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**Request for Proposal
Inmate Telephone System**

**Brown County
Jail Administrator Becky Caffey
1050 West Commerce
Brownwood, TX 76801**

October 24, 2016

November 14, 2016
(Exhibit # 1)

Table Of Contents

Cover Letter	Tab 1
Company Overview	Tab 2
System/Platform Overview	Tab 3
Financial Offer, Rates & Fees	Tab 4
References	Tab 5
Sample Reports	Tab 6
Interfaced Systems	Tab 7

Cover Letter

Thank you for the opportunity to continue to provide our Inmate Telephone services for the Brown County facility.

NCIC is based out of Longview Texas and has the experience, expertise, technology to be an added enhancement to your everyday challenges of providing the right balance of free and paid calls.

NCIC maintains an A+ rating with the Better Business Bureau and are very active in the regulatory arena to insure fair call pricing for the high-security telecommunications industry.

Rates and Fees: Important to your success, You will not receive complaints from local residents about expensive phone calls for the inmates and their families, we will not charge more than the recommended FCC rates and fees and still offer you a competitive commission plan.

The Inmate Call Engine will continue to exceed your staff's expectations as it is a system that emphasizes the right balance of functionality, simplicity and maintainability. The platform is at work in hundreds of facilities across the country and gives the staff control of the facilities' inmate telephones at all times.

This proposal will include all the inmate wall telephones, portable units, and visitation phones with complete recording and monitoring.

Please review the proposal and feel free to contact me directly with any questions or concerns at 512-963-2330 or momas@ncic.com.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Mascorro".

Maurice "Mo" Mascorro
Regional VP Sales
512-963-2330
momas@ncic.com

Company Overview

NCIC is pleased to have this opportunity to provide a proposal for inmate phone services for Brown County. NCIC has the experience, expertise and technology to maintain and exceed your needs. Company principals William Pope and Jay Walters, who started NCIC in 1996, offer 40 years of experience in the inmate telephone industry and has now joined forces with Maurice "Mo" Mascorro with thirty years' experience. Mr. Maurice Mascorro will be responsible and charged with being your direct contact for all matters of contract and service concerns.

NCIC has over 75 employees with approximately \$30 Million dollars in revenue per year. In total, our platform handles and records in excess of 3 million calls per month.

NCIC's Platform provides inmate telephone services to over 600 City and County Jails and correctional facilities in all 50 states, DC, Canada and Puerto Rico where NCIC possesses inmate telecom certification and foreign corporation. In our 20 years in business, we have grown to become a successful company providing quality service and unmatched customer support to our facility partners. NCIC currently services individual facilities ranging in size from one bed up to 5000 beds.

NCIC is a financially sound company and has never failed to meet any of its financial obligations to its creditors or facility partners as is proven by our Dunn & Bradstreet credit report. Credit and/or bank references can be provided to the CEC Corrections upon request. NCIC is one of the few inmate telephone providers that can provide audited financial statements and also submits its financial data to Dunn & Bradstreet for public posting of financial condition and payment/credit histories. NCIC performs an annual comprehensive audit of financials and internal controls.

Ironically, NCIC differentiates itself from the competition by focusing on Service and Reliability. How can we prove that? Our most recent Better Business Bureau report has been increased to an A+ rating and last year we received accreditation.

Currently, NCIC is the only large inmate telephone provider with an A+ rating and this means that you have little to no complaints from inmates and their families about the phone service. NCIC uses its customer service number as the Caller ID on all calls, so that the inmates' family always has our phone number to call for questions. Additionally, NCIC is one of the few companies that allow the people calling our customer service number to actually get a live operator at our call center in Longview Texas. What is the benefit of accessing a live operator while setting up an account? Well, most providers use automated systems requiring the called party to press digits to enter in their credit card information, etc. About 80% of prepaid collect accounts are on mobile phones and usually the called party is mobile when they receive this call, so having access to a live representative decreases the stress of getting a call completed. Here is our number, please give us a test: 1-800-943-2189 and compare us to the competition.

For increased security and redundancy, NCIC was the first and may be the only provider, which stores all recordings in the "cloud" instead of at a single location. The platform stores live call recordings on a real-time basis at bunkers owned by Amazon.com, the largest provider of data storage in the United States. This provides the highest security of recordings and call data compared to any other inmate telephone platform as all recordings have multiple sites for back up in a proprietary encryption. Additionally, NCIC offers an expert witness program to verify the security of the recordings if disputed in court.

NCIC is the only company with direct international collect calling agreements to countries such as Mexico, Canada, UK and Puerto Rico. We offer the highest compensation for these calls and are the only company that can handle these calls with complete automation.

Reliable: The method of call handling the platform utilizes allows the called party immediate access to a live customer service representative. This has shown a tremendous increase in completed call counts.

Service: as the incumbent we will continue to provide and install at our sole cost and expense all telephone equipment, systems, hardware, and software upgrades necessary to provide telephone services to the inmates and families.

System / Platform Overview

The platform offered by NCIC provides many features, emphasizing the right balance of functionality, simplicity and maintainability. This platform is at work in hundreds of facilities across the country.

Inmate Call Engine is a State-of-the-Art fully integrated and self-contained call-processing unit located off the premises of the jail to ensure higher security than traditional on-premise inmate phone platforms. All components for placing calls live monitoring, recording and data collections are centrally located.

At the inmate facilities, our fully automated system provides easy-to-understand prompts – available in English and Spanish with an unlimited library of languages available upon request – to guide callers through the calling process. The system allows inmates to make collect, pre-paid or debit card calls to cell phones and land lines. Inmates have the options of local, intraLATA, interLATA and international calling. The Inmate Call Engine platform was the first system to integrate both international collect calling to Mexico and international prepaid collect calling, resulting in higher call completions and inmate satisfaction.

The Technology

The Inmate Call Engine platform deploys a centralized soft switch platform utilizing VoIP (Voice over Internet Protocol) technology. Each of the telephone stations will connect back to a central telephone communications room within the Jail via twisted pair cable. There is no line concentration, so all phones can be used simultaneously, which increases customer satisfaction and reduces complaints.

A robust MPLS (Multi Protocol Label (Switching) network will be installed to establish a VPN (Virtual Private Network) to the Jail and the central software host platforms. MPLS is more scalable and flexible than traditional phone lines that are used by traditional inmate telephone systems. Each twisted pair of cable, representing each telephone installation, will be connected to a switch. The switch will be configured to act as a multiple host IAD (Internet Protocol Access Device) to convert the telephone from analog to digital format. The switch will then connect into a router. Each switch will handle 24 telephones. This results in a carrier-grade platform for higher redundancy and better reliability than past systems. An industrial grade battery backup system (UPS) will be utilized at each facility configured to supply power for up to 4 hours to the network equipment in the event of a power failure and prevent call disconnections in the case of intermittent power “blinks.”

