows 10			
NetExtender	Microsoft Windows Vista 32/64-bit, Windows 7, Windows 8.0 32/64-bit, Windows 8.1 32/64-bit, Mac OS X 10.4+, Linux FC3+/Ubuntu 7+/OpenSUSE			
Mobile Connect	Apple® iOS, Mac OS X, Google® Android™, Kindle Fire, Chrome, Windows 8.1 (Embedded)			
SECURITY SERVICES	SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Deep Packet Inspection services	Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, DPI SSL			
Content Filtering Service (CFS)	HTTP URL, HTTPS IP, keyword and content scanning, Comprehensive filtering based on file types such as ActiveX, Java, Cookies for privacy, allow/forbid lists			
Comprehensive Anti-Spam Service	Supported			
Application Visualization	No	Yes	Yes	Yes
Application Control	Yes	Yes	Yes	Yes
Capture Advanced Threat Protection	No	Yes	Yes	Yes
NETWORKING	SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
IP address assignment	Static, (DHCP, PPPoE, L2TP and PPTP client), Internal DHCP server, DHCP relay			
NAT modes	1:1, 1:many, many:1, many:many, flexible NAT (overlapping IPs), PAT, transparent mode			
Routing protocols ⁴	BGP ⁴ , OSPF, RIPv1/v2, static routes, policy-based routing			
QoS	Bandwidth priority, max bandwidth, guaranteed bandwidth, DSCP marking, 802.1e (WMM)			

SonicWall TZ series specifications cont'd

NETWORKING CONT'D		SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Authentication		LDAP (multiple domains), XAUTH/RADIUS, SSO, Novell, internal user database		LDAP (multiple domains), XAUTH/RADIUS, SSO, Novell, internal user database, Terminal Services, Citrix, Common Access Card (CAC)	
Local user database				150	
VoIP		Full H.323v1-5, SIP			
Standards		TCP/IP, UDP, ICMP, HTTP, HTTPS, IPSec, ISAKMP/IKE, SNMP, DHCP, PPPoE, L2TP, PPTP, RADIUS, IEEE 802.3			
Certifications ⁵		FIPS 140-2 (with Suite B) Level 2, UC APL, VPNC, IPv6 (Phase 2), ICSA Network Firewall, ICSA Anti-virus			
Certifications pending		Common Criteria NDPP (Firewall and IPS)			
Common Access Card (CAC)		Supported			
High availability		No		Active/standby	
HARDWARE		SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Form factor		Desktop			
Power supply		24W external		24W external 65W external (TZ300P only)	24W external
Maximum power consumption (W)		6.4 / 11.3	6.9 / 11.3	6.9 / 12.0	6.9 / 12.0
Input power		100 to 240 VAC, 50-60 Hz, 1 A			
Total heat dissipation		21.8 / 38.7 BTU	23.5 / 38.7 BTU	23.5 / 40.9 BTU	23.5 / 40.9 BTU
Dimensions		3.6 x 14.1 x 19 cm 1.42 x 5.55 x 7.48 in		3.5 x 13.4 x 19 cm 1.38 x 5.28 x 7.48 in	3.5 x 13.4 x 19 cm 1.38 x 5.28 x 7.48 in
Weight		0.34 kg / 0.75 lbs 0.48 kg / 1.06 lbs		0.73 kg / 1.61 lbs 0.84 kg / 1.85 lbs	0.73 kg / 1.61 lbs 0.84 kg / 1.85 lbs
WEEE weight		0.80 kg / 1.76 lbs 0.94 kg / 2.07 lbs		1.15 kg / 2.53 lbs 1.26 kg / 2.78 lbs	1.15 kg / 2.53 lbs 1.26 kg / 2.78 lbs
Shipping weight		1.20 kg / 2.64 lbs 1.34 kg / 2.95 lbs		1.37 kg / 3.02 lbs 1.48 kg / 3.26 lbs	1.37 kg / 3.02 lbs 1.48 kg / 3.26 lbs
MTBF (in years)		58.9/56.1 (wireless)	56.1	56.1	56.1
Environment (Operating/Storage)		32°-105° F (0°-40° C)/-40° to 158° F (-40° to 70° C)			
Humidity		5-95% non-condensing			
REGULATORY		SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Major regulatory compliance (wired models)		FCC Class B, ICES Class B, CE (EMC, LVD, RoHS), C-Tick, VCCI Class B, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH, KCC/MSIP		FCC Class B, ICES Class B, CE (EMC, LVD, RoHS), C-Tick, VCCI Class B, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH, KCC/MSIP	
Major regulatory compliance (wireless models)		FCC Class B, FCC RF ICES Class B, IC RF CE (RED, RoHS), RCM, VCCI Class B, MIC/TELEC, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH		FCC Class B, FCC RF ICES Class B, IC RF CE (RED, RoHS), RCM, VCCI Class B, MIC/TELEC, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH	
INTEGRATED WIRELESS		SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Standards		802.11 a/b/g/n		802.11a/b/g/n/ac (WEP, WPA, WPA2, 802.11i, TKIP, PSK, 02.1x, EAP-PEAP, EAP-TTLS)	
Frequency bands ⁶		802.11a: 5.180-5.825 GHz; 802.11b/g: 2.412-2.472 GHz; 802.11n: 2.412-2.472 GHz, 5.180-5.825 GHz		802.11a: 5.180-5.825 GHz; 802.11b/g: 2.412-2.472 GHz; 802.11n: 2.412-2.472 GHz, 5.180-5.825 GHz; 802.11ac: 2.412-2.472 GHz, 5.180-5.825 GHz	

SonicWall TZ series system specifications cont'd

INTEGRATED WIRELESS	SOHO SERIES	SOHO 250 SERIES	TZ300 SERIES	TZ350 SERIES
Operating Channels	802.11a: US and Canada 12, Europe 11, Japan 4, Singapore 4, Taiwan 4; 802.11b/g: US and Canada 1-11, Europe 1-13, Japan 1-14 (14-802.11b only); 802.11n (2.4 GHz): US and Canada 1-11, Europe 1-13, Japan 1-13; 802.11n (5 GHz): US and Canada 36-48/149-165, Europe 36-48, Japan 36-48, Spain 36-48/52-64;		802.11a: US and Canada 12, Europe 11, Japan 4, Singapore 4, Taiwan 4; 802.11b/g: US and Canada 1-11, Europe 1-13, Japan 1-14 (14-802.11b only); 802.11n (2.4 GHz): US and Canada 1-11, Europe 1-13, Japan 1-13; 802.11n (5 GHz): US and Canada 36-48/149-165, Europe 36-48, Japan 36-48, Spain 36-48/52-64; 802.11ac: US and Canada 36-48/149-165, Europe 36-48, Japan 36-48, Spain 36-48/52-64	
Transmit output power	Based on the regulatory domain specified by the system administrator			
Transmit power control	Supported			
Data rates supported	802.11a: 6, 9, 12, 18, 24, 36, 48, 54 Mbps per channel; 802.11b: 1, 2, 5.5, 11 Mbps per channel; 802.11g: 6, 9, 12, 18, 24, 36, 48, 54 Mbps per channel; 802.11n: 7.2, 14.4, 21.7, 28.9, 43.3, 57.8, 65, 72.2, 15, 30, 45, 60, 90, 120, 135, 150 Mbps per channel		802.11a: 6, 9, 12, 18, 24, 36, 48, 54 Mbps per channel; 802.11b: 1, 2, 5.5, 11 Mbps per channel; 802.11g: 6, 9, 12, 18, 24, 36, 48, 54 Mbps per channel; 802.11n: 7.2, 14.4, 21.7, 28.9, 43.3, 57.8, 65, 72.2, 15, 30, 45, 60, 90, 120, 135, 150 Mbps per channel; 802.11ac: 7.2, 14.4, 21.7, 28.9, 43.3, 57.8, 65, 72.2, 86.7, 96.3, 15, 30, 45, 60, 90, 120, 135, 150, 180, 200, 32.5, 65, 97.5, 130, 195, 260, 292.5, 325, 390, 433.3, 65, 130, 195, 260, 390, 520, 585, 650, 780, 866.7 Mbps per channel	
Modulation technology spectrum	802.11a: Orthogonal Frequency Division Multiplexing (OFDM); 802.11b: Direct Sequence Spread Spectrum (DSSS); 802.11g: Orthogonal Frequency Division Multiplexing (OFDM)/Direct Sequence Spread Spectrum (DSSS); 802.11n: Orthogonal Frequency Division Multiplexing (OFDM)		802.11a: Orthogonal Frequency Division Multiplexing (OFDM); 802.11b: Direct Sequence Spread Spectrum (DSSS); 802.11g: Orthogonal Frequency Division Multiplexing (OFDM)/Direct Sequence Spread Spectrum (DSSS); 802.11n: Orthogonal Frequency Division Multiplexing (OFDM); 802.11ac: Orthogonal Frequency Division Multiplexing (OFDM)	

*Future use

- ¹Testing Methodologies: Maximum performance based on RFC 2544 (for firewall). Actual performance may vary depending on network conditions and activated services.
- ²Threat Prevention/GatewayAV/Anti-Spyware/IPS throughput measured using industry standard Spirent WebAvalanche HTTP performance test and Ixia test tools. Testing done with multiple flows through multiple port pairs. Threat Prevention throughput measured with Gateway AV, Anti-Spyware, IPS and Application Control enabled.
- ³VPN throughput measured using UDP traffic at 1280 byte packet size adhering to RFC 2544. All specifications, features and availability are subject to change.
- ⁴BGP is available only on SonicWall TZ350, TZ400, TZ500 and TZ600.
- ⁵Pending FIPS and ICSA approval on SOHO 250 and TZ350
- ⁶All TZ integrated wireless models can support either 2.4GHz or 5GHz band. For dual-band support, please use SonicWall's wireless access point products

SonicWall TZ series system specifications cont'd

FIREWALL GENERAL	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Operating system	SonicOS		
Interfaces	7x1GbE, 1 USB, 1 Console	8x1GbE, 2 USB, 1 Console	10x1GbE, 2 USB, 1 Console, 1 Expansion Slot
Power over Ethernet (PoE) support	—	—	TZ600P - 4 ports (4 PoE or 4 PoE+)
Expansion	USB	2 USB	Expansion Slot (Rear)*, 2 USB
Management	CLI, SSH, Web UI, Capture Security Center, GMS, REST APIs		
Single Sign-On (SSO) Users	500	500	500
VLAN interfaces	50	50	50
Access points supported (maximum)	16	16	24
FIREWALL/VPN PERFORMANCE	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Firewall inspection throughput ¹	1.3 Gbps	1.4 Gbps	1.9 Gbps
Threat Prevention throughput ²	600 Mbps	700 Mbps	800 Mbps
Application inspection throughput ²	1.2 Gbps	1.3 Gbps	1.8 Gbps
IPS throughput ²	900 Mbps	1.0 Gbps	1.2 Gbps
Anti-malware inspection throughput ²	600 Mbps	700 Mbps	800 Mbps
TLS/SSL inspection and decryption throughput (DPI SSL) ²	180 Mbps	225 Mbps	300 Mbps
IPSec VPN throughput ³	900 Mbps	1.0 Gbps	1.1 Gbps
Connections per second	6,000	8,000	12,000
Maximum connections (SPI)	150,000	150,000	150,000
Maximum connections (DPI)	125,000	125,000	125,000
Maximum connections (DPI SSL)	25,000	25,000	25,000
VPN	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Site-to-site VPN tunnels	20	25	50
IPSec VPN clients (maximum)	2 (25)	2 (25)	2 (25)
SSL VPN licenses (maximum)	2 (100)	2 (150)	2 (200)
Virtual assist bundled (maximum)	1 (30-day trial)	1 (30-day trial)	1 (30-day trial)
Encryption/authentication	DES, 3DES, AES (128, 192, 256-bit)/MD5, SHA-1, Suite B Cryptography		
Key exchange	Diffie Hellman Groups 1, 2, 5, 14v		
Route-based VPN	RIP, OSPF, BGP		
Certificate support	Verisign, Thawte, Cybertrust, RSA Keon, Entrust and Microsoft CA for SonicWall-to- SonicWall VPN, SCEP		
VPN features	Dead Peer Detection, DHCP Over VPN, IPSec NAT Traversal, Redundant VPN Gateway, Route-based VPN		
Global VPN client platforms supported	Microsoft® Windows Vista 32/64-bit, Windows 7 32/64-bit, Windows 8.0 32/64-bit, Windows 8.1 32/64-bit, Windows 10		
NetExtender	Microsoft Windows Vista 32/64-bit, Windows 7, Windows 8.0 32/64-bit, Windows 8.1 32/64-bit, Mac OS X 10.4+, Linux FC3+/Ubuntu 7+/OpenSUSE		
Mobile Connect	Apple® iOS, Mac OS X, Google® Android™, Kindle Fire, Chrome, Windows 8.1 (Embedded)		
SECURITY SERVICES	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Deep Packet Inspection services	Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, DPI SSL		
Content Filtering Service (CFS)	HTTP URL, HTTPS IP, keyword and content scanning, Comprehensive filtering based on file types such as ActiveX, Java, Cookies for privacy, allow/forbid lists		
Comprehensive Anti-Spam Service	Supported		
Application Visualization	Yes	Yes	Yes
Application Control	Yes	Yes	Yes
Capture Advanced Threat Protection	Yes	Yes	Yes
NETWORKING	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
IP address assignment	Static, (DHCP, PPPoE, L2TP and PPTP client), Internal DHCP server, DHCP relay		
NAT modes	1:1, 1:many, many:1, many:many, flexible NAT (overlapping IPs), PAT, transparent mode		
Routing protocols ⁴	BGP ⁴ , OSPF, RIPv1/v2, static routes, policy-based routing		
QoS	Bandwidth priority, max bandwidth, guaranteed bandwidth, DSCP marking, 802.1e (WMM)		

SonicWall TZ series system specifications cont'd

NETWORKING	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Authentication	LDAP (multiple domains), XAUTH/RADIUS, SSO, Novell, internal user database, Terminal Services, Citrix, Common Access Card (CAC)		
Local user database	150		250
VoIP	Full H.323v1-5, SIP		
Standards	TCP/IP, UDP, ICMP, HTTP, HTTPS, IPSec, ISAKMP/IKE, SNMP, DHCP, PPPoE, L2TP, PPTP, RADIUS, IEEE 802.3		
Certifications	FIPS 140-2 (with Suite B) Level 2, UC APL, VPNC, IPv6 (Phase 2), ICSA Network Firewall, ICSA Anti-virus		
Certifications pending	Common Criteria NDPP (Firewall and IPS)		
Common Access Card (CAC)	Supported		
High availability	Active/standby	Active/Standby with stateful synchronization	
HARDWARE	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Form factor	Desktop		
Power supply	24W external	36W external	60W external 180W external (TZ600P only)
Maximum power consumption (W)	9.2 / 13.8	13.4 / 17.7	16.1
Input power	100-240 VAC, 50-60 Hz, 1 A		
Total heat dissipation	31.3 / 47.1 BTU	45.9 / 60.5 BTU	55.1 BTU
Dimensions	3.5 x 13.4 x 19 cm 1.38 x 5.28 x 7.48 in	3.5 x 15 x 22.5 cm 1.38 x 5.91 x 8.86 in	3.5 x 18 x 28 cm 1.38 x 7.09 x 11.02 in
Weight	0.73 kg / 1.61 lbs 0.84 kg / 1.85 lbs	0.92 kg / 2.03 lbs 1.05 kg / 2.31 lbs	1.47 kg / 3.24 lbs
WEEE weight	1.15 kg / 2.53 lbs 1.26 kg / 2.78 lbs	1.34 kg / 2.95 lbs 1.48 kg / 3.26 lbs	1.89 kg / 4.16 lbs
Shipping weight	1.37 kg / 3.02 lbs 1.48 kg / 3.26 lbs	1.93 kg / 4.25 lbs 2.07 kg / 4.56 lbs	2.48 kg / 5.47 lbs
MTBF (in years)	54.0	40.8	18.4
Environment (Operating/Storage)	32°-105° F (0°-40° C)/-40° to 158° F (-40° to 70° C)		
Humidity	5-95% non-condensing		
REGULATORY	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Major regulatory compliance (wired models)	FCC Class B, ICES Class B, CE (EMC, LVD, RoHS), C-Tick, VCCI Class B, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH, KCC/MSIP	FCC Class B, ICES Class B, CE (EMC, LVD, RoHS), C-Tick, VCCI Class B, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH, BSMI, KCC/MSIP	FCC Class A, ICES Class A, CE (EMC, LVD, RoHS), C-Tick, VCCI Class A, UL cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH, KCC/MSIP
Major regulatory compliance (wireless models)	FCC Class B, FCC RF ICES Class B, IC RF CE (RED, RoHS), RCM, VCCI Class B, MIC/TELEC, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH	FCC Class B, FCC RF ICES Class B, IC RF CE (RED, RoHS), RCM, VCCI Class B, MIC/TELEC, UL, cUL, TUV/GS, CB, Mexico CoC by UL, WEEE, REACH	—

SonicWall TZ series system specifications cont'd

INTEGRATED WIRELESS	TZ400 SERIES	TZ500 SERIES	TZ600 SERIES
Standards	802.11a/b/g/n/ac (WEP, WPA, WPA2, 802.11i, TKIP, PSK, 02.1x, EAP-PEAP, EAP-TTLS)		—
Frequency bands ^a	802.11a: 5.180-5.825 GHz; 802.11b/g: 2.412-2.472 GHz; 802.11n: 2.412-2.472 GHz, 5.180-5.825 GHz; 802.11ac: 2.412-2.472 GHz, 5.180-5.825 GHz		—
Operating Channels	802.11a: US and Canada 12, Europe 11, Japan 4, Singapore 4, Taiwan 4; 802.11b/g: US and Canada 1-11, Europe 1-13, Japan 1-14 (14-802.11b only); 802.11n (2.4 GHz): US and Canada 1-11, Europe 1-13, Japan 1-13; 802.11n (5 GHz): US and Canada 36-48/149-165, Europe 36-48, Japan 36-48, Spain 36-48/52-64; 802.11ac: US and Canada 36-48/149-165, Europe 36-48, Japan 36-48, Spain 36-48/52-64		—
Transmit output power	Based on the regulatory domain specified by the system administrator		—
Transmit power control	Supported		—
Data rates supported	802.11a: 6, 9, 12, 18, 24, 36, 48, 54 Mbps per channel; 802.11b: 1, 2, 5.5, 11 Mbps per channel; 802.11g: 6, 9, 12, 18, 24, 36, 48, 54 Mbps per channel; 802.11n: 7.2, 14.4, 21.7, 28.9, 43.3, 57.8, 65, 72.2, 15, 30, 45, 60, 90, 120, 135, 150 Mbps per channel; 802.11ac: 7.2, 14.4, 21.7, 28.9, 43.3, 57.8, 65, 72.2, 86.7, 96.3, 15, 30, 45, 60, 90, 120, 135, 150, 180, 200, 32.5, 65, 97.5, 130, 195, 260, 292.5, 325, 390, 433.3, 65, 130, 195, 260, 390, 520, 585, 650, 780, 866.7 Mbps per channel		—
Modulation technology spectrum	802.11a: Orthogonal Frequency Division Multiplexing (OFDM); 802.11b: Direct Sequence Spread Spectrum (DSSS); 802.11g: Orthogonal Frequency Division Multiplexing (OFDM)/Direct Sequence Spread Spectrum (DSSS); 802.11n: Orthogonal Frequency Division Multiplexing (OFDM); 802.11ac: Orthogonal Frequency Division Multiplexing (OFDM)		—

SonicWall TZ Series ordering information

Product	SKU
SOHO 250 with 1-year TotalSecure Advanced Edition	02-SSC-1815
SOHO 250 Wireless-AC with 1-year TotalSecure Advanced Edition	02-SSC-1824
TZ300 with 1-year TotalSecure Advanced Edition	01-SSC-1702
TZ300 Wireless-AC with 1-year TotalSecure Advanced Edition	01-SSC-1703
TZ300P with 1-year TotalSecure Advanced Edition	02-SSC-0602
TZ350 with 1-year TotalSecure Advanced Edition	02-SSC-1843
TZ350 Wireless-AC with 1-year TotalSecure Advanced Edition	02-SSC-1851
TZ400 with 1-year TotalSecure Advanced Edition	01-SSC-1705
TZ400 Wireless-AC with 1-year TotalSecure Advanced Edition	01-SSC-1706
TZ500 with 1-year TotalSecure Advanced Edition	01-SSC-1708
TZ500 Wireless-AC with 1-year TotalSecure Advanced Edition	01-SSC-1709
TZ600 with 1-year TotalSecure Advanced Edition	01-SSC-1711
TZ600P with 1-year TotalSecure Advanced Edition	02-SSC-0600
High availability options (each unit must be the same model)	
TZ500 High Availability	01-SSC-0439
TZ600 High Availability	01-SSC-0220