System Highlighted Features

- Paperless inmate grievance Voice Message reporting
- Inmate ID System (PIN)

- International Collect, Debit and Prepaid Collect calling
- Remote diagnostics
- Detailed logs and reports
- Multiple language support
- Multi-level user permissions and privileges
- Call limits by destinations, usage and frequency
- Allowed destination numbers by PIN
- Call restriction tables
- Detailed call recordings stored online for contract term
- Integrated live call monitoring and recording
- Commissary Interface / Debit / Phone-Based Commissary
- Location Call Control

Making the call: When inmates take the phone off hook they are requested to choose English, Spanish or other languages if required by the facility, enter their inmate I.D. number (if required), then to enter a unique four-digit PIN and then say their name that will be recorded for all future calls and then the number they wish to dial and whether they wish to place a pre-paid or collect call.

If the destination number is billable for collect calls, the called party only needs to accept the call. If not, the called party is notified after acceptance that they will need to establish a prepaid account and if they have a credit card, to press one (1) now.

The inmate is asked to hold during the acceptance process and intermittently will be played music and a hold message while our customer service representative establishes the account.

Only after billing verification and acceptance is a connection between the inmate and the called party established. The called party is never billed for hold-times or calls that are not accepted.

Unique Billing Options

The platform can complete calls to any phone, anywhere in the USA (Local, IntraLata, InterLata, InterState) and even to any International phone that accepts incoming calls. Calls to payphones are automatically blocked as are calls to pay-per-call services.

NCIC has collect billing arrangements with most US phone companies, as well as the major phone companies in Mexico, Canada, the United Kingdom and Puerto Rico. Pre-paid calling to all international numbers (land lines and mobile phones) is also provided. Allowing international collect calls results in immigration detainees/illegal immigrants with no money the ability to place international calls without a need to purchase debit cards. This collect call will allow the immigration detainee to provide wiring information to send money for the commissary and/or trust accounts.

Real-time access to a live Customer Service Representative

A key factor about NCIC and a huge difference maker with our platform is that the called party can immediately connect to live customer service representative while the inmate is on hold waiting to be connected.

Upon the called party accepting the charge, if the call is not able to be billed as a traditional collect call, the platform informs the called party the number is not billable as a collect call and to press 1 to set up a prepaid account through a live representative.

Inmate-Friendly Prepaid Account

The platform allows an inmate's family to set up a prepaid account. The account holder is allowed to add up to 10 additional phone numbers to their prepaid account at no additional costs, allowing the inmate to more easily use the prepaid balance and make more phone calls. These prepaid balances can also be set to be used for calling from any jail on the network, so inmates that get booked into other counties using the network can be set up to use the same dollar balance if moved or rearrested in another facility utilizing the platform.

Inmate I.D. System

The system offers an optional, easy to use I.D. system that can be interfaced with most JMS/Booking systems via a simple XML interface. The inmate I.D. and PIN codes can be turned on / off for the entire facility, a group of phones or a specific phone. For example: I.D. numbers can be turned on in general population, but turned off in booking. The site administrator can easily deactivate inmate I.D. numbers via the application. Visitation phones can also be set to allow calling with the use of a I.D. and PIN code.

When inmates make their first call from a phone that requires an inmate I.D. the system automatically prompts them to state their name. The inmate's recording is then stored to be used on all future calls. Jail staff can have access to delete the inmate's recorded name in the case of misbehavior when recording their name on the first call.

Inmate I.D.'s can be restricted for any and all inmates to particular calling patterns. Here are just a few of the restrictions by inmate I.D. restrict an inmate's calling to certain days of the week, times of day for each of those days, specific phones or sets of phones, specific destination numbers, a limit on allowable numbers and call time limits. Each I.D. can be tied to an "allowed" calling list or on the general allowed call list. The system administrator or customer service can set the limit of destination numbers an inmate is allowed with the default limit set to 50 different allowed destination numbers in order to prevent random or harassing calls to unknown numbers. This list can automatically be generated by maintaining the list of destinations the inmate has called and limiting it at 50 numbers.

An inmate allowed call list works in conjunction with the blocked call list; if a phone number has been set to "block all" then an inmate will under no circumstances be able to dial the phone number. Likewise, a phone number can be blocked for a specific inmate but allowed for others.

As an added disciplinary feature, inmate phone privileges can be either deactivated indefinitely or for a specific amount of time. During the time that an inmate's privileges have been removed they can still be allowed access to attorney and counseling calls. Once the period of restriction has passed the inmate will automatically have access to use the phone.

Below are other features of the I.D system:

- All calls can be monitored, and call activity viewed in real time via the inmate's I.D..
- All reports by I.D. are generated in real-time and accessible via any internet access.
- All calls are recorded, with the exception of privileged or private calls.
- Calls can also be listened to without disturbing live monitoring or recording.
- In the event of power failure all call details and recordings will be preserved through our real-time storage method and off-site back up data center and no calls are lost.
- Call detail records store all relevant call information and calls can be sorted in a myriad of ways, such as by date, I.D., inmate name, destination number, phone, duration, call disposition and phone location.
- All reports include detail in easy-to-understand terms, such as Busy, No Answer, Blocked, Invalid I.D., Completed, Answering Machine, expired time limit, Etc...

Call Detail Reporting

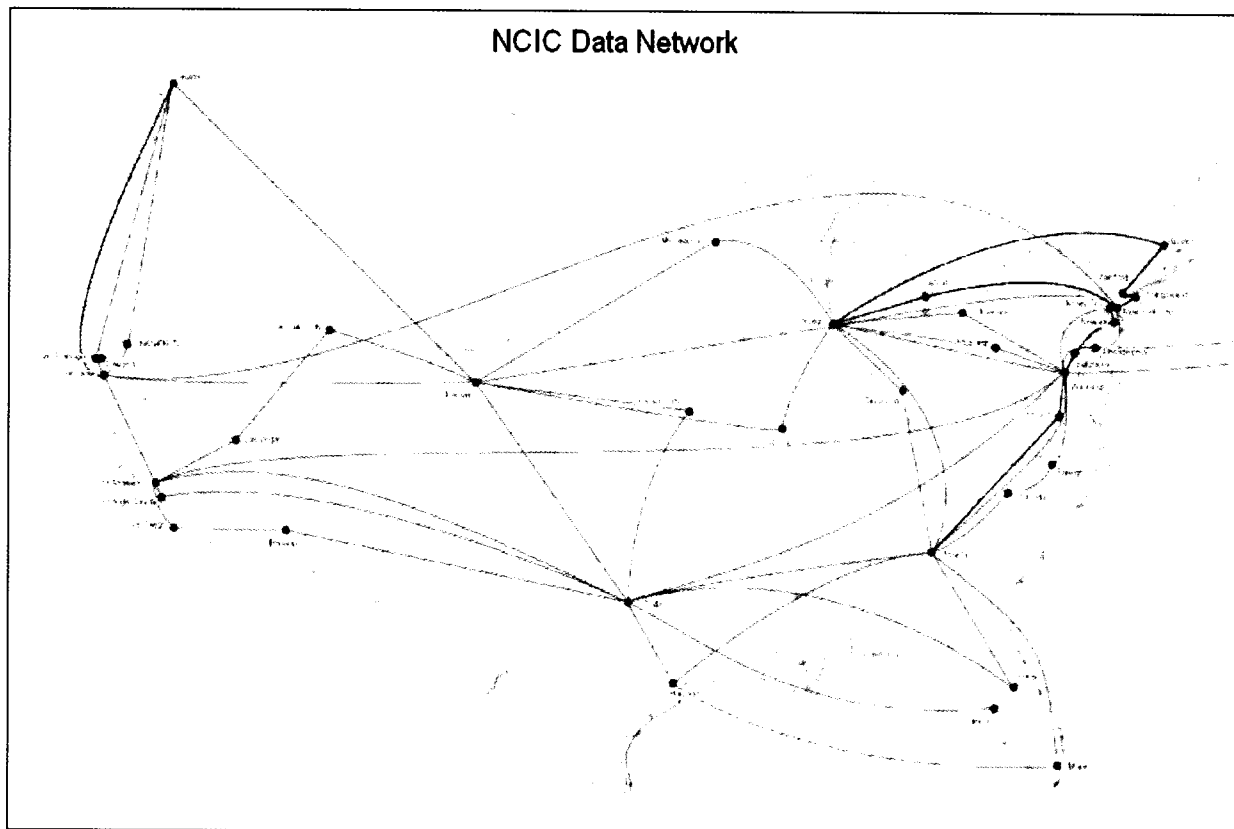
Call detail records are generated every time a phone is taken off the hook. All call detail records store the inmate's name, I.D., phone location (i.e. booking), group (housing unit), destination number, facility name, date and time of call, call duration, call termination status, three-way call attempts, alarms, cost and all reason codes for acceptance, rejection or incomplete calls.

Platform Redundancy

The Inmate Telephone Platform is based on a central call processing architecture that utilizes an Asterisk switching network. All call recording equipment and call processing servers are located in multiple secure data centers located in Longview, Texas and Dallas, Texas, where they are monitored and maintained 24 hours a day 7 days a week by our professional IT staff.

The system utilizes the newest technology providing the correctional industry with the most reliable Inmate calling system. Our technology, coupled with our service coverage, enables NCIC to provide an unmatched level of service

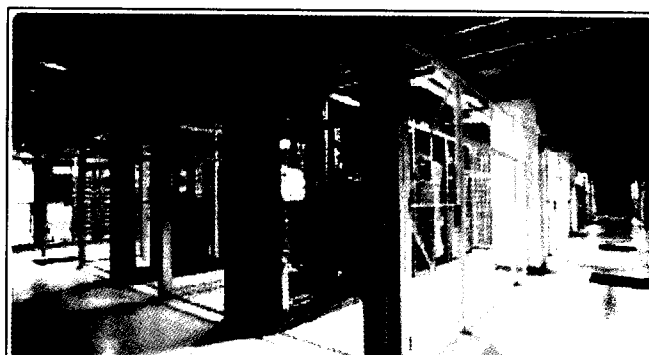
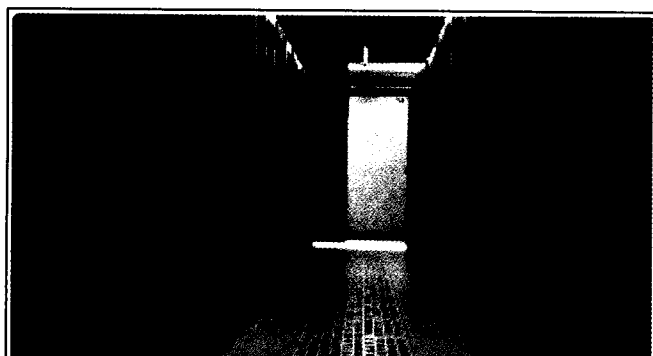
High Quality Voice Network



The System utilizes the Level 3 Network for Voice traffic to assure high quality voice connections and the AT&T and LightCore/CenturyTel Managed Data Networks for the most redundant internet bandwidth. Level3 and AT&T are the two largest network providers in North America, providing the most fault-proof networks and consistent quality. Using these carriers as the backbone of our Inmate Telephone Network provides our customers with the comfort of knowing your inmates will have less interruption of phone service.

Carrier Grade Onsite Equipment

Only minimal equipment installed at each correctional facility. All equipment installed is carrier-grade voice equipment, such as Adtran gateways. The equipment can be quickly replaced without the timely delays associated with troubleshooting traditional telecommunication products.



On-The-Fly Upgrades

NCIC understands system upgrades are essential so as to provide the most up to date features and functionality for your facility. NCIC provides the Facility with all upgrades to the platform free of charge for the life of the contract and contract extensions. This ensures the Facility has the latest and most advanced system available.

NCIC releases new updates occurring on a quarterly basis. These updates contain new features, improvements, system enhancements and hardware updates. Since the system runs on centrally located servers, there are no updates that need to be installed at the facility, thus allowing for seamless product upgrades and reduced site visits.

Three Way Call Detection

Inmate Call Engine's patent-protected Three-Way Call Detection system listens for silence detection and DTMF digits on a near-real time basis using various algorithms developed based on research on thousands of three-way call attempts. When the Inmate Call Engine determines a three-way or call forward has been attempted a warning messages is played to the callers and the call record is permanently marked as a three-way attempt (providing administrators an easy way to go back and listen to the call).

Alerts can be sent to jail administrators of all three-way call attempts and the recordings can immediately be emailed and stored in the users recording briefcase.

Call Recording

No call can be "accidentally" deleted as there is no delete option. All recordings are stored for the life of the contract and extensions and are always available online. With our User logging security and password protection all recordings will be flagged and time-stamped as to who listened to each recording.

Additionally, all call recordings are stored with Iron Mountain who stores the calls/recordings in several data bunkers located around the US. Iron Mountain offers an expert witness program that will testify to the security and integrity of the recordings for use in court. The Iron Mountain virtual file store guarantees that there will be no tampering, manipulation or deleting of call recordings.

Copying and downloading to a CD, flash-drive or even an email is a simple process with 3 clicks of the mouse. Recordings are automatically placed in a Zip file in order to conserve memory on the user's computer. Recordings can be downloaded one at a time or in bulk.

Call Monitoring

Inmate Call Engine provides unlimited call monitoring capabilities. Investigators can access calls, real time, from within Facilities or remotely via the Internet. Testing has shown that this platform can accommodate multiple investigators monitoring the same call simultaneously without being detected or interfering with call quality.

Attorney numbers

Call recording is turned off for privileged numbers (attorney numbers, etc.) and the system does not record or store any recording of the conversation. Monitoring of privileged conversations is completely blocked.

All attorney numbers are stored in our database. Call duration of any destination number can be set to allow any call length, thus additional call time can be easily added for certain attorneys. There is no limit on the number of attorney numbers that can be added to the system or the duration of the calls.