Services	SKU
For SonicWall SOHO 250 Series	
Advanced Gateway Security Suite - Capture ATP, Threat Prevention, and 24x7 Support (1-year)	02-SSC-1726
Capture Advanced Threat Protection for SOHO 250 (1-year)	02-SSC-1732
Gateway Anti-Virus, Intrusion Prevention and Application Control (1-year)	02-SSC-1750
Content Filtering Service (1-year)	02-SSC-1744
Comprehensive Anti-Spam Service (1-year)	02-SSC-1823
24x7 Support (1-year)	02-SSC-1720
For SonicWall TZ300 Series	
Advanced Gateway Security Suite - Capture ATP, Threat Prevention, and 24x7 Support (1-year)	01-SSC-1430
Capture Advanced Threat Protection for TZ300 (1-year)	01-SSC-1435
Gateway Anti-Virus, Intrusion Prevention and Application Control (1-year)	01-SSC-0602
Content Filtering Service (1-year)	01-SSC-0608
Comprehensive Anti-Spam Service (1-year)	01-SSC-0632
24x7 Support (1-year)	01-SSC-0620
For SonicWall TZ350 Series	
Advanced Gateway Security Suite - Capture ATP, Threat Prevention, and 24x7 Support (1-year)	02-SSC-1773
Capture Advanced Threat Protection for TZ350 (1-year)	02-SSC-1779
Gateway Anti-Virus, Intrusion Prevention and Application Control (1-year)	02-SSC-1797
Content Filtering Service (1-year)	02-SSC-1791
Comprehensive Anti-Spam Service (1-year)	02-SSC-1809
24x7 Support (1-year)	02-SSC-1767

SonicWall TZ Series ordering information

For SonicWall TZ400 Series	
Advanced Gateway Security Suite - Capture ATP, Threat Prevention, and 24x7 Support (1-year)	01-SSC-1440
Capture Advanced Threat Protection for TZ400 (1-year)	01-SSC-1445
Gateway Anti-Virus, Intrusion Prevention and Application Control (1-year)	01-SSC-0534
Content Filtering Service (1-year)	01-SSC-0540
Comprehensive Anti-Spam Service (1-year)	01-SSC-0561
24x7 Support (1-year)	01-SSC-0552
For SonicWall TZ500 Series	
Advanced Gateway Security Suite - Capture ATP, Threat Prevention, and 24x7 Support (1-year)	01-SSC-1450
Capture Advanced Threat Protection for TZ500 (1-year)	01-SSC-1455
Gateway Anti-Virus, Intrusion Prevention and Application Control (1-year)	01-SSC-0458
Content Filtering Service (1-year)	01-SSC-0464
Comprehensive Anti-Spam Service (1-year)	01-SSC-0482
24x7 Support (1-year)	01-SSC-0476
For SonicWall TZ600 Series	
Advanced Gateway Security Suite - Capture ATP, Threat Prevention, and 24x7 Support (1-year)	01-SSC-1460
Capture Advanced Threat Protection for TZ600 (1-year)	01-SSC-1465
Gateway Anti-Virus, Intrusion Prevention and Application Control (1-year)	01-SSC-0228
Content Filtering Service (1-year)	01-SSC-0234
Comprehensive Anti-Spam Service (1-year)	01-SSC-0252
24x7 Support (1-year)	01-SSC-0246

Regulatory model numbers

SOHO/SOHO Wireless	APL31-0B9/APL41-0BA
SOHO 250/SOHO 250 Wireless	APL41-0D6/APL41-0BA
TZ300/TZ300 Wireless/ TZ300P	APL28-0B4/APL28-0B5/ APL47-0D2
TZ350/TZ350 Wireless	APL28-0B4/APL28-0B5
TZ400/TZ400 Wireless	APL28-0B4/APL28-0B5
TZ500/TZ500 Wireless	APL29-0B6/APL29-0B7
TZ600/TZ600P	APL30-0B8/APL48-0D3

About SonicWall

SonicWall has been fighting the cybercriminal industry for over 28 years defending small and medium businesses, enterprises and government agencies worldwide. Backed by research from SonicWall Capture Labs, our award-winning, real-time breach detection and prevention solutions secure more than a million networks, and their emails, applications and data, in over 215 countries and territories. These organizations run more effectively and fear less about security. For more information, visit www.sonicwall.com or follow us on [Twitter](#), [LinkedIn](#), [Facebook](#) and [Instagram](#).

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Datasheet-TZ Series-US-VG-1610

SONICWALL

SmartPro LCD 120V 1500VA 900W Line-Interactive UPS, AVR, 2U Rack/Tower, LCD, USB, DB9 Serial, 8 Outlets

MODEL NUMBER: **SMART1500LCD**



Provides reliable 1500VA/900W power protection for your desktop computer, network workstation, audio/video components or media center. Protects against surges, line noise, blackouts and brownouts.

Description

The SMART1500LCD SmartPro LCD 120V, 1500VA/900W Line-Interactive Uninterruptible Power Supply provides battery backup and AC power protection against blackouts, brownouts, power surges and line noise that can damage electronics or destroy data. Ideal for backing up your desktop computer or audio/visual components, this line-interactive UPS switches to battery backup mode in milliseconds to keep your connected equipment running long enough to save files and shut down safely with no data loss.

Eight NEMA 5-15R outlets protect against surges, as well as provide up to 11.8 minutes of UPS battery support at half load (450W) and 4.4 minutes of support at full load (900W). Automatic voltage regulation (AVR) corrects severe undervoltages as low as 75V and overvoltages as high as 147V without using any battery power. EMI/RFI noise filtering improves your equipment's performance and prevents damage. A 870-joule surge suppression rating protects your equipment from harmful power surges.

NEMA 5-15P plug with 6-foot cord connects to any NEMA 5-15R socket. Large rotatable LCD screen with dimmer shows real-time input voltage, overload, AVR and battery statuses at a glance. Alarm sounds to indicate power loss or low battery. With Tripp Lite's free PowerAlert software (available via free download), the SMART1500LCD enables safe unattended system shutdown and file saves in case of a prolonged power failure.

Features

Reliable Battery Backup

- Provides 1500VA/900W high-performance power protection for desktop computers, audio/video components, media centers and other electronics

Highlights

- Supports a half-load (450W) up to 11.8 min. during power outage
- Supports a full load (900W) up to 4.4 min. during power outage
- High 98% efficiency in line power mode
- Features 8 protected NEMA 5-15R outlets
- Offers automatic voltage regulation (AVR)
- LCD screen reports real-time UPS and power status

Package Includes

- SMART1500LCD UPS
- USB cable
- DB9 serial cable
- Telephone cable
- Mounting hardware
- Owner's Manual



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www.tripplite.com

- Supports 50% load (450W) up to 11.8 minutes and full load (900W) up to 4.4 minutes
- Audible alarm indicates loss of utility power or low battery
- Battery access door enables hot-swappable, user-replaceable internal batteries

Optimized Outlets

- 8 NEMA 5-15R outlets provide battery backup and protect against surges or spikes that can harm equipment or data

Automatic Voltage Regulation (AVR)

- Corrects undervoltages as low as 75V and overvoltages as high as 147V without drawing battery backup power

Rotatable LCD Status Screen

- Large LCD screen offers real-time status information regarding operating mode, voltage, load level, battery charge percentage and estimated runtime in minutes
- UPS configuration options via front panel LCD include battery self-test, external battery pack configuration, alarm on/off status and LCD brightness
- Rotates for easy viewing in both horizontal and vertical installations

AC Line, Tel/DSL and Ethernet Surge Suppression

- Surge suppression rating of 870 joules protects connected equipment and data from harmful power surges
- Built-in RJ-45 jacks protect single-line tel/DSL or network Ethernet connection

EMI/RFI Line Noise Filtering

- Removes electromagnetic and radio frequency interference that can disrupt or damage your equipment's performance

USB and DB9 Communication Ports and Free PowerAlert Software

- HID-compliant USB port integrates with built-in power management and auto-shutdown of Windows and Mac OS X
- USB & Serial ports enable data-saving unattended shutdown when used with Tripp Lite's PowerAlert software, available via FREE download from www.tripplite.com/poweralert
- DB9 port also supports contact closure messaging for AC Present and AC Fail status

Flexible Installation Options

- NEMA 5-15P plug with 6-foot cord connects to any NEMA 5-15R socket
- Adapts to vertical or horizontal installation with included mounting hardware
- Includes 2U brackets for rack-mount installation in 2 or 4 post racks



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Specifications

OVERVIEW	
UPC Code	037332126146
UPS Type	Line-Interactive
INPUT	
Rated input current (Maximum Load)	8.6A
Nominal Input Voltage(s) Supported	120V AC
UPS Input Connection Type	5-15P; Right-Angled
Input Circuit Breakers	10A
UPS Input Cord Length (ft.)	6
UPS Input Cord Length (m)	1.8
Recommended Electrical Service	15A 120V
Input Phase	Single-Phase
OUTPUT	
Output Volt Amp Capacity (VA)	1500
Output kVA Capacity (kVA)	1.5
Output Watt Capacity (Watts)	900
Nominal Voltage Details	115v nominal output in battery mode
Frequency Compatibility	60 Hz
Output Voltage Regulation (Line Mode)	-18%, +8%
Output Voltage Regulation (Battery Mode)	115V (+/- 5%)
Output AC Waveform (AC Mode)	Sine wave
Output AC Waveform (Battery Mode)	PWM sine wave
Nominal Output Voltage(s) Supported	110V; 115V; 120V
Output Receptacles	(8) 5-15R
Individually Controllable Load Banks	No
BATTERY	
Full Load Runtime (min.)	4.4 min. (900w)
Half Load Runtime (min.)	11.8 min. (450w)
DC System Voltage (VDC)	24



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Battery Recharge Rate (Included Batteries)	Less than 4.5 hours from 10% to 90%
Internal UPS Replacement Battery Cartridge	IMPORTANT BATTERY REPLACEMENT INFORMATION > If your SMART1500LCD UPS has no battery replacement door, please contact a local electronics repair technician to source and install a matching replacement battery; If your SMART1500LCD UPS is equipped with a battery access door, please order Tripp Lite RBC1500 (quantity 1) replacement battery
Expandable Runtime	No
VOLTAGE REGULATION	
Voltage Regulation Description	Automatic voltage regulation (AVR) maintains line power operation with an input voltage range of 75 to 147
Overvoltage Correction	Input voltages between 128 and 147 are reduced by 12%
Undervoltage Correction	Input voltages between 93 and 107 are boosted by 14%
Severe Undervoltage Correction	Input voltages between 75 and 92 are boosted by 30%
USER INTERFACE, ALERTS & CONTROLS	
Front Panel LCD Display	Backlighted LCD screen offers detailed UPS status information, configuration options and Error message reporting; STATUS INFORMATION includes Input Voltage, Output Voltage, Estimated Runtime (minutes), Output Load Percentage, Output Load Wattage, Battery Charge Percentage, Graphical 5-Bar Battery Charge Level and UPS Operating Mode Display / CONFIGURATION OPTIONS include Power Sensitivity, LCD Status Information Scrolling, Alarm Disable, LCD Brightness and Self Test / REPORTED ERROR MESSAGES include Replace-Battery and Overload conditions; LCD Screen rotates for vertical or horizontal UPS placement
Switches	ON/OFF/MODE button provides UPS on/off power control (long-press) and advances the LCD screen display (short tap); MUTE/ENTER button provides temporary alarm cancel, plus selection and confirmation of on-screen configuration options
Alarm Cancel Operation	Press the MUTE/ENTER button during a power failure to silence the alarm; Once silenced, alarm will re-sound to indicate low-battery status
Audible Alarm	Audible alarm indicates power-failure and low-battery status; Alarm can be disabled entirely via front panel LCD interface (see manual)
LED Indicators	Front panel LCD display
SURGE / NOISE SUPPRESSION	
UPS AC Suppression Joule Rating	870
UPS AC Suppression Response Time	Instantaneous
UPS Dataline Suppression	1 line TEL/DSL (1 in / 1 out); 10/100Base T Ethernet
UPS Dataline Suppression Details	168 joules; Compatible with POE applications
EMI / RFI AC Noise Suppression	Yes
PHYSICAL	
Cooling Method	Fan
Included Mounting Accessory Description	Included mounting brackets enable installation in 2 and 4 post racks, plus upright tower configurations; Set of 4 rubber-feet enable no-slip horizontal desktop placement
Installation Form Factors Supported with Included Accessories	2 post 19 inch rackmount; 2 post front mount; 4 post 19 inch rackmount; Tower
Minimum Required Rack Depth (cm)	34.29

Minimum Required Rack Depth (inches)	13.5
Primary Form Factor	Rackmount
Primary UPS Depth (mm)	267
Primary UPS Height (mm)	89
Primary UPS Width (mm)	438
Rack Height	2U
Shipping Dimensions (hwd / cm)	19.81 x 38.81 x 55.30
Shipping Dimensions (hwd / in.)	7.80 x 15.28 x 21.77
Shipping Weight (kg)	13.83
Shipping Weight (lbs.)	30.50
UPS Housing Material	ABS
UPS Power Module Dimensions (hwd, cm)	8.89 x 43.82 x 26.67
UPS Power Module Dimensions (hwd, in.)	3.5 x 17.25 x 10.5
UPS Power Module Weight (kg)	13.61
UPS Power Module Weight (lbs.)	30
ENVIRONMENTAL	
Operating Temperature Range	+32 to +104 degrees Fahrenheit / 0 to +40 degrees Celsius
Storage Temperature Range	+5 to +122 degrees Fahrenheit / -15 to +50 degrees Celsius
Relative Humidity	Up to 95%, non-condensing
AC Mode BTU / Hr. (Full Load)	78
AC Mode Efficiency Rating (100% Load)	98%
COMMUNICATIONS	
Network Monitoring Port Description	Supports detailed monitoring of UPS and site power conditions; DB9 provides contact-closure notification of AC Present (pins 1,9 connected) and AC Fail (pins 1,8 connected)
PowerAlert Software	For local monitoring via the UPS's built-in communication ports, download PowerAlert Local software at http://www.tripplite.com/poweralert
Communications Cable	USB and DB9 Serial cabling included
WatchDog Compatibility	Supports Watchdog application, OS and hard-reboot restart options for remote applications
Communications Interface	Contact closure; DB9 Serial; USB (HID enabled)
LINE / BATTERY TRANSFER	
Transfer Time	4 milliseconds (AC to battery mode); 1 millisecond (Battery to AC mode)
Low Voltage Transfer to Battery Power (Setpoint)	75



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High Voltage Transfer to Battery Power (Setpoint)	147
SPECIAL FEATURES	
Cold Start (Startup in Battery Mode During a Power Failure)	Cold-start operation supported
Green Energy-Saving Features	Greater than 95% efficiency - GREEN UPS
STANDARDS & COMPLIANCE	
UPS Certifications	Meets FCC Part 15 Category B (EMI); Tested to CSA (Canada); Tested to NOM (Mexico); Tested to UL1778 (USA)
Certification Details	UL1778: 2014 R8.15 5TH EDITION; CSA-C22.2 NO. 107.3-14 3RD EDITION; FCC Part 68 Certification Number 5WSWP00B001; Industry Canada Certification Number 3449-001, REN: 0.1
WARRANTY	
Product Warranty Period (U.S. & Canada)	3-year limited warranty
Product Warranty Period (Latin America)	3-year limited warranty
Product Warranty Period (International)	2-year limited warranty
Product Warranty Period (Mexico)	3-year limited warranty
Connected Equipment Insurance (U.S., Canada & Puerto Rico)	\$250,000 Ultimate Lifetime Insurance

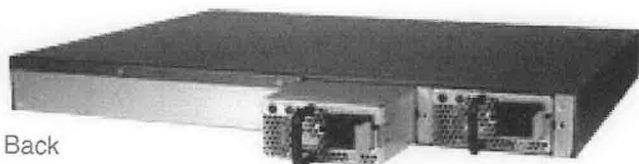
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VX-GPU2626

L2+ Managed GbE UPOE Switch



Front



Back

Overview

The VX-GPU2626, from Versa Technology, is a L2+ Managed UPOE Switch is a next-generation Ethernet Switch offering full suite of L2 features, better PoE functionality and usability, including advanced L3 features such as Static Route that delivers better cost performance and lower total cost of ownership in Enterprise networks via fiber or copper connections. It also supports Universal Power Over Ethernet (UPOE), per port 60W.

The VX-GPU2626 delivers 24 (10M/100M/1G) RJ45/PoE+/UPOE (Supports 802.3at/af, and up to 2000W) ports, 2 Combo GbE RJ45/SFP ports and RJ45 Console port. The VX-GPU2626 provides high HW performance and environment flexibility for SMBs and Enterprises.

Versa's VX-GPU2626 is ideal for delivering management simplicity, intuitive user experience, and lower total cost of ownership. The embedded Device Managed System is designed to be extremely easy-to-use, manage and install; IP phones, IP cameras, high power wireless APs or LED lighting for enterprise applications.

Benefits

- **Feature-Rich Ethernet Switch for Enterprise-Class**

The switch delivers advanced functionality in L2+ managed switch including Layer 3 static route, DHCP server, IPv6 support, LLDP, etc. It also has comprehensive security features such as IP source guard and ACL to guard your network from unauthorized access. It helps users to build on the market-leading price/performance with L2+ Managed GbE PoE switch, and provide secure, reliable and ease of use for enterprise/SMB deployments.

- **Easy to Install, Configure and Troubleshoot Through the Device Management System (DMS)**

The DMS provides embedded functions to facilitate devices management at anytime and anywhere. Its user-friendly interface helps users to manage devices intuitively. It supports various IP device types (e.g. IP-phone, IP-camera, WiFi-AP) for end users to enhance manageability and save time/cost during installation/maintenance stages.

- **Lower Total Cost of Ownership (TCO) with Energy-efficient Design**

The unit is designed to help customers to reduce power consumption and lower the TCO with IEEE's 802.3az Energy Efficient Ethernet features.

• Universal Power over Ethernet Design

Universal Power Over Ethernet (UPOE), which extends the IEEE Power over Ethernet Plus (PoE+) standard to double the power per port to 60 watts, options to power IP devices with power-saving features like Power scheduling and PoE configuration.

Key Features

- L2+ Managed features provide easier manageability, robust security and QoS.
- Built in Device Management System (DMS)
- DHCP Server
- IPv4/IPv6 Management
- PoE Port configuration and scheduling
- Dual hot-swappable 2000W power supply
- Support Universal Power over Ethernet (UPOE), 60W, standard
- IEEE 802.3az EEE Energy Efficient Ethernet standard for green Ethernet

Specifications

Port Configuration

- 24 RJ45 (10M/100M/1G)
- 2 RJ45/SFP Combo Uplinks (100M/1G)
- RJ45 Console

Hardware Performance

- Forwarding Capacity: 36.68 Mpps
- Switching Capacity: 52 Gbps
- Mac Table: 8 K
- Jumbo Frames: 9216 Bytes

Environmental Range

- Operating Temperature: 0 to 40°C (32° to 104°F)
- Storage Temperature: -20° to 70°C (-4° to 158°F)
- Operating Humidity: 10% ~ 90% (non-condensing)
- Altitude: < 3,000 M (< 10,000 ft.)