International Collect Calling:

NCIC's solution is one of the few platforms offering International Collect Calls to Mexico, Canada, United Kingdom, and Puerto Rico. Most companies prefer to force inmates to buy prepaid cards but that is not convenient for inmates that have no money or commissary funds.

Remote Diagnostics

The system is designed to conduct remote diagnostics. The system utilizes a self diagnosing and reporting Orion Network Performance Monitoring (NPM) system from Solarwinds. This network monitoring tool checks equipment status every 30 seconds and if unable to contact a particular server over a 5-minute period, it will e-mail and send text messages to the Network Operations Center. Additionally, if call parameters fall outside average call patterns the system automatically sends an alert to the system administrator.

Site Support

We provide the Facilities we serve a toll-free number for accessing our Customer Service department. The department is available 24/7 to provide support as needed, real time. All support calls are handled by live, well-trained, bilingual operators.

Financial Offer

Commission: 52%

There will be no deductions from gross revenue for uncollectible accounts or other administrative costs. Notwithstanding the above, gross revenues shall not include taxes charged by an appropriate governmental entity or funding fees outlined in the FCC inmate phone rate rulings. The monthly commission amount is therefore obtained by multiplying the commission percentage times each month's total charges.

Technology Grant: A grant in the amount of twenty-five thousand dollars (\$25,000) to be paid on behalf of the customer towards specific merchandise to enhance law enforcement and jail operations. NCIC will render payments as requested up to the aforementioned amount to the selected vendor for which valid invoices are received by NCIC. NCIC makes no representation or warranties on the merchandise purchased on behalf of the customer.

Calling Cards: NCIC will provide \$5,000.00 dollars of calling cards (face value) to be sold in commissary. Once the Bonus cards are exhausted the discount will be 52% discount on future purchases.

Kiosk: NCIC will provide two (2) kiosk. A Front lobby deposit kiosk and a Booking kiosk to be integrated with Lone Star commissary software for real-time funding directly deposited into inmate's accounts. Additionally, Debit Card Release will be implemented to eliminate writing checks, upon release.

Term: The initial term will be for four years (4) which will begin ninety days (90) after award date, to allow for installation of said equipment. Any renewal period will be with mutual written consent.

NCIC received PCI Compliance certification which is required by the Payment Card Industry for processing credit card transactions and holding card numbers stored in our secure billing servers. Currently, only one other inmate telephone provider is PCI Compliant, so many jails not using certified providers run the risk of having credit card information from local citizens compromised.

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Rates & Fees

Rates:

CALL TYPE	COLLECT		PRE-PAID COLLECT		PRE-PAID CARDS/DEBIT	
	Surcharge	Per min Rate	Surcharge	Per Minute Rate	Surcharge	1st Min/ Add Min
Local	\$0.00	\$0.31	\$0.00	\$0.31	\$0.00	\$0.25
INTRAlata (In State)	\$0.00	\$0.31	\$0.00	\$0.31	\$0.00	\$0.25
INTERlata (In State)	\$0.00	\$0.31	\$0.00	\$0.31	\$0.00	\$0.25
INTERstate (Out of State)	\$0.00	\$0.31	\$0.00	\$0.31	\$0.00	\$0.20

Fees:

Account Set-Up	Description	Amount
Live Customer Service Representative	Account Funding Fee using a live agent	\$5.95
Automated Account Setup	Sign-up over telephone or WEB	\$3.00

References

Reference #1	
Facility:	Gregg County
Address:	101 E. Methvin St. Suite 559
City/State:	Longview, Texas 75601
Phone Number:	903-236-8400
Contact:	Sheriff Maxey Cerliano
Email:	Maxey.Cerliano@co.gregg.tx.us
Inmate Phones:	111
Beds:	916 Beds

Reference #2	
Facility:	Mitchell County
Address:	333 Pine St
City/State:	Colorado City, Texas 79512
Phone Number:	325-728-5261
Contact:	Sheriff Patrick Toombs
Email:	mitcoso@wtxs.net
Inmate Phones:	15
Beds:	99 beds

Reference #3	
Facility:	Garza County
Address:	412 E 5 th St
City/State:	Post, Texas 79356
Phone Number:	806-990-9974
Contact:	Jail Admin. Mike Copeland
Email:	michael.copeland@co.garza.tx.us
Inmate Phones:	25
Beds:	96 beds

Reference #4	
Facility:	Erath County
Address:	1043 Glen Rose Rd
City/State:	Stephenville, TX 76401
Phone Number:	254-965-3338
Contact:	Chief Deputy Jason Upshaw
Email:	chiefdeputy@co.erath.tx.us
Inmate Phones:	36
Beds:	145 beds

Sample Reports & Screen Shots

Call History Report

Welcome, Bill! 10/10/2010 11:56:00 AM

Company: TCOO Facility: Branson PD

Export

Home Live Monitoring **Call History** Briefcase Destinations Inmates Alerts Configuration Users Onion

Selection Criteria

Quick Date: This Month Complete: Yes Phone Location: All Notes: **Clear**

Starting Date: 09/01/2013 00:00:00 Caller: All Disposition: All Region: All Profile: All

Ending Date: 09/09/2013 23:59:59 Destination: Selected Count: 0

Listen	Call Date	Flag	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration	Disposition	Alert	Notes
(E)	09/07/2013 08:25:43		Receives			412262202	Forsyth, MO	02:00	COMPL: Prepaid - Destination		
(E)	09/08/2013 16:32:43		Call: All			412262202	Forsyth, MO	02:46	COMPL: Prepaid - Destination		
(E)	09/08/2013 15:27:01		Receives			412262202	Forsyth, MO	01:27	COMPL: Prepaid - Destination		
(E)	09/07/2013 14:34:47		Receives			412262202	Forsyth, MO	04:06	COMPL: Prepaid - Destination		
(E)	09/06/2013 19:45:22		Receives			412262202	Forsyth, MO	00:26	COMPL: Prepaid - Destination		
(E)	09/02/2013 09:48:36		Call: All			412262202	Springfld, MO	02:55	COMPL: Prepaid - Destination		
(E)	09/02/2013 09:35:46		Call: All			412262202	Springfld, MO	02:32	COMPL: Prepaid - Destination		
(E)	09/01/2013 20:34:48		Call: All			412262202	Springfld, MO	07:52	COMPL: Prepaid - Destination		
(E)	09/01/2013 17:46:38		Call: All			412262202	Springfld, MO	05:30	COMPL: Prepaid - Destination		
(E)	09/01/2013 15:25:29		Call: All			412262202	Springfld, MO	08:29	COMPL: Prepaid - Destination		
(E)	09/01/2013 13:39:01		Receives			412262202	Forsyth, MO	01:30	COMPL: Prepaid - Destination		
(E)	09/01/2013 11:57:59		Call: All			412262202	Springfld, MO	02:17	COMPL: Prepaid - Destination		