Dimension (WxHxD)

- 442mm x 44mm x 360mm (17.4in x 1.73in x 14.2in)

Weight

- 9.9 lbs (4.5 kg)

AC Input Voltage

- 90-305 VAC

AC Input Frequency

- 50 ~ 60 Hz

Output Power Voltage

- 54VDC/1100W per Module
- Power Redundancy, Dual Hot Swappable Power Modules

Software Features

PoE Power

- 1000W - with one power supply module
- 2000W - with two power supply modules

Regulatory Compliance

- CE
- FCC Part 15 Class A

Layer 2 Switching

Spanning Tree Protocol (STP)

- Standard Spanning Tree 802.1d
- Rapid Spanning Tree (RSTP) 802.1w
- Multiple Spanning Tree (MSTP) 802.1s

Trunking

Link Aggregation Control Protocol (LACP) IEEE 802.3ad

- Up to 13 groups
- Up to 4 ports per group

VLAN

Support for up to 4K VLANs simultaneously (out of 4096 VLAN IDs)

- Port-based VLAN
- 802.1Q tag-based VLAN
- MAC-based VLAN
- Management VLAN
- Private VLAN Edge (PVE)
- Q-in-Q (double tag) VLAN
- Voice VLAN
- GARP VLAN Registration Protocol (GVRP)

DHCP Relay

- Relay of DHCP traffic to DHCP server in different VLAN
- Works with DHCP Option 82

Secure Sockets Layer (SSL)

- SSL encrypts the http traffic, allowing advanced secure access to the browser-based management GUI in the switch

IEEE 802.1X

- IEEE802.1X: RADIUS authentication, authorization and accounting, MD5 hash, guest VLAN, single/multiple host mode and single/multiple sessions
- Supports IGMP-RADIUS based 802.1X
- Dynamic VLAN assignment

Layer 2 Isolation Private VLAN Edge

- PVE (also known as protected ports) provides L2 isolation between clients in the same VLAN. Supports multiple uplinks

Port Security

- Locks MAC addresses to ports, and limits the number of learned MAC address

IP Source Guard

- Prevents illegal IP addresses from accessing specific ports on the switch

RADIUS/TACACS+

- Supports RADIUS and TACACS+ authentication. Switch as a client

Storm Control

- Prevents traffic on a LAN from being disrupted by a broadcast, multicast, or unicast storm on a port

DHCP Snooping

- A feature acts as a firewall between untrusted hosts and trusted DHCP servers

ACLs

Supports up to 256 entries. Drop or rate limitation based on:

- Source and destination MAC, VLAN ID or IP address, protocol, port,
- Differentiated services code point (DSCP) / IP precedence
- TCP/ UDP source and destination ports
- 802.1p priority
- Ethernet type
- Internet Control Message Protocol (ICMP) packets
- TCP flag

Quality of Service

Hardware Queue

- Supports 8 hardware queues

Scheduling

- Strict priority and weighted round-robin (WRR)
- Queue assignment based on DSCP and class of service

Classification

- Port based
- 802.1p VLAN priority based
- IPv4/IPv6 precedence / DSCP based
- Differentiated Services (DiffServ)
- Classification and re-marking ACLs

Rate Limiting

- Ingress policer
- Egress shaping and rate control
- Per port

Management

DHCP Server

- Supports DHCP server to assign IP to DHCP clients

Zero Touch Upgrade

- Upgrades single switch automatically when you get notification

Remote Monitoring (RMON)

- Embedded RMON agent supports RMON groups 1,2,3,9 (history, statistics, alarms, and events) for enhanced traffic management, monitoring and analysis.

Port Mirroring

- Traffic on a port can be mirrored to another port for analysis with a network analyzer or RMON probe. Up to N-1 (N is Switch's Ports) ports can be mirrored to single destination port. A single session is supported.

UPnP

- The Universal Plug and Play Forum, an industry group of companies working to enable device-to-device interoperability by promoting Universal Plug and Play

s-Flow

- The industry standard for monitoring high speed switched networks. It gives complete visibility into the use of networks enabling performance optimization, accounting/billing for usage, and defense against security threats

IEEE 802.1ab (LLDP)

- Used by network devices for advertising their identities, capabilities, and neighbors on an IEEE 802ab local area network
- Support LLDP-MED extensions

Web GUI Interface

- Built-in switch configuration utility for browser-based device configuration

CLI

- For users to configure/manage switches in command line modes

Dual Image

- Independent primary and secondary images for backup while upgrading

SNMP

- SNMP version 1, 2c and 3 with support for traps, and SNMP version 3 user-based security model (USM)

Firmware Upgrade

- Web browser upgrade (HTTP/ HTTPS) and TFTP
- Upgrade through console port as well

NTP

- Network Time Protocol (NTP) is a networking protocol for clock synchronization between computer systems over packet-switched

Other Management

- HTTP/HTTPS; SSH
- DHCP Client/ DHCPv6 Client
- Cable Diagnostics
- Ping
- Syslog
- Telnet Client
- IPv6 Management

Power over Ethernet (PoE)

Port Configuration

- Supports per port PoE configuration function

PoE Scheduling

- Supports per port PoE scheduling to turn on/off the PoE devices (PDs).

Auto-Checking

- Checks the link status of PDs. Reboot PDs if there is no responses.

Power Delay

- The switch provides power to the PDs based on delay time when PoE switch boots up, in order to protect switch from misuse of the PDs

1U 24 Ports Cat6 Shielded Feed-Through High Quality Patch Panel



1U 24 Ports Cat6 Shielded Feed-Through High Quality Patch Panel



Specifications

1U 24 Ports Cat6 Shielded Feed-Through Patch Panel for 10/100/1000Base T and 10GBase T Ethernet

24-port Cat6 patch panel for high density and space-saving solutions in data centers. The Cat6 shielded patch panel is designed for use in 1U racks and ideal for 10/100/1000Base T and 10GBase T Ethernet applications. It features the modular design for easy installation and upgrading, and provides the convenience of a patch network. The case is made of high quality metal and has a shielded design to prevent signal leakage and crosstalk. It also provides a detachable cable management bar for easy cable management and a detachable cable management bar for easy cable management.

Product Specifications

Category	Cat6	No. of Ports	24
Shielding Type	Shielded	No. of Rack Spaces	1U
Material	SPCC - ABS Panels	Color	Black
Termination	Crutch	Wiring Scheme	1000/10588
Type of Patch Panel	Flat	Dimensions (HxWxD)	1.75" x 17.5" x 1.75" (44.28x46.28x44.28mm)
Operating Temperature Range	0 to 55°C	Approvals	RoHS Compliant

netBooTer™ NP-05B



netBooTer™ NP-05B PDU offers independent control of five outlets in a small, robust form factor. Manageable via TCP/IP network or direct serial connection and adaptable with the IU brackets (included) for mounting.

PDU for a 19" rack or your workstation in a power strip form factor.

Features

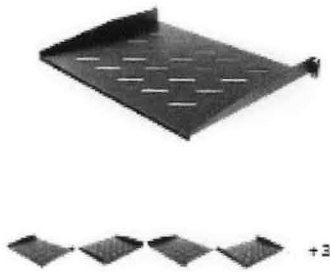
- 5 Independently managed power outlets.
- Status LEDs for each outlet, link LED and device power LED
- Configure and control with HTTP web interface or command line via Telnet / Serial
- Use Autoping to reboot outlets after specified ping losses.
- Daily reboot or weekly schedule for outlet on/off time.
- Sync to NTP server or use real-time clock.
- Sends event notifications via email or view local event log.
- Restrict users to individual outlets as desired.
- Use external dial-up modem for backend solution (USB serial port)
- IU Brackets can also allow mounting on walls, under a desk, etc.

Specifications:

- 5 x NEMA 5-15R Outlets
- Handles up to 15A at 120VAC
- Compact enclosure: L 19" x W 2.125" x H 1.75"
- 1 x USB Serial Port: Data: 7 or 8 bits, Stop Bits: 1 or 2, Parity: None Flow Control: None, Baud Rate: 2400 to 19200.
- Network Protocols: HTTP, IP/TCP, ICMP, NTP, SMTP, DHCP, Telnet, and BOOTP
- Network Interface: 10-Base T, RJ-45.
- Operational Temperature Environment: -25C° → 50C°
- Humidity: 5-95%, non-condensing
- Safety and Compliance: cTUV(U.S. & Canada), UL-60950, FCC Class B

1U Vented Shelf - 14 Inches Deep, Single Sided by Network2

★★★★★ 5.0 (1 review) | Add your review



Description

Keep things simple with this 1U Vented Shelf from Network2. Clocking in at 14 inches deep, this single-sided rack shelf is up to the task of holding simple networking equipment, including cable modems, external drives, etc.

- SPCC Cold-Rolled steel sheets pressed to 1.0mm thick, make up the high-strength construction of the Network2 rack shelf.
- Help always keep vital equipment cool with precision-grooved vents for maximum airflow.
- The precision design makes it the perfect fit for all 1U Racks and can accommodate a variety of A/V, networking, and musical equipment up to 30 lbs.

Products specifications

Depth	14.00 inches
Rack Size Width	1U
RMU	1U
Rack Mount Points	2
Load Capacity	20 lbs
Color	Black
Electrostatic Powdercoat MicroFinish	Black
Material	Cold Rolled Steel (SPCC)
Design Style	Fixed Mount
Mounting Hardware	Included
Manufacturer	Network2
Rem Key Lock	No
Width	17.50 inch
SKU	SH-010V1U
GTIN	00845428022616
Weight (lbs)	3.05

Juggernaut Kiosks - Specifications



The One Stop Handset Source

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[HOME PAGE](#)

[HANDSETS](#)

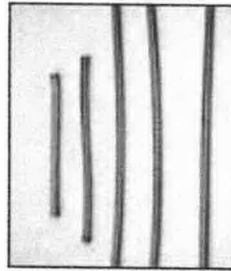
[PARTS](#)

[ACCESSORIES](#)

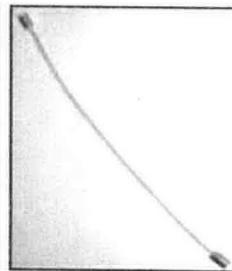
[CUSTOMIZE](#)

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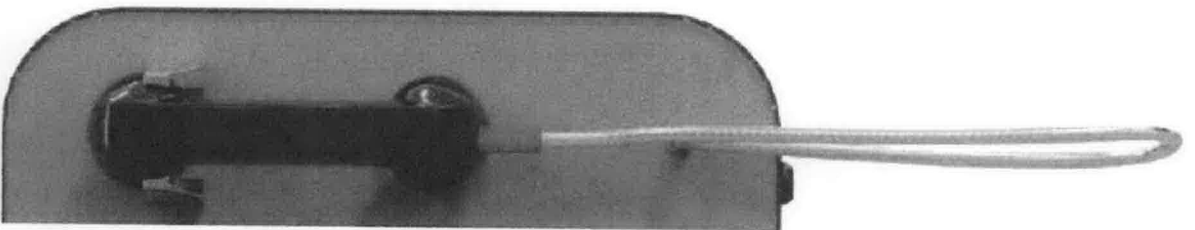
Handset Cable and Lanyard Lengths



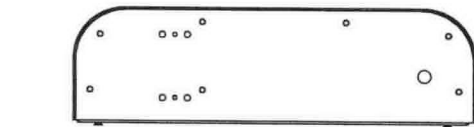
Stainless Steel Cable Lengths Available
15.24cm (6 in.) to 7.62 meters (25 ft.) and any lengths in between.



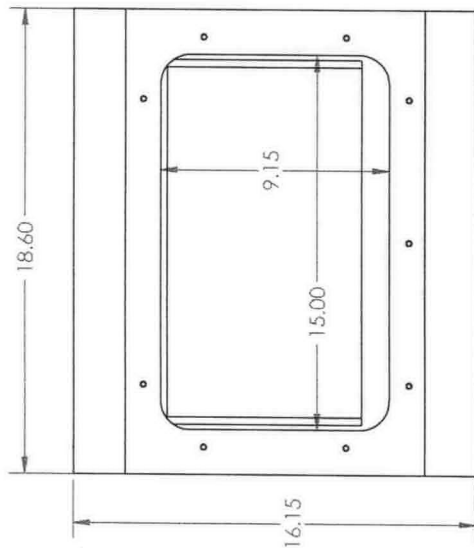
Manufactured with or without Lanyard
Lanyards Steel with Polycarbonate coating for extra protection



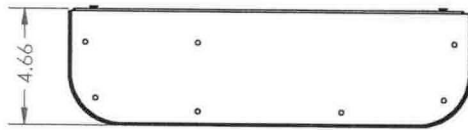
REVISION CHANGES:



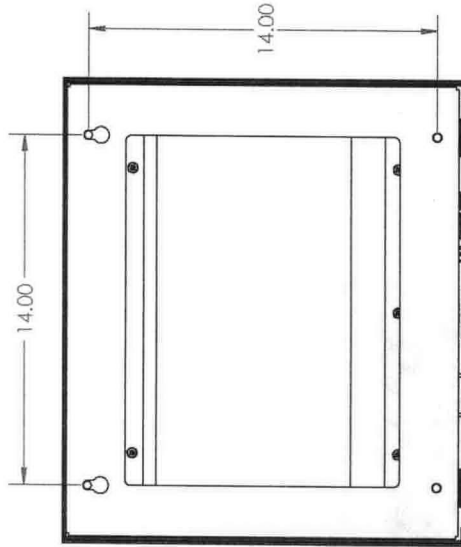
LEFT SIDE VIEW



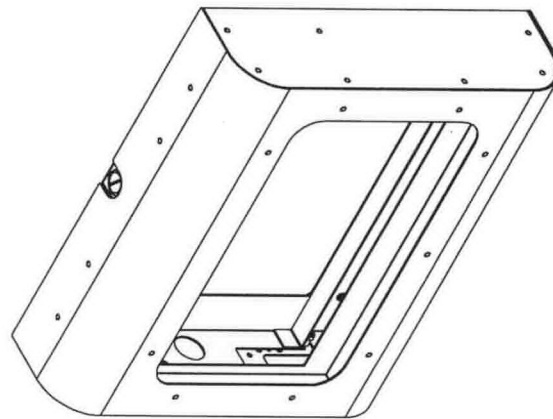
FRONT VIEW



RIGHT SIDE VIEW



BACK VIEW



LAST SAVED DATE: 7/7/2020

TPI

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**HOMEWAY V/20-0035
 KIOSK ASM**

UNLESS OTHERWISE SPECIFIED: DIMENSIONS ARE IN INCHES SURFACE FINISH: TOLERANCES: 3 DEC ±.005 HOLE DIA: .015 ANGULAR: 2°		FINISH: PAINTED		DEBUR AND BREAK SHARP EDGES	
NAME	SIGNATURE	DATE	SCALE	DO NOT SCALE DRAWING	DWG NO.
DRAWN					20-0035 Kiosk ASM Dimensions
CHEK					A3
APPVD					
MFG					
G.A.					
MATERIAL: SEE INDIVIDUAL PARTS			SHEET 1 OF 1		
WEIGHT:			REVISION B		

Insight *Touch*



IST1520C *Touch AIO* *Intel i3-4005U Processor*

**10-Point
PCAP Touch**

**Commercial
Grade**

**VESA
Mounting**

Feature:

- 15.6-inch LCD, 16:9, 1920X1080 DPI
- 10-Point PCAP Touch
- Landscape and Portrait display
- HDMI&USB Port
- Support OS: Windows 10 Pro
- Build-in 5M Camera

Application:

- Digital Signage
- Retail
- Medical
- Transportation
- Game

Insight Touch

Product Name

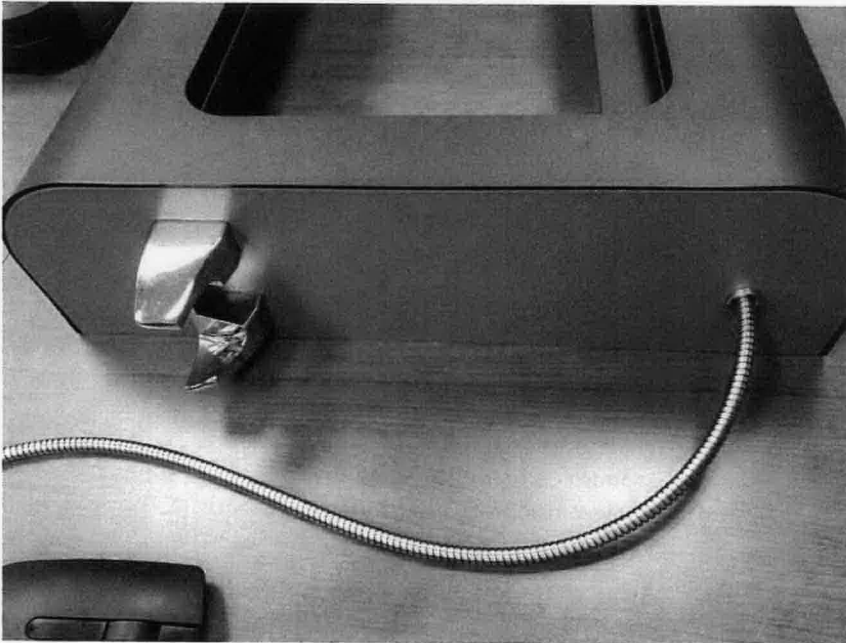
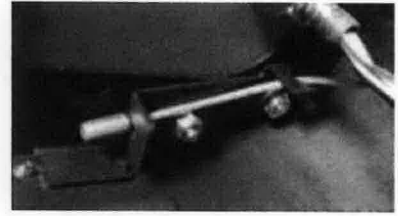
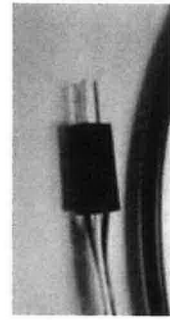
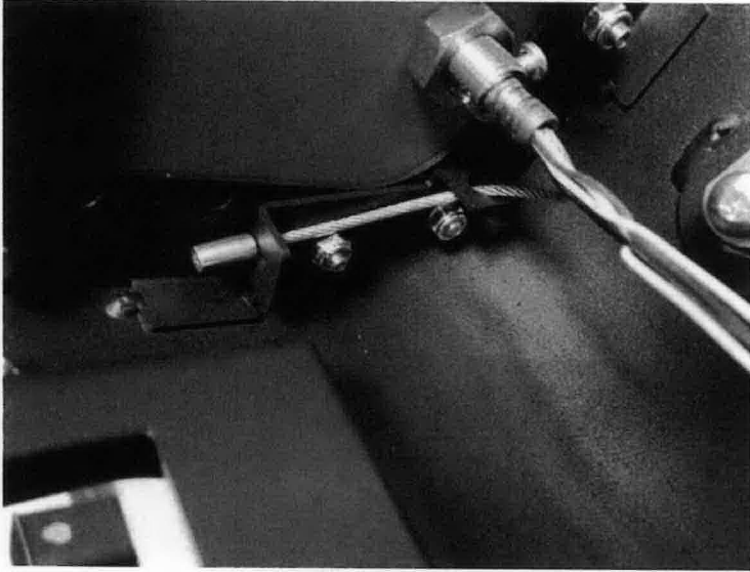
IST 1520C Touch AIO

Specification

CPU	Intel Core i3-4005U
Ram	4G
Flash	120G SSD
Support System	Windows 10 Pro
Enclosure Color	Black
Touch Technology	PCAP (Option)
Diagonal Size	15.6 Diagonal TFT LCD (LED)
Aspect Ratio	16:9
Active Area (mm)	344.16mm X 193.59mm
Resolution	1920 X 1080 @50, 60Hz
Viewing Angle	Horizontal: ±85° or 170° total / Vertical: ±85° or 170°
Number of colors	16.7 million
Brightness	LCD Panel: 250nits
Response Time	16 ms
Contrast Ratio	800:1
Surface Treatment	Clear
Input Voltage	12VDC +/- 5%; 100~240VAC, 50/60Hz
Power Consumption	<60W
Speakers	Two X 2W internal speakers
I/O Ports	HDMI, VGA, USB, RJ45, WIFI
Display Dimensions	391mm X 238mm X 41.9mm
Shipping Box Dimensions	490mm X 295mm X 145mm
Weight	5Kg
Operating Temperature	0°C-38°C
Storage Temperature	-20°C-60°C
MTBF	50,000 hours demonstrated
Humidity	Operating: 0% to 90%; Storage: 10% to 95%
Warranty	1-Year

Insight Touch Technology LLC
Tel +1 408 334 5009
Rachel.wu@insight-touch.com

3777 Stevens Creek Blvd, Ste 447
Santa Clara, CA 95051
www.insight-touch.com



Kiosk
Handset
Description



Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)

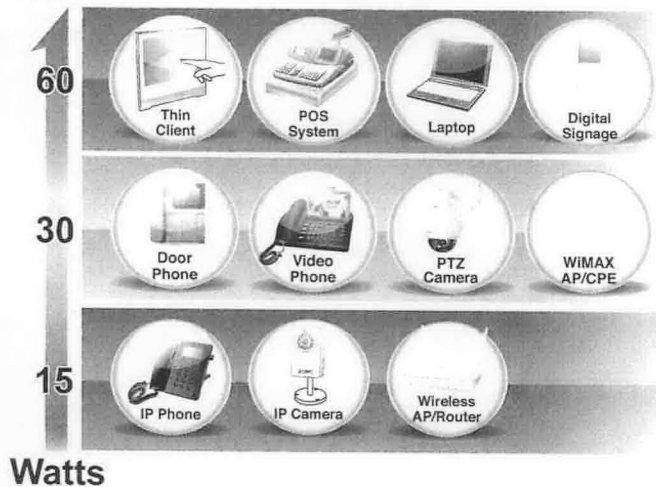


Quick and Easy Gigabit High Power PoE Network Deployment

PLANET POE-171S Gigabit ultra Power over Ethernet splitter delivers the Ethernet digital data with DC 56V power over the twisted pair cables to network devices. It separates the digital data and the power into three optional outputs (12V / 19V / 24V DC) and supports transmission distance up to 100 meters. The POE-171S co-works with PLANET POE-171 (60-watt IEEE 802.3at PoE injector) to offer more PoE applications to client devices such as:

- PoE PTZ Speed Dome Camera
- Thin client
- AIO (All-in-One) touch PC
- Remote digital signage display
- Network devices that need higher PoE power to work normally

The POE-171S frees the network device deployment from restrictions due to power outlet locations, which eliminates the costs for additional AC wiring and reduces the installation time.



Interface

- 2-Port RJ-45 interfaces
 - 1-Port Data + Power input
 - 1-Port Data output
- 1-Port DC output power socket
- 1 DC 12V/19V/24V DIP switch

Power over Ethernet

- Ultra Power over Ethernet End-Span / Mid-Span PSE
- IEEE 802.3at/af PoE standard compliant
- Compatible with All IEEE 802.3at/af Powered Devices
- Supports 56VDC, 50-watt PoE power output
- Splits the 56V DC power over RJ-45 Ethernet cable into DC 12V/19V/24V output
- Remote power feeding up to 100 meters

Hardware

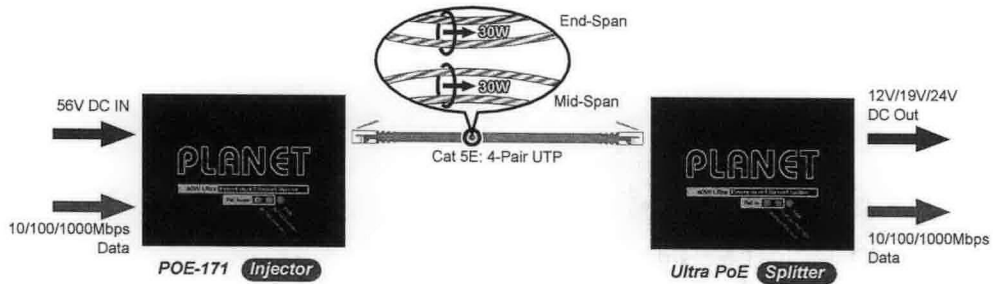
- Metal case
- All-in-one compact size design
- LED indicators for display of power and PoE input
- Three-mode DC output DIP switch for 12V/19V/24V

Standard Compliance

- IEEE 802.3 10Base-T
- IEEE 802.3u 100Base-TX
- IEEE 802.3ab 1000Base-T
- IEEE 802.3at High Power over Ethernet
- IEEE 802.3af Power over Ethernet
- FCC Part 15 Class A, CE

50 watts of Power over 4-Pair UTP

The **POE-171S** and POE-171 ultra PoE solution use cabling standard as IEEE 802.3at/af PoE. Instead of delivering power over 2-pair twisted UTP – be it End-span (Pin 1, 2, 3 and 6) or Mid-span (Pin 4, 5, 7 and 8), it provides the capability to source up to 50 watts of power by using all the four pairs of standard Cat5e/6 Ethernet cabling. In the new 4-pair system, two PSE controllers will be used to power both the data pairs and the spare pairs.



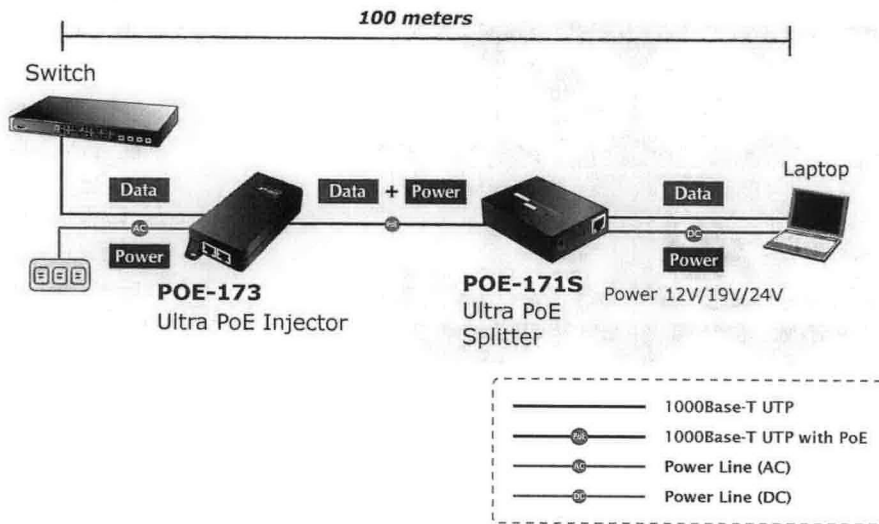
Cost-effective and Easy Cabling Installation

In the IEEE 802.3at Gigabit high Power over Ethernet devices installation, the system administrator only has to connect one single RJ-45 Ethernet cable to carry both power and data from an IEEE 802.3at/af PoE injector to the **POE-171S**, and then the **POE-171S** splits data and DC power to any of IP networking devices. Besides, to connect through IEEE 802.3at Power over Ethernet injector and the **POE-171S**, you can also have the benefits of cost saving, easy networking planning and higher reliability. Upon the completion of the installation of IEEE 802.3at compliant devices, the **POE-171S**, when functioning with the POE-171, can make the connection while migrating or splitting the power and the Ethernet digital packets to PTZ (Pan, Tilt & Zoom) and Speed Dome network cameras, color touch-screen IP phones, multi-channel wireless LAN access points and other network devices that need 50-watt high power to work normally.

Application

Ultra PoE Splitter and Injector Installation

For a place which is hard to find the power inlet, the **POE-171S** and PLANET Ultra PoE Injector - **POE-171** or **POE-173**, operate as a pair to provide the easiest way to power your Ethernet devices which need high power input. The **POE-171S** separates digital data and power into three optional outputs (**12V/19V/24V DC**) to non-PoE devices such as laptops, PTZ (Pan, Tilt & Zoom) network cameras, PTZ Speed Dome cameras, color touch-screen IP phones, multi-channel wireless LAN access points and other network devices at distance up to 100 meters.



Specifications

Product	Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)	
Product	POE-171S	
Hardware Specifications		
Interface	Input Port	1 x RJ-45 STP PoE (Data + Power) In
	Output Port	1 x RJ-45 STP Data Out
	DC Socket	DC Out
	DIP-Switch	12V DC/19V DC/24V DC output voltage
LED Indicator	Power x 1 (Green)	
Network Cable	Ultra PoE (50W)	10/100/1000Base-T: 4-Pair UTP Cat. 5e, 6 up to 100m (328ft)
	802.3af / at PoE (15W / 30W)	10/100/1000Base-T: 2-Pair UTP Cat. 3, 5, 5e, 6 up to 100m (328ft)
Data Rate	10/100/1000Mbps	
Dimensions (W x D x H)	95 x 70 x 26 mm	
Weight	300g	
Power Requirements	52 ~ 56V DC	
Power Consumption	50 watts (maximum)	
Operating Temperature	0 ~ 50 degrees C	
Storage Temperature	-10 ~ 70 degrees C	
Humidity	5 ~ 95% (Non-condensing)	
Power over Ethernet		
PoE Standard	IEEE 802.3at High Power over Ethernet	
Power Output	DC 12V/19V/24V by DIP switch control	
PoE Power Supply Type	End-Span + Mid-Span	
Power Pin Assignment	Pair 1: 1/2(-), 3/6(+)	
	Pair 2: 4/5(+), 7/8(-)	
Standards Conformance		
Standards Compliance	IEEE 802.3 10Base-T Ethernet	
	IEEE 802.3u 100Base-TX Fast Ethernet	
	IEEE 802.3ab 1000Base-T Gigabit Ethernet	
	IEEE 802.3at High Power over Ethernet	
Regulation Compliance	IEEE 802.3af Power over Ethernet	
	FCC Part 15 Class A, CE	

Ordering Information

POE-171S	Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)
----------	--

Related Products

POE-171	Single-Port 10/100/1000Mbps Ultra PoE Injector (60 Watts)
POE-173	Single-Port 10/100/1000Mbps Ultra PoE Injector (60 Watts, all-in-one)

PLANET Technology Corporation

11F., No.96, Minquan Rd., Xindian Dist., New Taipei City
231, Taiwan (R.O.C.)

Tel: 886-2-2219-9518

Email: sales@planet.com.tw

Fax: 886-2-2219-9528

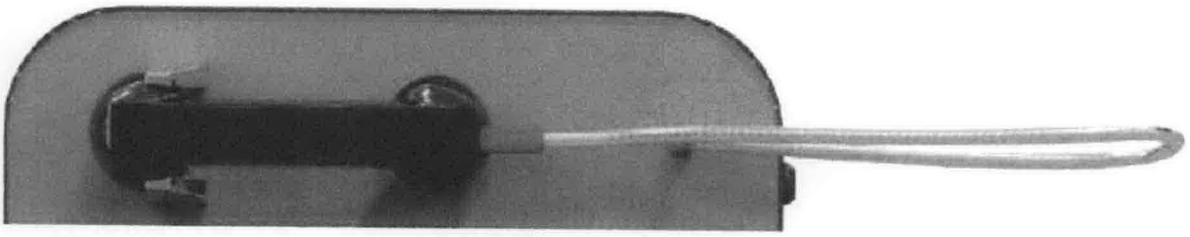
www.planet.com.tw



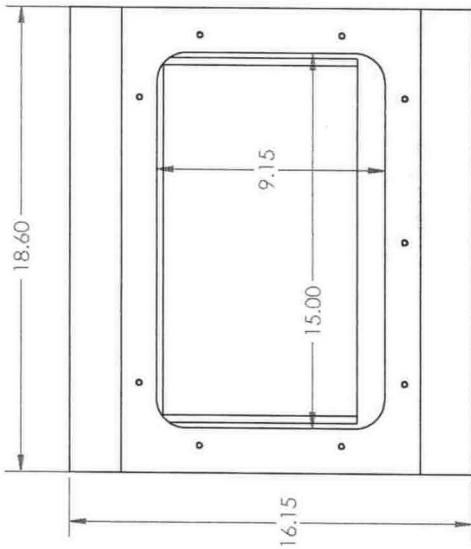
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POE-171S

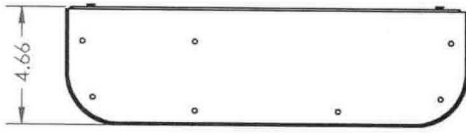
Juggernaut Kiosk Pedestal - Specifications



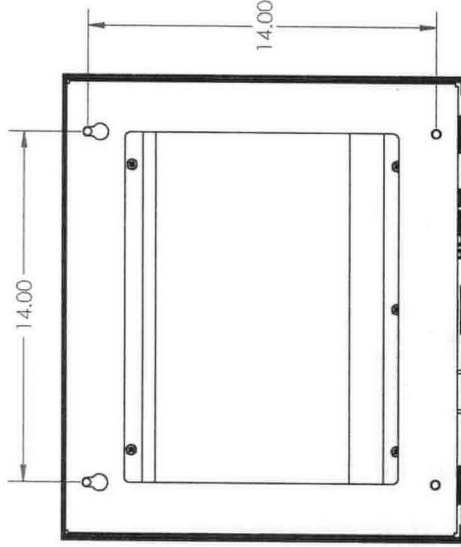
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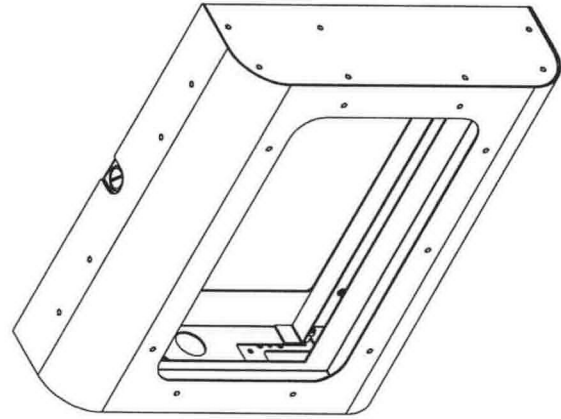
FRONT VIEW



LEFT SIDE VIEW



RIGHT SIDE VIEW



LAST SAVED DATE: 7/7/2020

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**HOMEWAY/20-0035
KIOSK ASM**

DWG NO. 20-0035 Kiosk ASM Dimensions A3

UNLESS OTHERWISE SPECIFIED: DIMENSIONS ARE IN INCHES TOLERANCES: 3 DEC 0.05 LINEAR: 2 DEC 0.10 ANGULAR: 1°		FINISH		PAINTED		DESUR AND BREAK SHARP EDGES	
DRAWN	NAME	SIGNATURE	DATE	TITLE	SEE INDIVIDUAL PARTS		
CHKD					MATERIAL		
APPVD					WEIGHT		
MFG					SCALE: IS		
G.A.					DO NOT SCALE DRAWING		

Insight *Touch*



IST1520C Touch AIO *Intel i3-4005U Processor*

**10-Point
PCAP Touch**

**Commercial
Grade**

**VESA
Mounting**

Feature:

- 15.6-inch LCD, 16:9, 1920X1080 DPI
- 10-Point PCAP Touch
- Landscape and Portrait display
- HDMI&USB Port
- Support OS: Windows 10 Pro
- Build-in 5M Camera

Application:

- Digital Signage
- Retail
- Medical
- Transportation
- Game

Insight Touch

Product Name

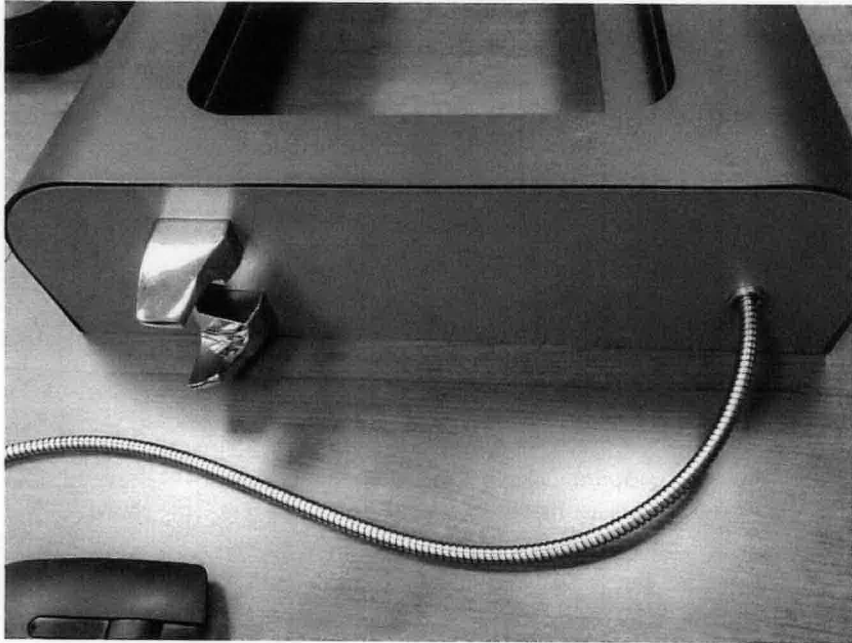
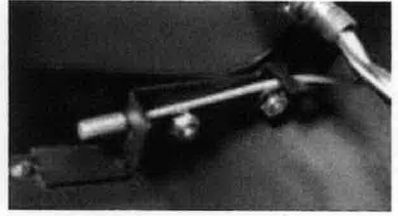
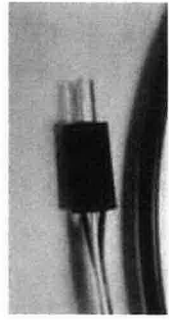
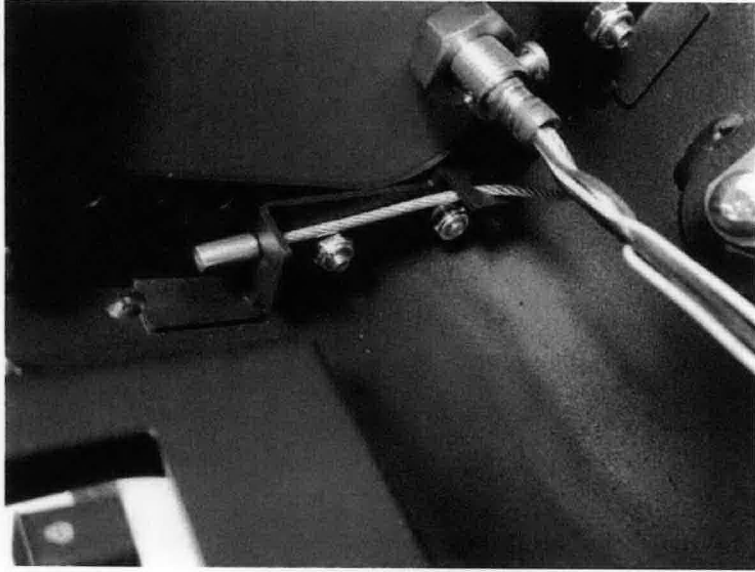
IST 1520C Touch AIO

Specification

CPU	Intel Core i3-4005U
Ram	4G
Flash	120G SSD
Support System	Windows 10 Pro
Enclosure Color	Black
Touch Technology	PCAP (Option)
Diagonal Size	15.6 Diagonal TFT LCD (LED)
Aspect Ratio	16:9
Active Area (mm)	344.16mm X 193.59mm
Resolution	1920 X 1080 @50, 60Hz
Viewing Angle	Horizontal: ±85° or 170° total / Vertical: ±85° or 170°
Number of colors	16.7 million
Brightness	LCD Panel: 250nits
Response Time	16 ms
Contrast Ratio	800:1
Surface Treatment	Clear
Input Voltage	12VDC +/- 5%; 100~240VAC, 50/60Hz
Power Consumption	<60W
Speakers	Two X 2W internal speakers
I/O Ports	HDMI, VGA, USB, RJ45, WIFI
Display Dimensions	391mm X 238mm X 41.9mm
Shipping Box Dimensions	490mm X 295mm X 145mm
Weight	5Kg
Operating Temperature	0°C-38°C
Storage Temperature	-20°C-60°C
MTBF	50,000 hours demonstrated
Humidity	Operating: 0% to 90%; Storage: 10% to 95%
Warranty	1-Year