- Allows the user to search for phone calls made by inmates
- Search using a specific date
- Search for inmate by pin number or last name
- Search to find calls to a particular destination number

Traffic Report

NCIC Traffic Report

Account(s): 123456

Report Date: 08/27/10 12:25:13pm


Date Range Selected: 08/01/2010 - 08/25/2010

Jurisdiction	Location	Attempts	Complete	Total Minutes	Charges	Oper. Sec.	Orig. Sec.	Gross Comm	Holdback	Net Payment
Local	County Sheriff's Office/Jail	228	32	236	\$126.80	526	23290	\$51.99	\$0.00	\$51.99
IntraLATA	County Sheriff's Office/Jail	2357	331	2395	\$1,311.58	5439	240903	\$537.75	\$0.00	\$537.75
IntraState	County Sheriff's Office/Jail	50	7	12	\$27.74	115	5095	\$11.37	\$0.00	\$11.37
Interstate	County Sheriff's Office/Jail	107	15	89	\$59.44	246	10917	\$24.37	\$0.00	\$24.37
International	County Sheriff's Office/Jail	0	0	0	\$0.00	0	0	\$0.00	\$0.00	\$0.00
TOTALS:		2742	385	2732	\$1,525.55	6326	280204	625.48	\$0.00	\$625.48

Total ANIs:	8
Active ANIs:	5
Active Rooms:	0

- Gives you total calls from each phone number at the facility.

Call Detail Report

Complete Calls Detail											
		Account(s):	998290								
		Report Date:	12/15/10 03:10:34pm								
Date Range Selected: 12/01/2010 - 12/01/2010											
CallDate	ANI	Location	Account	Destination	City/State	Gross	Duration	CallType	Jurisdiction	Net	Payment
December 1 2010 1:25:37 AM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	7	Auto Collect	Local	\$2.76	
December 1 2010 10:30:49 AM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	15	Auto Collect	Local	\$2.76	
December 1 2010 10:35:05 AM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$10.00	5	Auto Collect (Prepaid)	InterState	\$6.90	
December 1 2010 10:46:44 AM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	8	Auto Collect	Local	\$2.76	
December 1 2010 11:06:59 AM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$8.00	15	Auto Collect (Prepaid)	IntraState	\$5.52	
December 1 2010 1:10:49 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$10.00	7	Auto Collect	InterState	\$6.90	
December 1 2010 1:41:58 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$0.00	3	Intl Collect	Intl Collect	\$2.00	
December 1 2010 1:42:49 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	1	Auto Collect (Prepaid)	Local	\$2.76	
December 1 2010 2:49:24 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	1	Auto Collect (Prepaid)	Local	\$2.76	
December 1 2010 3:01:07 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	15	Auto Collect	Local	\$2.76	
December 1 2010 3:05:39 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$8.00	15	Auto Collect (Prepaid)	IntraState	\$5.52	
December 1 2010 3:35:10 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	4	Auto Collect (Prepaid)	Local	\$2.76	
December 1 2010 4:55:02 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$5.00	15	Auto Collect (Prepaid)	IntraLATA	\$3.45	
December 1 2010 5:48:50 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$5.00	15	Auto Collect (Prepaid)	IntraLATA	\$3.45	
December 1 2010 5:49:17 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$10.00	15	Auto Collect (Prepaid)	InterState	\$6.90	
December 1 2010 6:06:29 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	15	Auto Collect	Local	\$2.76	
December 1 2010 6:34:29 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	4	Auto Collect (Prepaid)	Local	\$2.76	
December 1 2010 6:44:46 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$5.00	7	Auto Collect (Prepaid)	IntraLATA	\$3.45	
December 1 2010 8:18:34 PM	XXXXXXXXXX		998290	XXXXXXXXXX	LONGVIEW, TX	\$4.00	15	Auto Collect	Local	\$2.76	

SUMMARY:				
JURISDICTION	CALLS	GROSS	CALL LENGTH	NET PAYMENT
Local	10	40	85	27.6
IntraLATA	3	15	37	10.35
IntraState	2	16	30	11.04
InterState	3	30	27	20.7
International	0	0	0	0
Canada	0	0	0	0
Air Transfer	0	0	0	0
Intl Collect	1	0	3	2
Credit Card Collect	0	0	0	0
Collect Message	0	0	0	0
TOTALS:	19	101	182	71.69

- Gives you a breakdown of each call placed from the facility. It includes call date, origination number, destination number, gross charges and call type. A summary is displayed at the bottom based on jurisdiction

Briefcase

Listen	Call Date	Location	Caller Name	Caller PBI	Destination Number	Dest City/State	Duration	Disposition	Notes
Delete Listen	03/23/2011 13:32:20	H-1	Lerma, Jose	81	956	Mcallen, TX	07:07	COMP:Prepaid - Caller	Notes
Delete Listen	03/22/2011 21:22:13	H-1	Lerma, Jose	81	800	Inspector General	00:07	COMP:Free	Notes
Delete Listen	03/22/2011 19:33:31	H-1	Lerma, Jose	81	956	Pharr, TX	03:42	COMP:Prepaid - Caller	Notes
Delete Listen	03/22/2011 14:01:08	H-1	Lerma, Jose	81	800	Inspector General	00:00	COMP:Collect	Notes
Delete Listen	03/21/2011 19:41:23	H-1	Lerma, Jose	81	956	Mcallen, TX	05:05	COMP:Prepaid - Caller	Notes
Delete Listen	03/21/2011 18:51:14	H-1	Lerma, Jose	81	956	Pharr, TX	03:39	COMP:Prepaid - Caller	Notes
Delete Listen	03/20/2011 16:46:42	H-1	Lerma, Jose	81	956	Pharr, TX	15:00	COMP:Prepaid - Destination	Notes
Delete Listen	03/20/2011 15:23:21	H-1	Lerma, Jose	81	956	Pharr, TX	08:00	COMP:Prepaid - Caller	Notes
Delete Listen	03/20/2011 11:49:03	H-1	Lerma, Jose	81	800	Inspector General	00:03	COMP:Free	Notes

- Briefcase is where calls go when you select them for downloading. The calls are copied from the call history tab, named and put into the user's briefcase for downloading.
- Calls in the Briefcase can be shared with other users if needed.

Destination Numbers

Command	Number	City/State	Allowed	Record	Collect	Max Call Length	Notes
	33		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Edit Add	336965	Greensboro, NC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	336965	Greensboro, NC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	336965	Greensboro, NC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	336965	Greensboro, NC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	336968		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	336971	Winstn Sal, NC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0 Excessive Attempts 03/29/2010 15:37:16
Edit Add	336988	Greensboro, NC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	336988	Greensboro, NC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	336989	High Point, NC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337232	Lafayette, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337232	Lafayette, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		0
Edit Add	337232	Lafayette, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		0
Edit Add	337233	Lafayette, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337237	Lafayette, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337298	Lafayette, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337369	New Iberia, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		0
Edit Add	337372	Merryville, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337377	LK Charles, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337377	LK Charles, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0
Edit Add	337387	Welsh, LA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		0

- Every number that is dialed from the facility is added to the destination tab.