Insight Touch Technology LLC
Tel +1 408 334 5009
Rachel.wu@insight-touch.com

3777 Stevens Creek Blvd, Ste 447
Santa Clara, CA 95051
www.insight-touch.com



Kiosk
Handset
Description

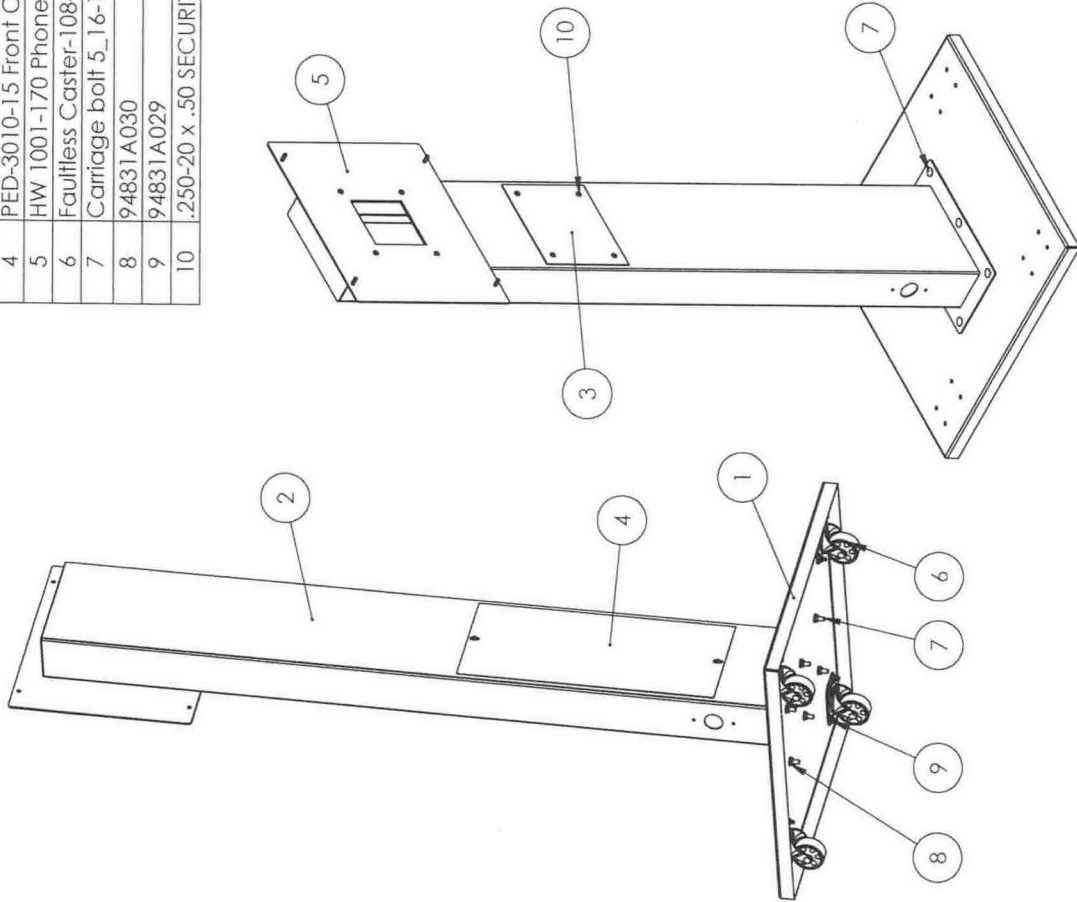


REVISION CHANGES:
 REV A - CHANGED BACK DOOR (ITEM 4) ON 1-8-18
 REV B - CHANGED ITEM 2 ON 6-06-18
 REV C - ADDED NEW CONFIGURATIONS 6-5-19

ITEM NO.	PART NUMBER	REVISION	DESCRIPTION	COMPANYNAME	HW-1821 ASM/QTY.
1	ROP 1000-100 BASE ASM	-	BASE ASM	TU	1
2	HW 1001-Welded ASM	C	WELDED ASM	HOMEWAY/HW-1001	1
3	HW 1001-19 Cover Plate	-	COVER PLATE	HOMEWAY	1
4	PED-3010-15 Front Cover	-	FRONT COVER	AIR MACHINE	1
5	HW 1001-170 Phone Plt ASM	-	PHONE PLATE ASM	HOMEWAY/HW 1001	1
6	Faultless Caster-108-2 12R				4
7	Carriage bolt 5_16-18 x 1		5/16-18 x 1.00 CARRIAGE BOLT		7
8	94831A030		5/16 Hex Locknut		7
9	94831A029		1/4-20 HEX NUT		16
10	.250-20 x .50 SECURITY SCREW		SECURITY SCREW .250-20 X.50 LG		10

THIS ASSEMBLY USES (ITEM 5) HW 1001-170 PHONE PLATE FOR THE ELO CABINET ASM

3" X 1 1/4 HARD RUBBER SWIVEL CASTER W/ BRAKE (FAULTLESS CASTER) IS PURCHASED FROM CISCO-EAGLE P/N TP5030-01-HR-TLB



LAST SAVED DATE: 9/17/2020

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DEBRIS AND BREAK SHARP EDGES

PAINT

FINISH
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 SURFACE FINISH
 TOLERANCES:
 ANGULAR:

NAME

SIGNATURE

DATE

DRAWN

CHKD

APPVD

MFG

G.A.

DO NOT SCALE DRAWING

SCALE: 1:10

MATERIAL:

WEIGHT:

TITLE:
 INMATE/HOMEWAY/HW 1001
 HW-1821 ASM

DWG NO.
 HW 1001 HW-1821 ASM

A3

SHEET 1 OF 1

REVISION C

Cat6 SFTP Industrial Outdoor Patch Cable w/Dust Cap Black - 50 FT

SKU: 641-050 BK

26AWG pure copper stranded wire|CMX rated gel filled outdoor cable |50 micron gold plate RJ45 Plug |IP67 rated water and dust protection | | 50ft



Details

CAT6 SFTP INDUSTRIAL OUTDOOR PATCH CABLE W/DUST CAP BLACK - 50 FT

Cat.6 SFTP outdoor patch cable for harsh industrial environment such as factory automation or outdoor where Ethernet cable needs to be run through wet or not-clean locations. It is also ideal for residential outdoor network installation such as a patio. Both RJ45 plugs have water tight caps that connect to panel mount watertight RJ45 jacks.

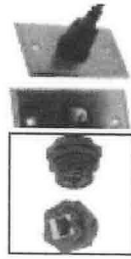
Features

- Cat.6 4 pair outdoor SFTP (double shielded) Ethernet cable
- 26AWG pure copper stranded wire
- CMX rated gel filled outdoor cable
- 50 micron gold plate RJ45 Plug
- IP67 rated water and dust protection
- RoHS compliant
- Black
- 50 Feet

Cat.6 RJ45 Shielded Industrial Panelmount Bulkhead Coupler

SKU: 15-615-001 BK

50 micron gold plated contact pin | IP67 water protection | Shielded | Wall plate not included



Details

CAT.6 RJ45 SHIELDED INDUSTRIAL PANELMOUNT BULKHEAD COUPLER

This industrial panelmount jack has the toughness to get through nearly any situation. With IP67 water protection and a shielded jack, you won't have to worry about durability or quality.

- 50 micron gold plated contact pin
- IP67 water protection
- Double D punch out
- Shielded
- Wall plate not included



The One Stop Handset Source

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Manufacturing the Highest Quality Handsets Since 1968

I.D.TEL Manufacturing & Supply Co. 55 Canal Street, Staten Island NY 10304

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[HANDSETS](#)

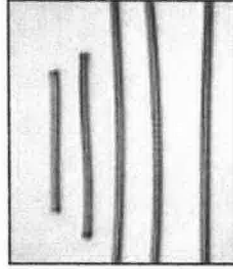
[PARTS](#)

[ACCESSORIES](#)

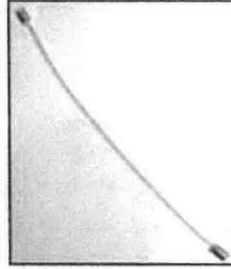
[CUSTOMIZE](#)

[CONTACT US](#)

Handset Cable and Lanyard Lengths



Stainless Steel Cable Lengths Available
15.24cm (6 in.) to 7.62 meters (25 ft.) and any lengths in between.

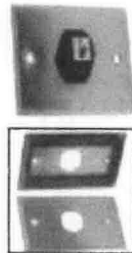
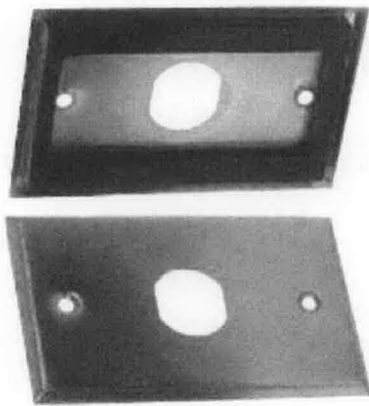


Manufactured with or without Lanyard
Lanyards Steel with Polycarbonate coating for extra protection

1-Port Single Gang Stainless Steel Wallplate with Water Seal

SKU: 15-001-001

Stainless steel | Water sealed wall plate | Stainless steel mounting screw and O ring included | Single port wall plate for bulkhead RJ45 connector



Details

1-PORT SINGLE GANG STAINLESS STEEL WALLPLATE WITH WATER SEAL

Designed to fit a bulkhead RJ45 connector, this steel wallplate has a water tight seal along with a stainless steel mounting screw and O ring. If the durability of this product doesn't impress you, then the price will!

Features:

- Stainless steel
- Water sealed wall plate
- Stainless steel mounting screw and O ring included
- Single port wall plate for bulkhead RJ45 connector

Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)



Quick and Easy Gigabit High Power PoE Network Deployment

PLANET POE-171S Gigabit ultra Power over Ethernet splitter delivers the Ethernet digital data with DC 56V power over the twisted pair cables to network devices. It separates the digital data and the power into three optional outputs (12V / 19V / 24V DC) and supports transmission distance up to 100 meters. The POE-171S co-works with PLANET POE-171 (60-watt IEEE 802.3at PoE injector) to offer more PoE applications to client devices such as:

- PoE PTZ Speed Dome Camera
- Thin client
- AIO (All-in-One) touch PC
- Remote digital signage display
- Network devices that need higher PoE power to work normally

The POE-171S frees the network device deployment from restrictions due to power outlet locations, which eliminates the costs for additional AC wiring and reduces the installation time.



Watts

Interface

- 2-Port RJ-45 interfaces
 - 1-Port Data + Power input
 - 1-Port Data output
- 1-Port DC output power socket
- 1 DC 12V/19V/24V DIP switch

Power over Ethernet

- Ultra Power over Ethernet End-Span / Mid-Span PSE
- IEEE 802.3at/af PoE standard compliant
- Compatible with All IEEE 802.3at/af Powered Devices
- Supports 56VDC, 50-watt PoE power output
- Splits the 56V DC power over RJ-45 Ethernet cable into DC 12V/19V/24V output
- Remote power feeding up to 100 meters

Hardware

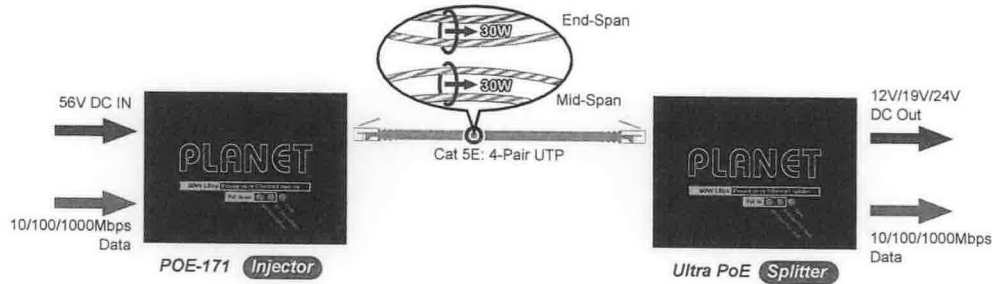
- Metal case
- All-in-one compact size design
- LED indicators for display of power and PoE input
- Three-mode DC output DIP switch for 12V/19V/24V

Standard Compliance

- IEEE 802.3 10Base-T
- IEEE 802.3u 100Base-TX
- IEEE 802.3ab 1000Base-T
- IEEE 802.3at High Power over Ethernet
- IEEE 802.3af Power over Ethernet
- FCC Part 15 Class A, CE

50 watts of Power over 4-Pair UTP

The **POE-171S** and POE-171 ultra PoE solution use cabling standard as IEEE 802.3at/af PoE. Instead of delivering power over 2-pair twisted UTP – be it End-span (Pin 1, 2, 3 and 6) or Mid-span (Pin 4, 5, 7 and 8), it provides the capability to source up to 50 watts of power by using all the four pairs of standard Cat5e/6 Ethernet cabling. In the new 4-pair system, two PSE controllers will be used to power both the data pairs and the spare pairs.



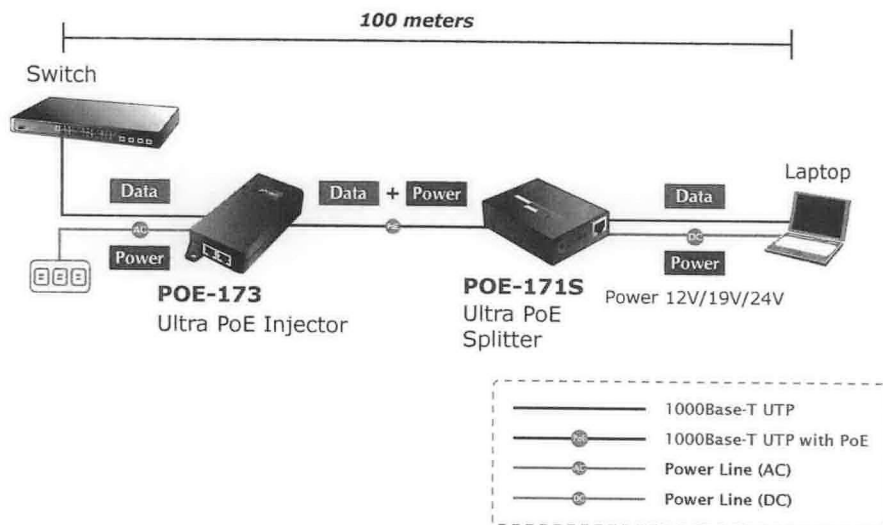
Cost-effective and Easy Cabling Installation

In the IEEE 802.3at Gigabit high Power over Ethernet devices installation, the system administrator only has to connect one single RJ-45 Ethernet cable to carry both power and data from an IEEE 802.3at/af PoE injector to the **POE-171S**, and then the **POE-171S** splits data and DC power to any of IP networking devices. Besides, to connect through IEEE 802.3at Power over Ethernet injector and the **POE-171S**, you can also have the benefits of cost saving, easy networking planning and higher reliability. Upon the completion of the installation of IEEE 802.3at compliant devices, the **POE-171S**, when functioning with the POE-171, can make the connection while migrating or splitting the power and the Ethernet digital packets to PTZ (Pan, Tilt & Zoom) and Speed Dome network cameras, color touch-screen IP phones, multi-channel wireless LAN access points and other network devices that need 50-watt high power to work normally.

Application

Ultra PoE Splitter and Injector Installation

For a place which is hard to find the power inlet, the **POE-171S** and PLANET Ultra PoE Injector - POE-171 or POE-173, operate as a pair to provide the easiest way to power your Ethernet devices which need high power input. The **POE-171S** separates digital data and power into three optional outputs (**12V/19V/24V DC**) to non-PoE devices such as laptops, PTZ (Pan, Tilt & Zoom) network cameras, PTZ Speed Dome cameras, color touch-screen IP phones, multi-channel wireless LAN access points and other network devices at distance up to 100 meters.



Specifications

Product		Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)
Product		POE-171S
Hardware Specifications		
Interface	Input Port	1 x RJ-45 STP PoE (Data + Power) In
	Output Port	1 x RJ-45 STP Data Out
	DC Socket	DC Out
	DIP-Switch	12V DC/19V DC/24V DC output voltage
LED Indicator		Power x 1 (Green)
Network Cable	Ultra PoE (50W)	10/100/1000Base-T: 4-Pair UTP Cat. 5e, 6 up to 100m (328ft)
	802.3af / at PoE (15W / 30W)	10/100/1000Base-T: 2-Pair UTP Cat. 3, 5, 5e, 6 up to 100m (328ft)
Data Rate		10/100/1000Mbps
Dimensions (W x D x H)		95 x 70 x 26 mm
Weight		300g
Power Requirements		52 ~ 56V DC
Power Consumption		50 watts (maximum)
Operating Temperature		0 ~ 50 degrees C
Storage Temperature		-10 ~ 70 degrees C
Humidity		5 ~ 95% (Non-condensing)
Power over Ethernet		
PoE Standard		IEEE 802.3at High Power over Ethernet
Power Output		DC 12V/19V/24V by DIP switch control
PoE Power Supply Type		End-Span + Mid-Span
Power Pin Assignment		Pair 1: 1/2(-), 3/6(+) Pair 2: 4/5(+), 7/8(-)
Standards Conformance		
Standards Compliance		IEEE 802.3 10Base-T Ethernet IEEE 802.3u 100Base-TX Fast Ethernet IEEE 802.3ab 1000Base-T Gigabit Ethernet IEEE 802.3at High Power over Ethernet IEEE 802.3af Power over Ethernet
Regulation Compliance		FCC Part 15 Class A, CE

Ordering Information

POE-171S	Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)
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Related Products

POE-171	Single-Port 10/100/1000Mbps Ultra PoE Injector (60 Watts)
POE-173	Single-Port 10/100/1000Mbps Ultra PoE Injector (60 Watts, all-in-one)

PLANET Technology Corporation

11F., No.96, Minquan Rd., Xindian Dist., New Taipei City
231, Taiwan (R.O.C.)

Tel: 886-2-2219-9518

Fax: 886-2-2219-9528

Email: sales@planet.com.tw

www.planet.com.tw



POE-171S

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ComPAS™ Tablets - Specifications



homewav®

Tablet Charging Cart

• CCC, FCC, ROHS, REACH, CA65 Certified



Lighting Protection



Over Current Protection



Overload Protection



Leakage Protection



Surge Protection



PRODUCT DETAILS

Each Port	5DC, 0.5-3A
Power System	City Power: 110-220V, 13AI Power Supply; 5V, 40A (no user access) Charging Ports: 5V, 0.5-3A
Ergonomic Construction	60-70% Smaller than most Charging Cabinets. Smooth Airflow Channel

SPECIFICATIONS

Model: EN10064-2.0, EN10064-S2.0

Layout: Four Layer

Capacity: 64 Tablets

Interface: USB

Input: 100-240V@50-60 Hz, 13A

Output: 5VDC, 0.5-3A

Power: 800W

Data Speed: 10M/S

Slot Dimension: 285*200*22mm

Cabinet Dimension: L * W * H=635*430*1205mm

Net Weight: 64kg

Shipping Weight: 76kg

Main Material: 1-1.5mm steel/ABS



Safety modeling



Ergonomics



No sharp corners overall



Reduce collision damage

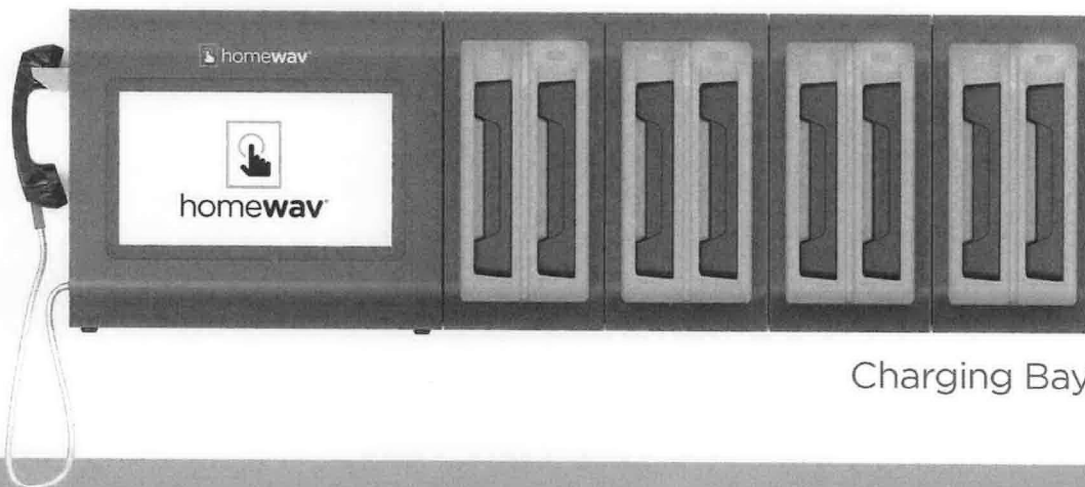
HomeWAV ComPAS™ Tablet



- ✓ Complete remote system management. Control everything via desktop without ever visiting the pod
- ✓ In-pod charging, locking and checking-out system. No staff required
- ✓ Fully customizable permissions to include; available times, available applications, individual inmate user permissions
- ✓ Behavioral based rule setting and disciplinary procedure capabilities
- ✓ Expandable to accommodate facility and housing needs



Charging Bay



Charging Bay

VisiPas Kiosk - Specifications

Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)

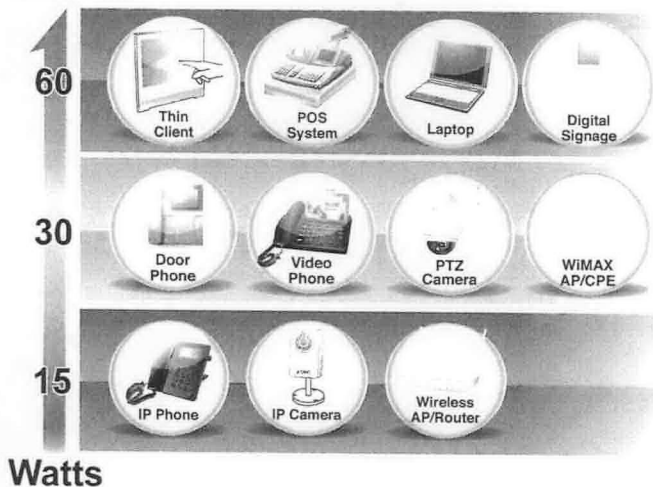


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- Thin client
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Hardware

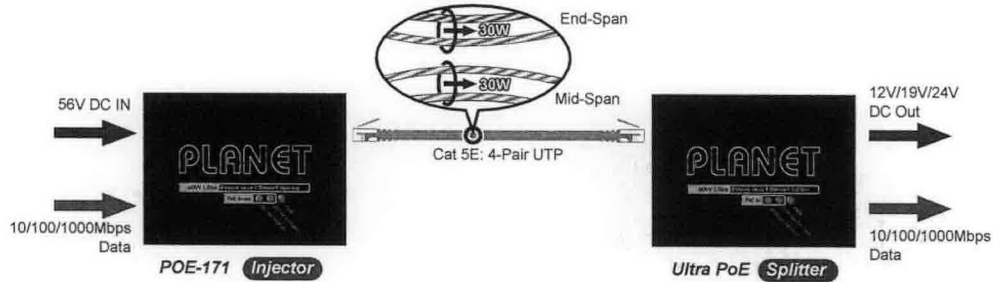
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- All-in-one compact size design
- LED indicators for display of power and PoE input
- Three-mode DC output DIP switch for 12V/19V/24V

Standard Compliance

- IEEE 802.3 10Base-T
- IEEE 802.3u 100Base-TX
- IEEE 802.3ab 1000Base-T
- IEEE 802.3at High Power over Ethernet
- IEEE 802.3af Power over Ethernet
- FCC Part 15 Class A, CE

50 watts of Power over 4-Pair UTP

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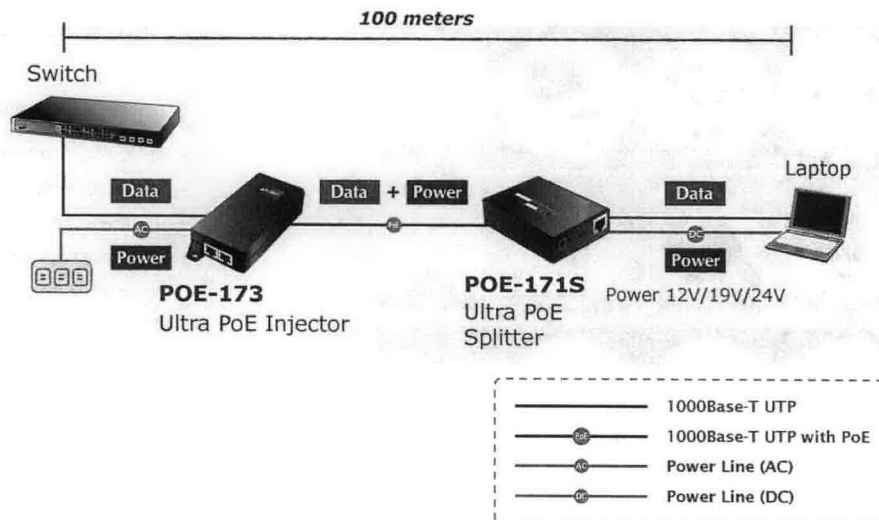
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	Output Port	1 x RJ-45 STP Data Out
	DC Socket	DC Out
	DIP-Switch	12V DC/19V DC/24V DC output voltage
LED Indicator	Power x 1 (Green)	
Network Cable	Ultra PoE (50W)	10/100/1000Base-T: 4-Pair UTP Cat. 5e, 6 up to 100m (328ft)
	802.3af / at PoE (15W / 30W)	10/100/1000Base-T: 2-Pair UTP Cat. 3, 5, 5e, 6 up to 100m (328ft)
Data Rate	10/100/1000Mbps	
Dimensions (W x D x H)	95 x 70 x 26 mm	
Weight	300g	
Power Requirements	52 ~ 56V DC	
Power Consumption	50 watts (maximum)	
Operating Temperature	0 ~ 50 degrees C	
Storage Temperature	-10 ~ 70 degrees C	
Humidity	5 ~ 95% (Non-condensing)	
Power over Ethernet		
PoE Standard	IEEE 802.3at High Power over Ethernet	
Power Output	DC 12V/19V/24V by DIP switch control	
PoE Power Supply Type	End-Span + Mid-Span	
Power Pin Assignment	Pair 1: 1/2(-), 3/6(+)	
	Pair 2: 4/5(+), 7/8(-)	
Standards Conformance		
Standards Compliance	IEEE 802.3 10Base-T Ethernet	
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	IEEE 802.3af Power over Ethernet	
Regulation Compliance	FCC Part 15 Class A, CE	

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POE-171S	Single-Port 10/100/1000Mbps Ultra PoE Splitter (12V/19V/24V)
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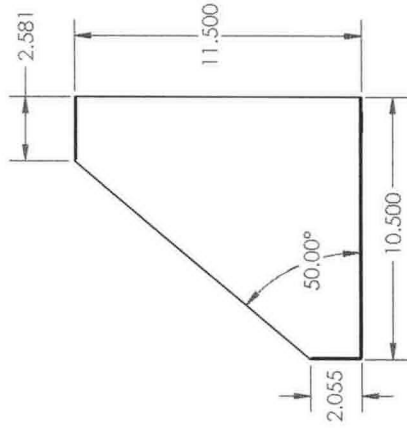
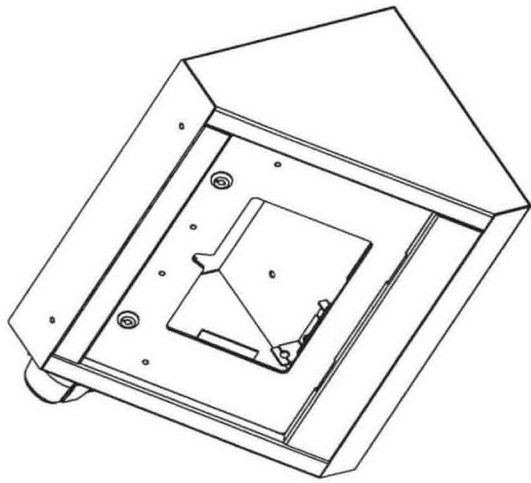
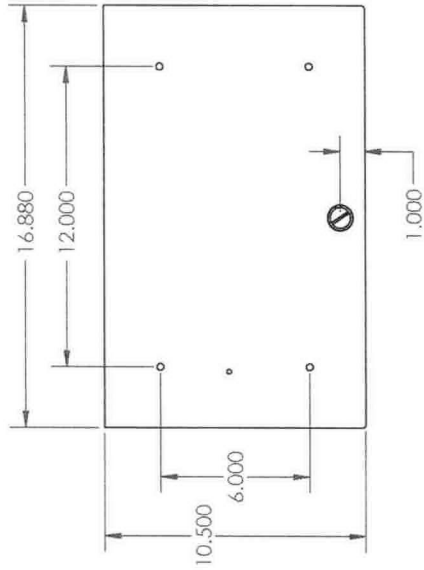
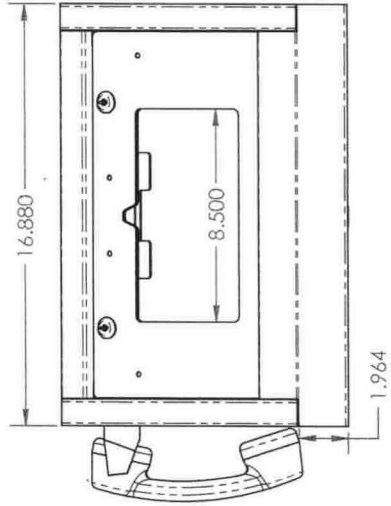
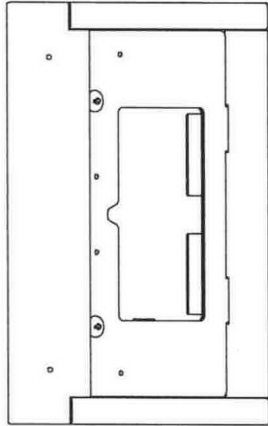
www.planet.com.tw



POE-171S

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REVISION CHANGES:



LAST SAVED DATE: 10/13/2020

TPI

972-276-2901 FAX 972-276-3451
 1136 N. FIRST ST. GARLAND, TX. 75040
 www.ipitexas.com

HOMEWAY/HW-1841
 CAPTIVE TOUCH ASM

A3

DWG NO. HW-1841 ASM Dimension

SHEET 1 OF 1 REVISION -

UNLESS OTHERWISE SPECIFIED: DIMENSIONS ARE IN INCHES TOLERANCES: 3 DEC ±.005 LINEAR: 2 DEC ±.010 ANGULAR: ±1°		FINISH	DEBUR AND BREAK SHARP EDGES
NAME	SIGNATURE	DATE	TITLE
DRAWN			
CHKD			
APPVD			DO NOT SCALE DRAWING
MFG			SCALE: 1:1
Q.A.			MATERIAL:
			WEIGHT:



The One Stop Handset Source

718.876.6000 / 800.628.8097

Manufacturing the Highest Quality Handsets Since 1968

I.D.TEL Manufacturing & Supply Co. 55 Canal Street, Staten Island NY 10304

HOME PAGE

HANDSETS

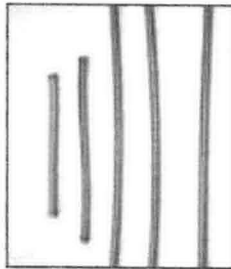
PARTS

ACCESSORIES

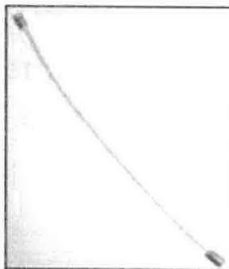
CUSTOMIZE

CONTACT US

Handset Cable and Lanyard Lengths

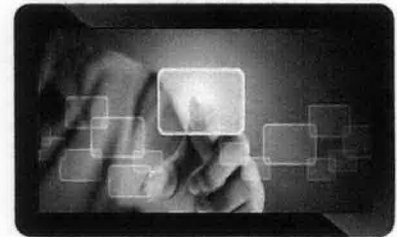


Stainless Steel Cable Lengths Available
15.24cm (6 in.) to 7.62 meters
(25 ft.) and any lengths in between.



Manufactured with or without Lanyard
Lanyards Steel with Polycarbonate coating for extra protection

Insight *Touch*



IST1020C *Touch AIO* 10.1-inch LCD

**10-PCAP
Touch**

**Commercial
Grade**

**Full HD
Display**

Feature:

- 10.1-inch LCD, 16:10, 1920X1200 DPI
- 10-Point PCAP Touch
- Intel i3/i5 Processor, 4G, 128G
- Landscape or Portrait display
- HDMI&USB&RJ45 Port
- Build-in 5M Camera
- Support OS: Windows, Linux, Android

Application:

- Interactive Kiosks
- Retail
- Smart Vending Machine
- Transportation
- Self-Service Terminal

Insight Touch

Product Name

IST 1020C Touch AIO

LCD panel

Size	10.1 inch
Aspect Ratio	16 : 10
Backlight Type	LED Backlight
Display Frame Rate	60Hz
Active Area	218mm x 136.5mm
Display Resolution	1920 × 1200 @ 60 Hz
Response Time	15 ms
Color	16.7 million
Brightness	300 cd/m ²
Contrast Ratio	800:1
Viewing Angle (CR > 10)	Horizontal: 178° (89°/89°) Vertical: 178° (89°/89°)
Video Input Format	RGB Analog Signal/ Digital Signal
Video Input Interface	HDMI
Warranty	1 Year

Touch Panel

Touch Screen Type	PCAP
Gover Glass	3mm tempered glass
Transparency	87%
Hardness	7H
Interface	USB2.0
Touch Point	10
Response Time	≤15 ms
Touch Method	Finger / Capacitive Stylus
Touch Lifespan	15,000 Hour ~ 30,000 Hour
Single-point OS	Windows XP , Linux
Multi-point OS	Windows7/8 , Android
Warranty	1 Year

Touch Monitor

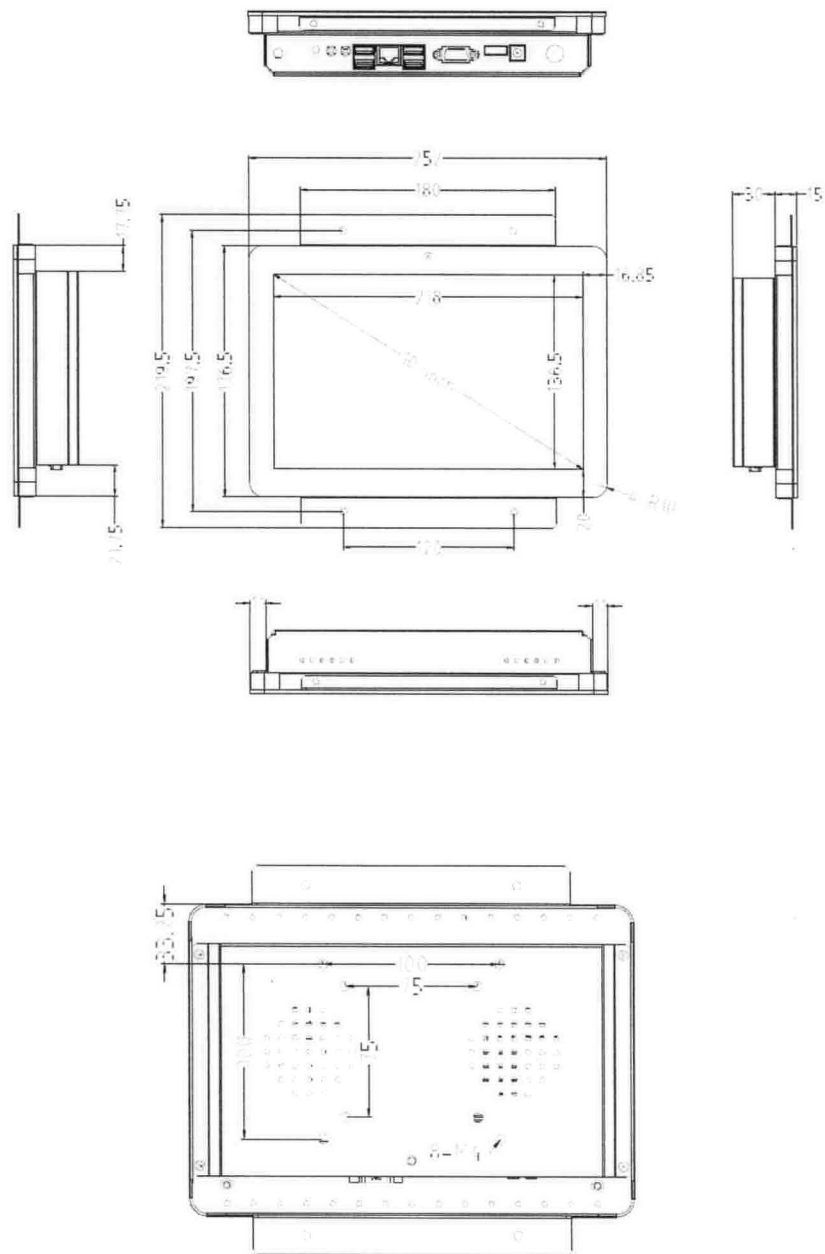
Dimension	252mm × 176.5mm × 45mm
Package Dimension	405mm × 285mm × 110mm
Weight(Approximately)	3.6kg
Wall Mount Type	VESA, MIS-D, 100, C
Power Supply	Input : DC 12V±5%
Normal Operation	≤ 40W (typ.)
Power Off	≤ 0.5W (typ.)
Temperature	Operating: 0°C-38°C ; Storage: -20°C-60°C 90% RH
Humidity	Operating: 0%-90%; Storage: 10%-95%
Warranty	1 Years

Processor

CPU	Intel i3/i5
Memory	4GB DDR3
ROM	128GB SSD
Connector	HDMI, VGA, USB, RJ45, Audio, MIC, WIFI Antenna, Power

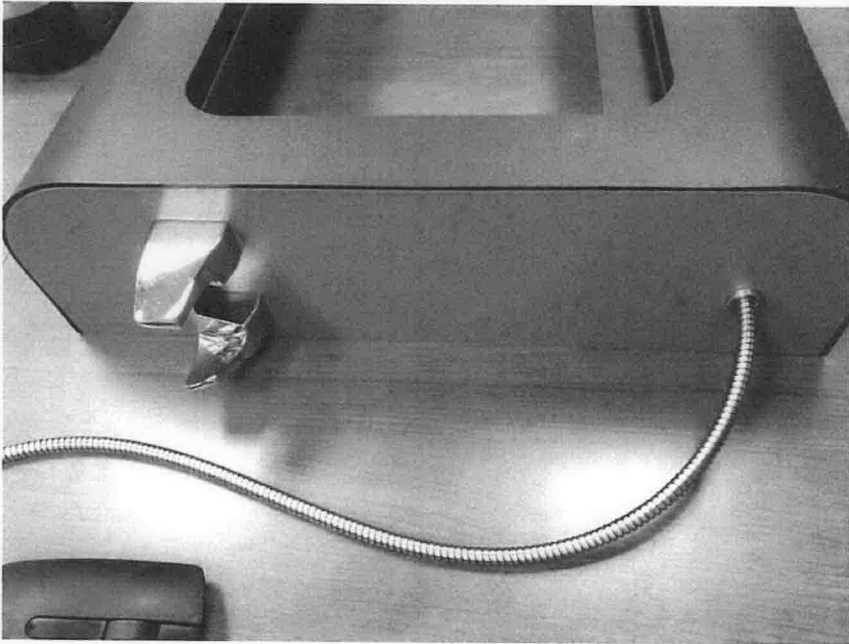
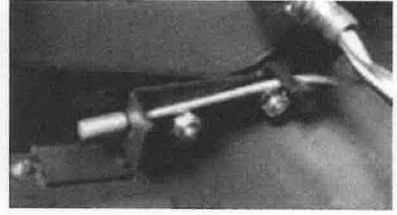
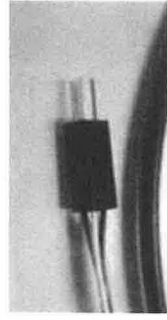
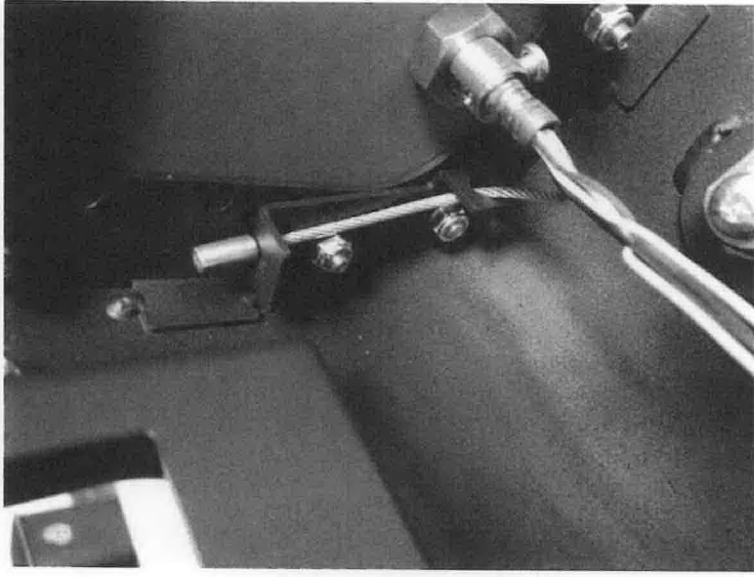
Insight Touch

Mechanical Drawing:



Insight Touch Technology
Tel: +1 408 334 5009
Rachel.wu@insight-touch.com

3777 Stevens Creek Blvd, Ste 447
Santa Clara, CA 95051
www.insight-touch.com



Kiosk
Handset
Description



Exhibit C:

HomeWAV - Dunn and Bradstreet Reports

Report as of: 07-28-2020

HOMEWAV, LLC

ACTIVE SINGLE LOCATION

Address: 2020 Westport Center Dr, Moved From: 11100 Linpage PI #200, Saint Louis, Mo, Saint Louis, MO, 63146, UNITED STATES

Alerts:

Risk Assessment

D&B Guidance

Overall Business Risk



Maximum Credit Recommendation

US\$ 52,500

Dun & Bradstreet Thinks...