Inmates


Company: American Phone Systems Facility: Coastal Bend Detention Center

Home Live Monitoring Call History Briefcase Destinations **Inmates** Alerts Configuration Users [Export](#)

Command	Last Name	First Name	Pin	Age	Checked	Active
Edit Add	Abonza-galarza	Feliciano		20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Abrego	Daniel		26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Adair	Sherick		21	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Adair	Terence		22	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Adame	George		29	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Aguilar-cervantes	Alejandro		35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Aguilar-garcia	Javier		35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Aguilar-marquez	Roberto		25	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Aguilar-zuniga	Jose		37	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Aguirre	Benito Jr		29	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Ahumada-reyes	Juan		27	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alanis-garza	Daniel		22	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alaniz	Lee		26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alfaro-centeno	Gerson		36	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Almaraz	Antonio		23	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alonzo	Antonio		34	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alonzo-tovar	Humberto		49	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alvarado	Alberto		35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alvarado	Ann		28	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alvarado	Francisco		39	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alvarado	Jennifer		22	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Alvarado	Jose Alberto		29	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- **Inmates Tab – Is where the user controls the inmate’s usage of the phone and also populate this tab with the inmate’s information (name, pin numbers, age, male or female). The user can also check an inmate prepaid balance.**

Inmate Detail



Company: American Phone Systems
 Facility: Coastal Bend Detention Center

Feedback

Home
Live Monitoring
Call History
Briefcase
Destinations
Inmates
Alerts
Configuration
Users
Export

Command	Last Name	First Name	Pin	Age	Active	Checked
Edit Inmate				20	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				21	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				22	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				29	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				25	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				37	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				29	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				27	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				22	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				26	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				36	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				23	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				34	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				49	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Avarado	Aberto		35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Avarado	Ann		28	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Avarado	Francisco		39	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Avarado	Jennifer		22	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Add	Avarado	Jose Aberto		29	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- **Inmate Information:** Allows user to see the inmate's information as well as see/change the inmate's pin numbers.

Alerts

Welcome, Michael | [Documentation](#) | [Feedback](#) | [Support](#) | [Preferences](#) | [Log out](#)

Facility:

Home | Live Monitoring | Call History | Briefcase | Destinations | Inmates | **Alerts** | Configuration | Users

Command	Name	User Name	Case No	Active	Private	Phone Location	Inmate Name	Destination	Notes
Edit Add Delete	956		45772	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	All	All	956	Possible smuggling in of drugs for bartering purposes.