- Overall assessment of this company: **STABLE CONDITION**
- Based on the perceived sustainability of this company: **LIKELIHOOD OF CONTINUED OPERATIONS**
- Based on the payment behavior of this company: **MODERATE-POTENTIAL-FOR-SEVERELY-DELINQUENT-PAYMENTS**

The recommended limit is based on a moderately low probability of severe delinquency.

PAYDEX® Score

Based on 24 months of data

75

Low Risk (100)

High Risk (1)

Based on a D&B PAYDEX® Score of 75

Risk of Slow Pay
Low

Payment Behavior
8 Days Beyond Terms

Business and Industry Trends



Understand My Score

Payment History

Total Last 24 Months: 37

[View All](#)

Date of Experience	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
07/20	Pays Promptly	N30	25,000	7,500	0	1
06/20	Pays Promptly	-	250	50	50	Between 2 and 3 Months
06/20	Pays Promptly	-	500	500	0	1
06/20	Pays Promptly	-	500	500	0	1
06/20	Pays Promptly	-	1,000	1,000	0	1

Keys

PAYDEX®

100

90

80

70

60

50

40

30

20

1-19

Payment Practices

Anticipate

Discount

Prompt

15 Days Beyond Terms

22 Days Beyond Terms

30 Days Beyond Terms

60 Days Beyond Terms

90 Days Beyond Terms

120 Days Beyond Terms

Over 120 Days Beyond Terms

Delinquency Predictor Score

62

Score

515 --

Class

3

Low Risk (100)

High Risk (1)

Based on a D&B Delinquency Predictor Percentile of 62

Factors Affecting Your Score:

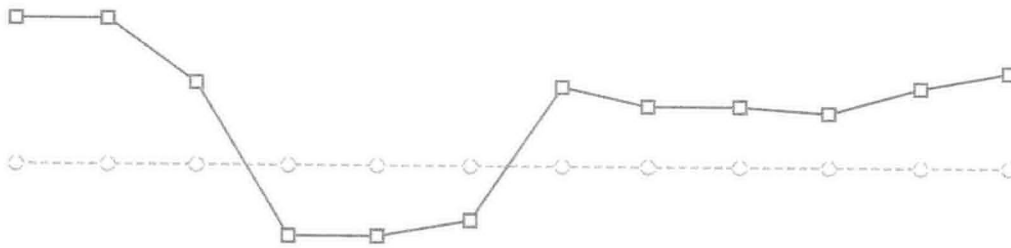
- Higher risk industry based on delinquency rates for this industry
- Limited time under present management control
- Recent high balance past due
- Proportion of past due balances to total amount owing

Level of risk
Moderate

Probability of Delinquency
4.56%

Compared to Businesses in D&B Database
10.2%

Business and Industry Trends



Financial Stress Score

56

Score

1487

Class

3

Low Risk (100)

High Risk (1)

Based on a D&B Financial Stress Percentile of 56

Factors Affecting Your Score:

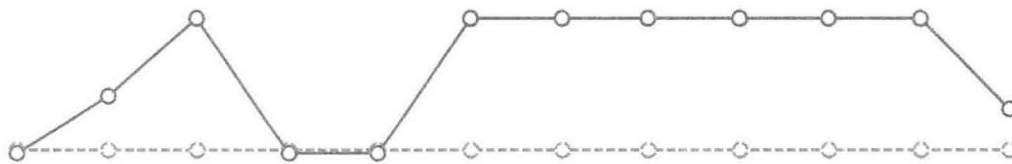
- Low proportion of satisfactory payment experiences to total payment experiences
- Limited time under present management control

Level of risk
Moderate

Probability of Failure
0.2%

Average Probability of Failure for Businesses in D&B Database
0.48%

Business and Industry Trends



Supplier Evaluation Risk Rating

Based on 24 months of data

3

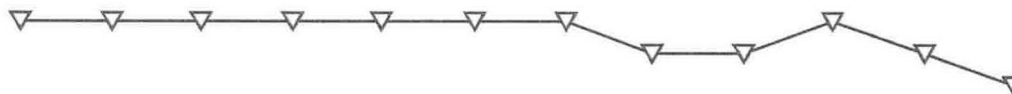
Low Risk (1)

High Risk (9)

Factors Affecting Your Score:

- Proportion of past due balances to total amount owing
- Unstable Paydex over last 12 months

Business and Industry Trends



D&B Rating

Current Rating as of 07-16-2020

Previous Rating

Employee Size

Risk Indicator

Employee Size

Risk Indicator

1R :

2 :

1R :

3 : Moderate Risk

10 employees and over

Low Risk

10 employees and over

D&B Viability Rating

Portfolio Comparison Score

Level of risk

Rating Confidence Level

3

Low

Robust Predictions

Low Risk (1)

High Risk (9)

Probability of becoming no longer viable
3%

Percentage of businesses ranked with this score
11%

Average probability of becoming no longer viable
5%

Viability Score

Level of risk
Low

3

Low Risk(1)

High Risk (9)

Probability of becoming no longer viable
3%

Percentage of businesses ranked with this score
14%

Average probability of becoming no longer viable
15%

Data Depth Indicator

B

Predictive (A)

Descriptive (G)

- Rich Firmographics
- Extensive Commercial Trading Activity
- Basic Financial Attributes

Company Profile

I

Financial Data

Not Available

Trade Payments

Available

Company Size

Medium

Years in Business

Established

Compared to ALL US Businesses within the D&B Database:

- Financial Data : Not Available
- Trade Payments : Available: 3+Trade
- Company Size : Medium: Employees: 10-49 or Sales: \$100K-\$499K
- Years in Business : Established: 5+

Trade Payments

Trade Payments Summary

Overall Payment Behavior

8

Days Beyond Terms

% of Trade Within Terms

92%

Highest Past Due

US\$ 500

Highest Now Owing:

US\$ 60,000

Total Trade Experiences:

37

Largest High Credit:
US\$ 80,000Average High Credit:
US\$ 16,552**Total Unfavorable Comments :**

0

Largest High Credit:
US\$ 0**Total Placed in Collections:**

0

Largest High Credit:
US\$ 0**Trade Payments By Credit Extended**

Range of Credit Extended (US\$)	Number of Payment Experiences	% Within Terms
100,000 -	0	0
50,000 - 99,999	3	82
15,000 - 49,999	3	100
5,000 - 14,999	3	100
1,000 - 4,999	6	100
- 999	6	76

Trade Payments By Industry

Industry Category	Number of Payment Experiences	Largest High Credit (US\$)	% Within Terms (Expand to View)
▼ 17 - Construction - Special Trade Contractors	1	1,000	
1731 - Electrical contractor	1	1,000	100
▼ 28 - Chemicals and Allied Products	1	2,500	
2822 - Mfg synthetic rubber	1	2,500	100
▼ 35 - Industrial and Commercial Machinery and Computer Equipment	1	80,000	
3572 - Mfg computer storage	1	80,000	50
▼ 36 - Electronic and other electrical equipment and components except computer equipment	2	60,000	
3661 - Mfg telephone equip	2	60,000	100

▼ 48 - Communications	6	2,500	
4812 - Radiotelephone commun	1	1,000	100
4813 - Telephone communictns	5	2,500	88
▼ 59 - Miscellaneous Retail	1	250	
5943 - Ret stationery	1	250	100
▼ 65 - Real Estate	1	7,500	
6552 - Subdivider/developer	1	7,500	100
▼ 73 - Business Services	7	40,000	
7371 - Custom programming	3	40,000	100
7372 - Prepackaged software	1	7,500	100
7379 - Misc computer service	1	250	100
7389 - Misc business service	2	5,000	100
▼ 87 - Engineering Accounting Research Management and Related Services	1	80,000	
8741 - Management services	1	80,000	100

Trade Lines

Dispute Payments

Date of Experience	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
07/20	Pays Promptly	N30	25,000	7,500	0	1
06/20	Pays Promptly	-	250	50	50	Between 2 and 3 Months
06/20	Pays Promptly	-	500	500	0	1
06/20	Pays Promptly	-	500	500	0	1
06/20	Pays Promptly	-	1,000	1,000	0	1
06/20	Pays Promptly	-	1,000	500	0	1
06/20	Pays Promptly	N10	2,500	250	0	1

06/20	Pays Promptly	-	2,500	0	0	Between 6 and 12 Months
06/20	Pays Promptly	-	2,500	0	0	Between 6 and 12 Months
06/20	Pays Promptly	N7	30,000	0	0	Between 2 and 3 Months
06/20	Pays Promptly	N30	40,000	0	0	1
06/20	Pays Promptly	N30	60,000	60,000	0	1
06/20	Pays Promptly	-	80,000	0	0	Between 6 and 12 Months
05/20	Pays Prompt to Slow 60+	-	80,000	0	0	Between 6 and 12 Months
04/20	-	Cash account	50	-	-	1
04/20	-	Cash account	50	-	-	1
04/20	Pays Promptly	-	250	0	0	Between 6 and 12 Months
03/20	-	Cash account	50	-	-	1
02/20	-	Cash account	750	0	0	1
01/20	Pays Promptly	N15	5,000	0	0	1
12/19	-	Cash account	100	-	-	Between 4 and 5 Months
10/19	-	Cash account	50	-	-	1
10/19	-	-	50	-	-	1
10/19	-	Cash account	-	-	-	Between 6 and 12 Months
10/19	Pays Promptly	N30	7,500	7,500	0	Between 2 and 3 Months
08/19	-	Cash account	50	-	-	Between 6 and 12 Months
07/19	-	Cash account	100	-	-	1
07/19	-	Cash account	100	-	-	1
07/19	-	Cash account	1,000	-	-	1

07/19	Pays Promptly	N10	7,500	2,500	0	1
06/19	-	Cash account	50	-	-	1
05/19	-	Cash account	50	-	-	Between 2 and 3 Months
05/19	-	Cash account	50	-	-	Between 6 and 12 Months
01/19	Pays Promptly	N30	1,000	0	0	Between 6 and 12 Months
12/18	Pays Slow 90+	N30	500	500	500	-
12/18	Pays Promptly	N30	100	100	0	1
11/18	-	Cash account	100	-	-	1

Legal Events

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Judgments

0

Latest Filing: -

Liens

0

Latest Filing: -

Suits

0

Latest Filing: -

UCC Filings

1

Latest Filing: 08-27-2018

Events

UCC Filing - Original

Dispute UCC Filing

Filing Date	08-27-2018
Filing Number	18082738060
Received Date	10-12-2018
Collateral	Account(s) and proceeds - Leased Equipment and proceeds - Leased Computer equipment and proceeds
Secured Party	WEBBANK, SALT LAKE CITY, UT
Debtors	HOME WAV, LLC

Special Events

07-16-2020

Business address has changed from 11100 Linpage Pl #200, Saint Louis, MO, 63132 to 2020 Westport Center Dr, Saint Louis, MO, 63146.

04-29-2020

Business address has changed from 11100 Linpage Place, Saint Louis, MO, 63132 to 11100 Linpage Pl #200, Saint Louis, MO, 63132.

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Ownership

This business, HOMEWAV, LLC is not currently part of a family tree.

Company Profile

Company Overview

D-U-N-S

07-866-5264

Mailing Address

United States

Employees

42

Business Form

Corporation (US)

Telephone

(314) 764-2872

Age (Year Started)

9 years (2011)

Date Incorporated

June 7, 2011

Named Principal

JOHN BEST, MNG MBR

State of Incorporation

Virginia

Line of Business

Telephone communications

Ownership

Not publicly traded

Business Registration

Corporate and business registrations reported by the secretary of state or other official source as of: 12-03-2019
This data is for informational purposes only, certification can only be obtained through the Office of the Secretary of State.

Registered Name

HOMEWAV, LLC

Corporation Type

Corporation (US)

Business Commenced On 2011
State of Incorporation VIRGINIA
Registration ID S366877
Date Status Attained 10-26-2017
Filing Date 06-07-2011
Where Filed STATE CORPORATE COMMISSION

Registered Agent

Name C T CORPORATION SYSTEM
Address 4701 COX ROAD;STE. 285, GLEN ALLEN, VA, 230600000

Principals

Officers

JOHN BEST, MNG MBR

Directors

DIRECTOR(S): THE OFFICER(S)

Company Events

The following information was reported on: 07-16-2020

The Virginia Secretary of State's business registrations file showed that HomeWAV, LLC was registered as a Limited Liability Company on June 7, 2011, under file registration number S366877. The name was changed from Home Wav, LLC to the HomeWAV, LLC by charter amendment on July 23, 2014.

Business started 2011. 100% of capital stock is owned by John Best.

The Virginia Secretary of State verified that the business name has changed from HOME WAV, LLC to HomeWAV, LLC.

JOHN BEST. 2011-present active here.

Business address has changed from 4992 Euclid Rd Ste 3, Virginia Beach, VA, 23462 to 11100 Linpage Place, St Louis, MO, 63132.

Business address has changed from 11100 Linpage Place, Saint Louis, MO, 63132 to 11100 Linpage Pl #200, Saint Louis, MO, 63132.

Business address has changed from 11100 Linpage Pl #200, Saint Louis, MO, 63132 to 2020 Westport Center Dr, Saint Louis, MO, 63146.

Business Activities And Employees

The following information was reported on: 07-16-2020

Business Information

Description Provides telephone communications, specializing in telephone or video communications.
Provides business consulting services, specializing in communications.
All sales cash. Sells to general public. Territory : United States.

Employees 42.

Financing Status Unsecured

SIC/NAICS Information

SIC Codes	SIC Description	Percentage of Business
4813	Telephone communications	-
48139903	Telephone/video communications	-
87480300	Communications consulting	-

NAICS Codes	NAICS Description
517311	Wired Telecommunications Carriers
541690	Other Scientific and Technical Consulting Services

Government Activity Dispute Government Activity

Activity Summary

Borrower(Dir/Guar) No

Administrative Debt No

Contractor No

Grantee No

Party excluded from federal program(s) No

Possible candidate for socio-economic program consideration

8(A) Firm Yes

Labor Surplus Area Yes

Small Business Yes (2020)

Financials

D&B currently has no financial information on file for this company

Inquiries

Inquiries-Summary - 12 Month

Total number of Inquiries

7

Unique Customers

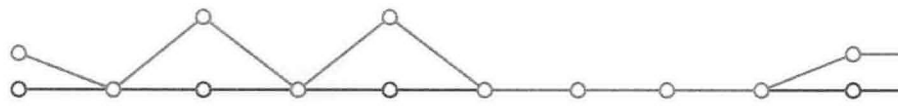
6

Inquiries-Summary

Over the past 12 months ending 7-2020, 7 individual requests for information on your company were received. The 7 inquiries were made by 6 unique customers indicating that some companies have inquired on your business multiple times and may be monitoring you. Of the total products purchased, 3, or 42 % came from the Finance, Insurance and Real Estate; 2, or 28 % came from the Services; 1, or 14 % came from the Construction; 1, or 14 % came from the Manufacturing;

SIC/Sector	Type	Date
MANUF - Manufacturing		
- Electronic computers	D&B Risk Solution	2019-10-30
SERV - Services		
- Management consulting services	D&B Risk Solution	2019-10-07
- Business services, nec	D&B Risk Solution	2019-08-30
CONSTRN - Construction		
- Nonresidential construction, nec	D&B Risk Solution	2020-06-09
FIR - Finance, Insurance and Real Estate		
- Insurance agents, brokers, and service	D&B Risk Solution	2020-05-09
- Short-term business credit institutions, except agricultural	D&B Risk Solution	2019-12-19
- Short-term business credit institutions, except agricultural	D&B Risk Solution	2019-12-19

Inquiries Trends - 12 Month



Top-Five-Inquiries

By SIC Sector

Finance, Insurance and Real Estate	3
Services	2
Construction	1
Manufacturing	1

By Report Type

D&B Risk Solution	7
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All-Inquiries

Industry	Total Inquiries	Last 30 Days	Last 90 Days	Last 180 Days	Last 365 Days
Construction	1	0	1	1	1
Manufacturing	1	0	0	0	1
Finance, Insurance and Real Estate	3	0	1	1	3
Services	2	0	0	0	2

Peers Inquiries

Please add a peer from peers page to start the comparison.

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Exhibit D:

HomeWAV – Sample Master License and Services Agreement

SAMPLE CONTRACT



Master License and Services Agreement

This Master License and Services Agreement (the "**Agreement**"), made and entered into as of this ____ day of _____ 2020 (the "**Effective Date**"), by and between Name County (State) (the "**County**") and HomeWAV, LLC, a Delaware limited liability company ("**HomeWAV**"). Each of the County and HomeWAV may be referred to herein as a "**Party**" and collectively, the "**Parties**."

RECITALS

Whereas, HomeWAV is a provider of a unique, custom all-in-one inmate communications solution comprised of patented technology, video software, hosted services, and equipment that has been adapted for use in secured detention facilities as more particularly described herein (collectively, the "**System**"); and

Whereas, the County desires that HomeWAV provide the System to one or more of its secured detention facilities (each a "**Facility**" and collectively, the "**Facilities**"), and HomeWAV desires to provide the System identified herein to the County pursuant to the terms and conditions set forth herein.

Now, therefore, in consideration of the mutual covenants and promises contained herein, and for other good and valuable consideration, the Parties agree as follows:

1. **Definitions.**

- a. "**Equipment**" means the specific HomePAS™ Kiosks, PoE Adaptor Sets, routers, switches and other such hardware and equipment as set forth on Exhibit A which is provided to the County as part of the System licensed to it under this Agreement.
- b. "**Licensed Services**" means that portion of the System comprised of the Software and cloud-based applications that are run on a hosted system and which are provided by HomeWAV to the County pursuant to the license terms herein to enable inmate voice calls, video calls, and messaging services at each Facility.
- c. "**Professional Services**" means the installation, setup, configuration, and testing of the Equipment and the System, and training provided by HomeWAV to the County as more particularly described herein.
- d. "**Software**" means the proprietary and patented software program owned by HomeWAV and licensed to the County pursuant to the terms of this Agreement.

2. **Exclusivity.** The County acknowledges and agrees that this is an exclusive services agreement between the Parties; and accordingly the County agrees that for as long as this Agreement remains in full force and effect HomeWAV will be its sole and exclusive provider of inmate voice calls, video calls, and messaging services for all of its Facilities. For purposes of clarity, this exclusive arrangement means, and the County agrees that the County is expressly prohibited from engaging using, licensing, purchasing, or accepting from any third party, employee, contractor, or related entity any software, equipment or services that are similar to some or any part of the System (including the Licensed Services) or the Professional Services for use at any of its Facilities.

3. **Term of this Agreement.** This Agreement is effective as of the Effective Date and continues in full force and effect until expiration of a Term or earlier termination. The System will be made fully available to the County for its use and the County's license to the System pursuant to Section 7 will commence ninety (90) days after the Effective Date (the "**Commencement Date**") and HomeWAV will provide the System and related Professional Services an Licensed Services to the County for a period of five (5) years from the Commencement Date (the "**Initial Term**") unless earlier terminated pursuant to Section 15. This Agreement will automatically renew for additional one (1) year periods (each a "**Renewal Term**") unless either Party notifies the other Party of its desire

SAMPLE CONTRACT

not to renew this Agreement at least 90 days prior to the commencement of the next Renewal Term. The Initial Term and each Renewal Term are collectively, the "Term."

4. **Professional Services (No Charge).** HomeWAV will provide the following Professional Services to the County at no charge during the Term:

- arrange for the delivery of the Equipment to the County's Facilities included under this Agreement,
- load the Software onto the Equipment,
- coordinate the installation of the Equipment in designated wall mount locations within the Facilities,
- provide system testing and acceptance on all kiosks,
- provide staff and inmate training on platform features and functionality,
- arrange for high speed Internet service at minimum of 0.5MB up/0.5MB down per kiosk, and any equipment associated therewith to service the System, and
- arrange for cat 5e or greater cable to be installed (if necessary) to each location within the Facility where Equipment is to be installed.

5. **Support and Maintenance (No Charge).** For the entire Term of this Agreement, and at no charge to the County, HomeWAV will support and maintain the Equipment located at each Facility pursuant to HomeWAV's Software and Hardware Service Level Agreement attached hereto as Exhibit C (the "Service Agreement"). Under no circumstances may the County or any third party acting on behalf of the County install, uninstall, or perform any maintenance or related services on the Equipment, it being understood and agreed that only an approved HomeWAV technician may provide Professional Services, support and maintenance on the Equipment.