Edit Alert

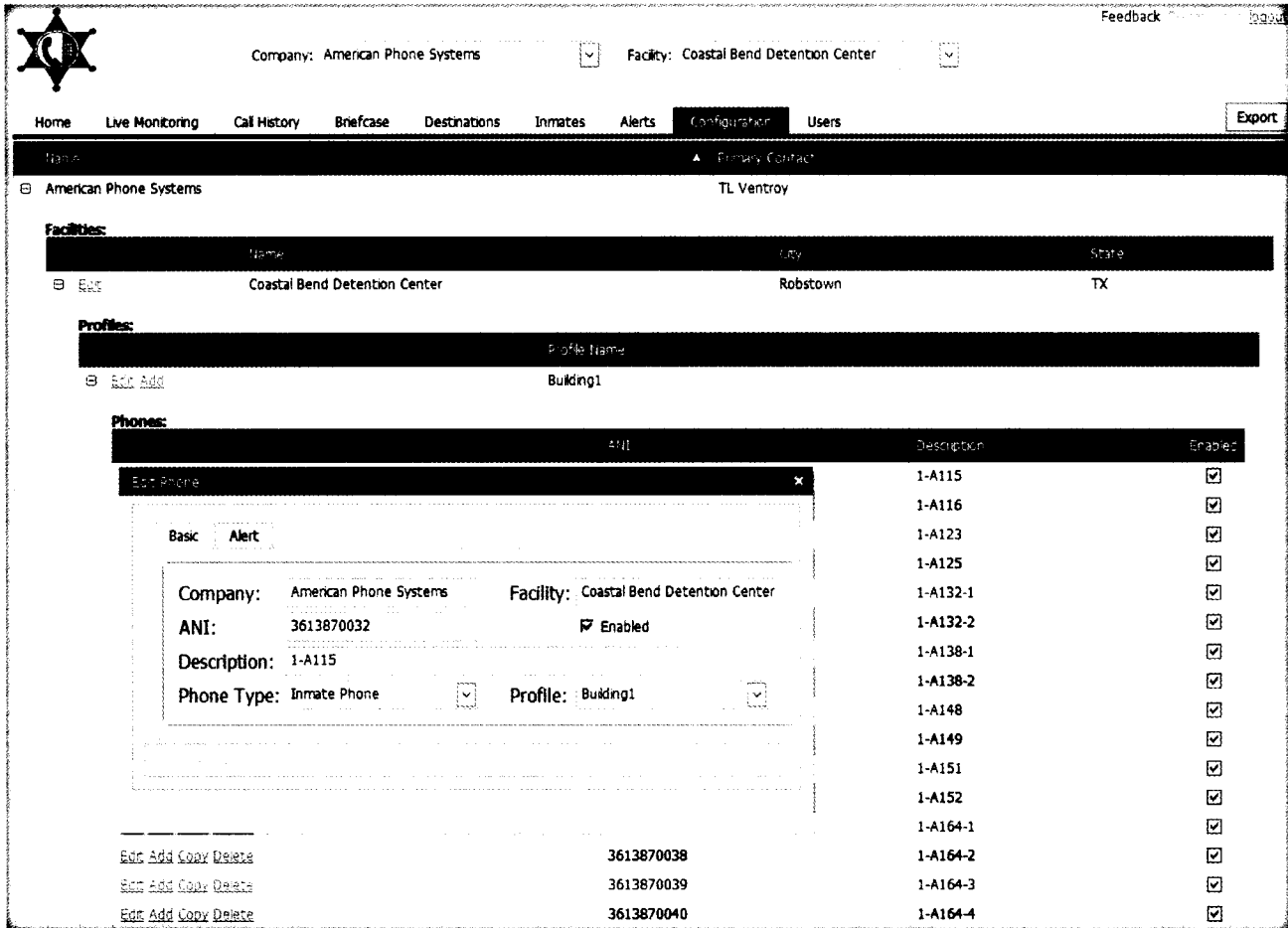
Basic

956 Name: Active:

<p>General</p> <p>Case No: <input type="text" value="45772"/></p> <p>Private: <input checked="" type="checkbox"/></p> <p>EnterDate: <input type="text" value="4/28/2011"/></p> <p>Notes: <input type="text" value="Possible smuggling in of drugs for bartering purposes."/></p> <p>Trigger Data</p> <p>Phone Loc: <input type="text" value="All"/> <input type="button" value="v"/></p> <p>Inmate Name: <input type="text" value="All"/> <input type="button" value="v"/></p> <p>Destination: <input type="text" value="956"/> <input type="button" value="v"/></p>	<p>Notifications</p> <p><input checked="" type="checkbox"/> Email: <input type="text" value="sargeant4522@testemail.com"/></p> <p><input checked="" type="checkbox"/> Text#: <input type="text" value="8885551212"/></p> <p>Carrier: <input type="text" value="T-Mobile"/> <input type="button" value="v"/></p> <p>Dial: <input type="text" value="on call acceptance"/> <input type="button" value="v"/></p> <p>Alert Phone (10 digit): <input type="text" value="8885551212"/></p> <p>Approval Required? <input type="checkbox"/></p> <p>Code: <input type="text" value="653"/></p> <p>Add Calls to Briefcase Folder: <input type="text" value="45772"/> <input type="button" value="v"/></p>
--	--

- **Alerts Tab:** Allows the user to set up an alert to a particular phone number or for a particular inmate. The user can receive an alert by email, text to cell phone, a phone call or the user can select all 3 options.

Configuration/Phones



Company: American Phone Systems Facility: Coastal Bend Detention Center

Home Live Monitoring Call History Briefcase Destinations Inmates Alerts Configuration Users Export

Name: American Phone Systems TL Ventroy

Facilities:

Name	City	State
Coastal Bend Detention Center	Robstown	TX

Profiles:

Profile Name
Building1

Phones:

ANI	Description	Enabled
1-A115	1-A115	<input checked="" type="checkbox"/>
1-A116	1-A116	<input checked="" type="checkbox"/>
1-A123	1-A123	<input checked="" type="checkbox"/>
1-A125	1-A125	<input checked="" type="checkbox"/>
1-A132-1	1-A132-1	<input checked="" type="checkbox"/>
1-A132-2	1-A132-2	<input checked="" type="checkbox"/>
1-A138-1	1-A138-1	<input checked="" type="checkbox"/>
1-A138-2	1-A138-2	<input checked="" type="checkbox"/>
1-A148	1-A148	<input checked="" type="checkbox"/>
1-A149	1-A149	<input checked="" type="checkbox"/>
1-A151	1-A151	<input checked="" type="checkbox"/>
1-A152	1-A152	<input checked="" type="checkbox"/>
1-A164-1	1-A164-1	<input checked="" type="checkbox"/>
1-A164-2	1-A164-2	<input checked="" type="checkbox"/>
1-A164-3	1-A164-3	<input checked="" type="checkbox"/>
1-A164-4	1-A164-4	<input checked="" type="checkbox"/>

Edit Phone Modal:

Basic Alert

Company: American Phone Systems Facility: Coastal Bend Detention Center

ANI: 3613870032 Enabled

Description: 1-A115

Phone Type: Inmate Phone Profile: Building1

Edit Add Copy Delete 3613870038

Edit Add Copy Delete 3613870039

Edit Add Copy Delete 3613870040

- **Configuration Tab:** Identifies the phone number assigned to the port of the equipment installed at the facility. It also provides the user with the description and location of the phone that is being used. The user can disable a particular phone by unchecking enable and clicking update.

Configuration/Phones

Welcome, Michael | [Documentation](#) | [Feedback](#) | [Support](#) | [Preferences](#) | [Log out](#)

Facility: **Detention Center**

[Home](#) | [Live Monitoring](#) | [Call History](#) | [Briefcase](#) | [Destinations](#) | [Inmates](#) | [Alerts](#) | **Configuration** | [Users](#)

Command	Name	Primary Contact	Phone	City	State
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/>	Facilities:				
	Name			City	State
<input type="button" value="Edit"/> <input type="button" value="Copy"/>	Detention Center				
Profiles:					
	Profile Name				
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/>	Building1				
Phones:					
	ATI	Description	Enabled		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	B-5-1	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	B-5-2	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-5-1	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-5-2	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	B-4	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	B-3	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	B-2	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	B-1	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-4	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-3	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-2	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-1	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-DORM-1	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-DORM-2	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-DORM-3	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-DORM-4	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-DORM-5	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	A-DORM-6	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	Phone #0019	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	Phone #0020	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	Phone #0021	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	Phone #0022	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	Phone #0023	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	Phone #0024	<input checked="" type="checkbox"/>		
<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Copy"/> <input type="button" value="Delete"/>	361	D-5-1	<input checked="" type="checkbox"/>		

Page 1 of 2 (49 items) < **11** >

- **Configuration Tab:** Allows phones to be set up with a profile to help separate booking phones, inmate dorm phones and inmate visitation phones. These phones generally have different call options.

Interfaced Systems

As your incumbent, the below features and functions are in place with Commissary and JMS providers to the benefit of your staff, families, and inmates. By continuing to do business this will ensure the below functions will continue to be available with no disruptions.

- NCIC and Lone Star systems are interfaced together to provide a streamline sharing of information that eliminates the otherwise manual data entry for setting up commissary accounts.
- NCIC and Lone Star are interfaced to provide Phone Base Ordering which eliminates manual Data Entry and distributing paper bubble sheets.
- NCIC and Lone Star will implement Phone-Time (Debit) calling to replace calling cards which will provide the inmates more opportunity to purchase talk time any day anytime when phones are active and available.
- NCIC and Net Data, JMS/RMS interfaced to provide a single point for Data Entry to make the booking information is shared with NCIC and Lone Star.
- Jail standards, providing two (2) free calls in booking eliminates manual logging of the call, prevents losing valuable recorded intelligence and exceeds the four-hour window required to make a call.

Rates & Fees

Rates:

CALL TYPE	COLLECT		PRE-PAID COLLECT		PRE-PAID CARDS/DEBIT	
	Surcharge	Per min Rate	Surcharge	Per Minute Rate	Surcharge	1st Min/ Add Min
Local	\$0.00	.31	\$0.00	.31	\$0.00	.25
INTRAlata (In State)	\$0.00	.31	\$0.00	.31	\$0.00	.25
INTERlata (In State)	\$0.00	.31	\$0.00	.31	\$0.00	.25
INTERstate (Out of State)	\$0.00	.31	\$0.00	.31	\$0.00	.20

Fees:

Account Set-Up	Description	Amount
Live Customer Service Representative	Account Funding Fee using a live agent	\$5.95
Automated Account Setup	Sign-up over telephone or WEB	\$3.00



Inmate Telephone Service Agreement

CONTRACT BETWEEN THE COUNTY OF BROWN AND NCIC INMATE TELEPHONE SERVICES.

This NCIC Inmate Telephone Services Customer Agreement (the "Agreement") is made this ____ day of November, 2016, by and between NCIC Inmate Telephone Services, (NCIC), a Texas corporation, having its principal place of business at 607 E Whaley St., Longview, Texas 75601, and the CUSTOMER having its principal place of business at:

Address: 1050 W. Commerce St.