6. **Ownership of Equipment and Software.** HomeWAV is the sole and exclusive owner of the Software and Equipment and retains all right, title and interest in and to the Software and Equipment at all times during the Term. The Software and Equipment are provided to the County pursuant to the System license granted in Section 7 below. HomeWAV will purchase and maintain insurance coverage for the Equipment and the Software comprising the System. HomeWAV will deliver the Equipment to the County's designated Facilities pursuant to a mutually agreed schedule and will install and configure the Equipment with the Software pursuant to the Professional Services set forth above.

7. **License to System.** HomeWAV hereby grants to the County a limited, non-assignable, non-sublicenseable, revocable, and nonexclusive license during the Term to use the Software, Equipment, and related components comprising the System solely for the limited purposes of providing voice calls and Internet video calls to inmates in each Facility and viewing or monitoring the records of such calls. In addition, if the County exercises its right to receive "Add On Features" as set forth in Exhibit B attached hereto, HomeWAV will provide the County with reasonable assistance to enable the County to receive and use such Add On Features with the System and will seek authorization from any third party providers if necessary. The County will not, and will not permit any other person to, remove, alter, disfigure or cover up any numbering, lettering, insignia or any owner's tag(s) displayed upon the Equipment, and the County may not move the Equipment from the Facility or the location in the Facility where it is installed by HomeWAV. Any of the foregoing actions are deemed a material breach of this Agreement. The County's license to and use of the Software is governed by the terms of this Agreement, the Software End User License Agreement provided with the Software (a copy of which is located at <https://app.homewav.com/account/terms>),

SAMPLE CONTRACT

and the Website Terms of Use and Privacy Policy located at https://www.homewav.com/privacy_policy/, as such items may be updated, amended and modified in accordance with their respective terms (collectively, the “**Software Terms and Conditions**”). The County may not copy or modify the Software, or any adaptation, transcription or merged portion thereof, unless expressly authorized in writing by HomeWAV. Any modifications, improvements, enhancements, changes, or any other alterations to the Software, or any derivative works made therefrom (collectively, “**Modifications**”) that are made by the County or any third party acting on the County’s behalf, whether or not authorized by HomeWAV, are deemed the sole and exclusive property of HomeWAV. Accordingly, the County hereby assigns to HomeWAV all of its right, title and interest in and to such Modifications and shall take all necessary actions to ensure that any third party who has participated in the development of any Modifications likewise assigns all of their right, title and interest in the Modifications to HomeWAV. For the avoidance of doubt, the foregoing licenses to the Software, Equipment and any related System components shall terminate immediately upon the termination or expiration of this Agreement.

8. **The County’s Covenants and Obligations.** The County hereby covenants and agrees to the following terms as material conditions to its right to use the System:

- a. It will not sell, sublicense, or assign the Equipment, the Software, or any other components of the System.
- b. It will keep the Equipment free and clear of all liens and encumbrances.
- c. It will only use the Equipment, Software, and other components of the System for (i) the limited purposes provided under the license in Section 7 and (ii) if requested by and, as applicable, purchased by the County, any Add On Features in all cases pursuant to the terms and conditions of this Agreement and the Software Terms and Conditions.
- d. It will use the System solely at the Facilities and locations within the Facilities where installed by HomeWAV
- e. It will use its best efforts to ensure that none of the Equipment or Software is damaged by misuse or neglect, including, without limitation, by misuse by the inmates.
- f. It will work with HomeWAV to ensure that all individuals to whom it grants access to and use the System will agree to the Software Terms and Conditions, and further acknowledges and agrees that it will be fully liable to HomeWAV for breach by any such individuals of the Software Terms and Conditions.
- g. It acknowledges and agrees that HomeWAV will be the sole and exclusive provider of inmate voice calls, video calls, and messaging services and all related Professional Services to all of the County’s Facilities.
- h. It will not move the Equipment without the advance written consent of HomeWAV.
- i. It will not remove, alter, disfigure, or cover up any numbering, lettering, insignia, or any owner’s tag(s) displayed upon the Equipment.
- j. It will provide a data file from the Jail Management Software, via secure FTP or web services integration, at a minimum of every fifteen (15) minutes.

9. **Access to the Facility.** The County will grant HomeWAV and its employees and subcontractors reasonable and necessary access to the Facilities in order to enable HomeWAV to perform its obligations and exercise its rights

SAMPLE CONTRACT

hereunder. HomeWAV shall have the right, upon reasonable notice, to enter into each Facility to inspect the System.

10. **Use of the System.** The County agrees that the System shall be available to inmates for voice calls and remote video calls for a minimum of twelve (12) hours per day, seven (7) days per week.

11. **System Usage Fee.** The Facility's inmates shall be charged the following fees for using the System, or such other prices as may be agreed to by the County and HomeWAV (such amounts, the "Usage Fees"). Usage Fee shall be defined as the cost per minute for voice calls, video calls, and the cost per message for messaging.

System Usage Fees	
Domestic Voice Calls	\$0.20 per minute
International Voice Calls	\$0.20 + International Rate per minute
Onsite Video Calls	Free
Remote (Offsite) Video Calls	\$0.25 per minute
Video Message	\$0.50 per message

Revenues from using the System shall be deposited into a dedicated account established and maintained by HomeWAV and HomeWAV is authorized to disburse such funds in accordance with Section 11. HomeWAV reserves the right to change the Usage Fees, upon 30 days' written notice to the County if such changes arising from any one or combination of the following: (a) inflation, (b) a change in taxes, or any (c) rule, regulation, or other action by any government or regulatory entity resulting in increased costs to HomeWAV.

12. **Revenue Sharing.** The County will receive 55% on Adjusted Gross Revenue (AGR). AGR is defined as Gross Revenue of Usage Fees minus Federal, State, and Local taxes. On a monthly basis, HomeWAV will provide Brown County \$6,000 in Digital Calling Cards (DCC's) to be sold via the commissary. Additional DCC's will be commissionable by 55% of the AGR.

13. **Call Recording.** The County hereby agrees that HomeWAV shall have no obligation to verify the users of the System and that the County is strictly liable to HomeWAV for any use of the Software by any of its users that violates the Software Terms and Conditions. HomeWAV will endeavor to make certain recordings available to the County on demand for a period of not less than 90 days after the date of such recording and, with advanced written notice, for a period of one year from the date this Agreement expires or is terminated. The County agrees that HomeWAV has no liability to the County or any third party for any failure to record, store, transmit, relay, review, or monitor any call.

14. **Financial Reporting Requirements.** HomeWAV shall maintain an accounting program that accurately reflects the revenues generated by the System in the Facilities and provide that information to the County monthly during the term of this Agreement. HomeWAV shall retain its share of the revenues as payment for its obligations hereunder, and shall remit the County's share of revenues, along with such monthly financial reports, to the County. HomeWAV shall issue call data, revenue, and expense information by the 10th day of each month with respect to call activity that occurred in the Facilities during the preceding month. HomeWAV shall maintain all books, documents, accounting records and other evidence pertaining to the services and payments under this Agreement and make such materials available for inspection at all reasonable times during the term of this Agreement, and for three (3) years after the date of the final payment under the Agreement.

15. **Termination.**

a. **Rights of Termination.** The County may terminate this Agreement if HomeWAV breaches any of its

SAMPLE CONTRACT

obligations under this Agreement and such breach remains uncured thirty (30) days after notice thereof, provided, that if the County breaches the scope of the license to any part of the System as set forth in Section 7, HomeWAV may terminate this Agreement immediately upon giving written notice to the County.

- b. **Effects of and Actions upon Termination or Expiration.** Upon termination or expiration of this Agreement, irrespective of the cause, the licenses granted by HomeWAV to the County shall terminate. The County shall take the following actions: (i) immediately cease and cause all of its users to immediately cease all access to and use of the System; (ii) return the Equipment to HomeWAV in good, working condition no later than (30) days following the termination or expiration date; and (iii) to the extent any Software is then being run on any of its systems, remove all Software applications. In the event that any returned Equipment is not in good, working condition or any Equipment is not returned pursuant to this Section, the County will be liable for the replacement cost of such Equipment, and will remit payment in full upon demand by HomeWAV.
- c. **Survival.** Sections 11, 13, 15-18, 21-23, and 25-28 shall survive termination of this Agreement.
16. **Agreement Documents.** The attached Exhibit A, describing the Equipment and attached Exhibit B describing the Add On Features, Exhibit C setting forth the terms of the Service Agreement, and the Software Terms and Conditions are each made part of this Agreement and are each incorporated herein by this reference. This Agreement represents the entire agreement and understanding between HomeWAV and the County with respect to the subject matter hereof, and supersedes any other agreement or understanding, written or oral, that the Parties hereto may have had with respect thereto. No statements, representations, promises or inducements with respect to the subject matter by either Party or by any agent or representative of either Party which is not contained in this Agreement shall be valid or binding between the Parties.
17. **Force Majeure.** To the extent allowable by law, any delays or failures by either Party hereto in the performance of the obligations hereunder shall be excused if and to the extent such delays or failures are caused by occurrences beyond such Party's control (a "Force Majeure"), including, without limitation, acts of God, strikes or other labor disturbances, war, whether declared or not, sabotage, failure of the Internet, or any part or element thereof and/or any other cause or causes, whether similar or dissimilar to those herein specified, which cannot reasonably be controlled by such Party.
18. **Governing Law.** This Agreement shall be governed by the laws of the State of Texas, both as to interpretation and performance.
19. **Independent Contractor.** Each party acknowledges and agrees that HomeWAV and its employees (and any subcontractors it engages) serve as independent contractors and that the County shall not be in any manner responsible for any payment, insurance, or incurred liability. Nothing in this Agreement will create an employer-employee relationship, association, joint venture, partnership, or other form of legal entity or business enterprise between the Parties, their agents, employees or affiliates.
20. **Subcontractors.** HomeWAV shall have the right, in its sole and absolute discretion, to use subcontractors to perform its obligations and exercise its rights hereunder. HomeWAV shall be responsible for all acts and omissions of its subcontractors as if such acts or omissions were performed by HomeWAV.
21. **Notices.** All notices under this Agreement must be in writing and given to the other Party at the address or email below. Delivery is deemed to occur: (a) on the third (3rd) business day after being mailed first class, prepaid, (b) upon delivery from a nationally recognized overnight courier service, (c) upon delivery if hand delivered, and (d) upon receipt of an automated verification of receipt if sent by email. Either Party may change its

SAMPLE CONTRACT

address and/or addressee for notices at any time with fifteen (15) days' prior notice to the other Party in accordance with the foregoing.

HomeWAV: HomeWAV, LLC
2020 Westport Center Dr.
St. Louis, MO 63146

County: Brown County Sheriff's Office
1050 W. Commerce
Brownwood, TX 76801

22. **Nondiscrimination and Non-Conflict Statements.** HomeWAV agrees that no person on the grounds of handicap, age, race, color, religion, sex or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Agreement, or in the employment practices of HomeWAV. HomeWAV shall upon request show proof of such non-discrimination and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.

23. **Warranties and Disclaimers.**

- a. **Services Warranty.** HomeWAV warrants that it will perform the Professional Services, support and maintenance in a good and workmanlike manner using trained professionals, and that it will use commercially reasonable efforts to meet the performance terms in the Service Agreement.
- b. **Disclaimers.** EXCEPT AS PROVIDED HEREIN, THE SYSTEM AND ALL RELATED SERVICES IN THIS AGREEMENT ARE DELIVERED AND PROVIDED "AS IS" AND WITHOUT WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

24. **Compliance with all Federal, State, and Municipal Laws.** HomeWAV will comply with all applicable federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of inmate communication, and shall ensure that its third party subcontractors, if any, obtain any necessary permits prior to installation of the Equipment in the Facilities.

25. **Assignment.** Neither Party may assign this Agreement or any or all of its rights or obligations hereunder without the prior written consent of the other Party; provided, however, that HomeWAV may assign this Agreement to any of its subsidiaries or affiliates or to any entity that acquires all or substantially all of HomeWAV's assets and agrees to assume responsibility hereunder. None of the provisions of this Agreement shall be construed to be for the benefit of or enforceable by any person or entity other than the Parties hereto and their successors and assigns.

26. **Severability.** If any provision of this Agreement is declared illegal, void, or unenforceable the remaining provisions shall not be affected but shall remain in force and in effect.

27. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which will be deemed an original hereof and all of which, when taken together, will be deemed to constitute one and the same agreement. Signatures transmitted by facsimile or other electronic means will be deemed originals.

SAMPLE CONTRACT

28. **Authorization; Third Party Beneficiaries.** Each person signing below warrants and represents that he/she has full power and authority to execute this Agreement on behalf of the Party he/she represents. There are no third-party beneficiaries to this Agreement.

(signature page follows)

SAMPLE CONTRACT

In witness whereof, the Parties hereto have caused this Agreement to be executed on the day and year first above written, to be effective as of the Effective Date.

HomeWAV, LLC

By: _____

Name: John Best

Title: CEO/President

Brown County Sheriff's Office

By: _____

Name:

Title:

By: _____

Name:

Title:

By: _____

Name:

Title:

SAMPLE CONTRACT

EXHIBIT A

The Equipment

- Twenty (20) HomePAS™ Kiosks
- Three (3) Mobile HomePAS™ Kiosks
- Two (2) VisiPAS™ Kiosks (public visitation station)
- ComPAS™ Tablets: Expected delivery first quarter 2021 (Capable of all Kiosk functionality, in addition to education and entertainment; provided at a 1:1 Tablet/Inmate ratio.
- One (1) Router/firewall
- One (1) 24-port PoE Switches

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EXHIBIT B

Add On Features

HomeWAV will provide to the County the add-on services selected below.

Add-Ons	Description of Features/Benefits	Yes/No	Cost
Law Library	Provide Law Library through the all-in-one HomePAS™ kiosk.		\$2 per/inmate/month (\$150 min)
Law Library Integration	Integrate w/current or future provider through the all-in-one HomePAS™ kiosk.		\$0.0025/m in.
Digital Docs Paperless System	Digital inmate medical grievance requests, custom/misc. inmate grievance requests, read-only documents, rules, handbook with digital inmate/visitor signature/acknowledgement, etc. through the all-in-one HomePAS™ kiosk.		\$0.0025/m in.
Commissary Ordering Integration	Integrate w/current or future provider through the all-in-one HomePAS™ kiosk.		\$0.0025/m in.
LegalEyes Video Court & Arraignment	Remote video court/arraignment through the all-in-one HomePAS™ kiosk.		\$0.0025/m in.
Professional Remote Visits	Professional remote private attorney visits through the all-in-one HomePAS™ kiosk.		\$0.0025/m in.
Lobby Call Feature	Feature available onsite, through the all-in-one HomePAS™ kiosk, for visitors to call for HomeWAV contact center assistance.		\$0.0025/m in.
Premium Add-Ons	Description of Features/Benefits	Yes/No	Cost
Background Filtering	Configurable technology for custom backgrounds such as logos, SmartBlur, a solid color, or any other desired image. The appropriate lighting is important for video calls to work properly.		\$100 per device/month
Investigative Platform	Full biometric identification system/investigative suite for administrative users for voice and video calls.		\$0.01/min.
Investigative Platform w/transcription	Investigative platform with transcription services.		\$0.01/min.
Mail Scanning	Full mail scanning services to allow for physical mail sent to inmates to be routed to a secure processing facility for scanning into digitized mail. All mail is logged, organized, and stored securely by a certified technician. The mail is converted to a PDF with full-text search capability.		\$1/piece of scanned mail

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Exhibit C

HomeWAV's Software and Hardware Service Level Agreement

Support and Maintenance

- Support and maintenance will be provided by phone, remote, and onsite. Phone support is available from 6:00 a.m. EST to 11:00 p.m. PST, Monday through Friday. After hours, messages may be left for service (7) days a week, and three-hundred and sixty-five (365) days a year. These messages will be addressed the next morning beginning at 6:00 a.m. EST.
- Maintenance/repair calls from the facility will be resolved in the manner outlined in this section.
- HomeWAV agrees to send qualified background-checked technicians—as required—to arrive at the affected County facility within twenty-four (24) clock hours of the request, 8:00 a.m. to 5:00 p.m. CST, Monday through Friday, excluding weekends and County holidays.
- Holiday and weekend P-1 response will be handled on a case by case basis and is worked in conjunction with allowed access by the facility needing service.

Priority 1 Outage: A P-1 failure is defined as:

- A failure of the system's processor, its common equipment, or power supplies which render the system incapable of performing its normal functions.
- A failure of the recording function or any of its components that affects the full recording operation.
- A failure of 100% or more of the calling kiosks at any one area within the facility.
- Disruption in service to a single user of material nature. Material nature shall mean County's operations are critically affected.

For a "P-1," response to P-1 issues shall be available twenty-four (24) hours a day, seven (7) days a week, throughout the term of the contract.

HomeWAV shall respond to the service problem within sixty (60) minutes of initial trouble reported by County personnel through the use of remote testing or access. Should the system not be accessible for remote testing, then HomeWAV shall have a qualified background-checked technician onsite at the facility within four (4) hours from the time it is determined that the problem can not be resolved remotely.

If the issue can be worked on remotely, HomeWAV is committed to having completed repair within four (4) hours of the initial issue report. If it is determined that a technician must be on-site to correct the issue, the technician will be onsite within four (4) hours of the time it was determined that the problem could not be resolved remotely.

Priority 2 Outage: A P-2 failure shall be defined as:

- A Priority 2 condition exists when a facility is 50% off line or when any housing unit is 50% off line.

When a P-2 failure occurs, HomeWAV shall respond to the service problem within sixty (60) minutes of initial trouble reported by County personnel through the use of remote testing or access. HomeWAV is committed to having completed repair within eight (8) hours of the initial issue report. Should the system not be accessible for remote testing, the HomeWAV shall have a qualified background-checked technician onsite at the facility within sixteen (16) hours of the time it was determined that the problem could not be resolved remotely.

Priority 3 Outage: A P-3 failure shall be defined as:

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- A Priority 3 is a normal ticket that does not fall into the Priority 1 or Priority 2 categories. These issues are handled as quickly as possible. When a P-3 failure occurs, HomeWAV shall respond to the service problem within 120 minutes of initial trouble reported by County personnel through the use of remote testing or access. HomeWAV is committed to having completed repair within 48 to 72 hours of the initial issue report.

If HomeWAV successfully corrects any failure within the required response period remotely, and no onsite presence is required to restore the system to proper performance levels, the 24-hour onsite response requirement shall be waived.

Warranty

- **HomeWAV Software Warranty:** Includes support, maintenance, schedule upgrades, and scheduled updates. Software updates are done remotely at 3:00 a.m. Central Time.
- **HomeWAV Hardware Warranty:** Includes parts and equipment, on-site maintenance for normal wear, defects in material and workmanship, inmate abuse, natural disaster, and inmate unrest.

Service Ticket Process

- A service ticket is created for the issue/defect by emailing our tech support team at facilitysupport@homewav.com. Or a ticket may be phoned into 844-842-9167.
- A service ticket will be generated with a ticket number, date, and time stamp.
- Our tier 1 technical support team will triage the issue and determine the next course of action. Tier 1 support will manage the issue and report status to stake holders periodically as the ticket progresses.
- Tier 1 will create a dispatch if necessary and coordinate with the facility point of contact for technician access.
- Tier 1 will manage the ticket from beginning to end and follow a close out process with the point of contact to make sure all issues have been handled as they relate to the service request.

Request for Product Enhancement (Upgrade) Process

- The staff fills out a work order request for the upgrade.
- Our product development team will take the issue/defect and have it documented for analysis.
- Once analyzed, a simple 1-10 scale (10 highest) is used to prioritize, and a number is placed on the issue/defect.
- This service ticket is then placed on the revolving to-do list for our programmers who deploy the fixes based on priority.
- Issues and defects are defined as common bug fixes to current versions of software.
- The work order request is analyzed by the product development team to determine whether it is a necessary universal upgrade to the system or specific to the County.
- If it is determined to be a necessary universal upgrade, it will be sent through the service ticket process and developed at no charge to the County. If it is determined to be specific to the County, a quote will be presented to the County for approval.
- If the work order request is approved by the County, the work order request will be sent to the service ticket process.
- HomeWAV has the right to have universal upgrade throughout the entire system without notice when the software upgrade is necessary to keep systems running due to a third party software update, such as Microsoft, etc.