City, State & Zip code: Brownwood Texas, 76801

Phone Number: 325-641-2202

Email address: bcsojailadmin@browncountytexas.org

WITNESSETH

Whereas, the Facility is responsible for the inmates and for the operation of, and supervisory and protective care, custody and control of, all buildings, grounds, property and matters connected with the Facility. Whereas, the Provider is a qualified and willing participant with the Facility to provide inmate telephone communication services; In consideration of the mutual benefits to be derived hereby, the Facility and the Provider do hereby agree as follows:

I. TERM:

(A). Agreement Term and Renewal

The initial term of this agreement will begin ninety days after award and continue for forty-eight (48) months thereafter. Unless terminated this agreement can renew under same terms and conditions with written mutual consent after the initial term. In the event this agreement is signed by the parties on different dates, the latter date shall control.

II. SCOPE OF SERVICE

(A). Services to be provided

The Provider shall provide at no cost a fully operational, local and long distance, secure and reliable Inmate Telephone System (ITS). The ITS system shall be inclusive of all



equipment, installation, infrastructure and network, training, operation, and ongoing repairs and maintenance of the entire system and its components which, at a minimum, shall meet the Facility's requirements and be in compliance with any industry standards.

(B). **Payment to customer**

The company will forward monthly payment to CUSTOMER on or about the 30th day after the end of the previous month. Such payment (s) shall be fifty-two percent (52%) of gross revenue originating from the facility not to include federal, state and local taxes and any other cost recovery mechanism (s).

(C). **The Provider shall additionally provide the following:**

1. **Technology Grant:** A grant in the amount of **twenty-five thousand dollars (\$25,000)** to be paid on behalf of the Sheriff's office towards specific merchandise to enhance law enforcement and jail operations. NCIC will render payments as requested up to the aforementioned amount to the selected vendor for which valid invoices are received by NCIC. NCIC makes no representation or warranties on the merchandise purchased on behalf of the customer.
2. **Calling Cards:** NCIC will provide **\$5,000.00** dollars of calling cards (face value) to be sold in commissary. Once the Bonus cards are exhausted the discount will be 52% discount on future purchases.
3. **Kiosk:** NCIC will provide two (2) kiosk. A Front lobby deposit kiosk and a Booking kiosk to be integrated with Lone Star commissary software for real-time funding directly deposited into inmate's accounts. Additionally, Debit Card Release will be implemented to eliminate writing checks, upon release.

(D). **Rules and Regulations**

1. The Provider shall adhere to any and all municipal, state or federal requirements for ITS installation, certification, training or registration during the life of the agreement.
2. The Provider shall be responsible for compliance with all FCC regulatory requirements imposed by local, state and federal regulatory agencies for all ITS and related services provided throughout the duration of the agreement. Provider reserves the right to decrease commission payments in the event of decreased rates and fees by any local, state or federal agency that adversely effects profitability.
3. The Provider shall be responsible for making all ITS modifications necessary to allow inmates to place calls in compliance with any industry dialing requirement change(s) at no cost to the Facility.
4. The Provider shall be responsible for complying with and updating the ITS for any regulatory changes and requirements during the life of the Contract. These regulatory changes include federal, state or local municipal modifications. These changes shall be made within a time frame agreed to by the Facility's Local Contract Coordinator – Operations and at no cost to the Facility.



(E). **Installation**

All required materials, equipment, hardware, software and station cabling (where re-use is unavailable or new locations are required) for installation and maintenance of the ITS shall be provided by the Provider. Wherever possible, the Provider shall re-use existing station cabling installed at each Facility for the telephone instruments. In cases where existing station cabling cannot be used, the Provider shall install new station cabling at no cost to the Facility. Any new cabling shall include wall plate, cross connection, patch cords, etc. as required by the Facility. The Provider shall comply with all applicable electrical codes. The Provider shall comply with the Facility's *security guidelines* on institutional and facility security policies. Prior to beginning work at an institution, the Provider shall contact the institution to obtain a copy of any specific additional institutional or facility rules. The Provider shall provide all coordination required with local bandwidth provider and other carriers during installation and for the duration of the Contract. The Provider shall provide and install required surge protection for the ITS and its components.

(F). **Inmate Telephone System Functionality (General)**

The Provider shall provide an Inmate Telephone Service (ITS) with a technology system fully supported by an infrastructure which has the capability to provide specified services such as secure and real-time monitoring of telephone calls meeting the Facility's system security requirements. The inmate telephone system shall contain security features, which prevent unauthorized individuals from accessing any information held by the provider. Secure access to the system and the database shall be maintained at all times. The Provider will provide complete support of all systems and software necessary to ensure provision of services at all times for the duration of the resulting agreement. The system shall allow for the Facility to program times when the system will be operational, i.e., available or unavailable for inmate calls. The system shall contain an automated announcement function capable of processing calls on a selective bi-lingual basis: English and Spanish. During the call set-up process, the system shall provide a pre-recorded announcement identifying that the collect/prepaid call is coming from a jail, and containing a toll-free number for the consumer's use. This announcement shall be heard by the answering party. The announcement shall also include the statement: "All telephone calls are subject to be monitored and recorded" The system shall have the capability to be deactivated (shut down), by Facility or Provider staff, quickly and selectively, at an individual facility, partial facility (single cell) or on a global basis and to restrict all access. The system shall be capable of deactivating the PIN feature by individual inmate telephone, groups of telephones and/or entire institutions, at the Facility's option. Regardless of this deactivation, the system shall restrict inmate calls to prepaid collect, standard collect and debit calls.

(G). **Telephone Service Equipment**

Throughout the term of the agreement, the Provider shall own all systems and equipment, telephone stations and shall conduct all maintenance, repairs, upgrades and replacement to systems and equipment at no cost to the Facility.



(H). **Equipment Service & Maintenance**

The Provider shall provide equipment to support service delivery as specified herein at all designated facilities that are fully functional in regards to all labor, materials, service hardware and/or software. The Provider shall further warrant that any equipment installed for the Facility shall be free of defects, irregularities, code violations and shall operate as designed and proposed or negotiated. Should the equipment not operate as designed and proposed or negotiated, or violate any local, state or federal code, rule or ordinance, the Provider shall correct the defect or irregularity or bring the service to within code, rule or ordinance at no cost to the Facility including payment for any fines or penalties associated therewith. Thus, the Provider is required to meet all response times as required by the facility to return the system to normal operating status. In the event of extraordinary obstacles to service for which the Provider exceeds the time-to-service requirement, notification and a detailed plan of service shall be provided to the facility.

III. **TERMINATION**

(A). Termination

If a breach of this agreement occurs by the Provider, the Facility may, by written notice to the Provider, terminate this Contract upon thirty (30) day notice. Notice shall be delivered by certified mail (return receipt requested), by other method of delivery whereby an original signature is obtained, or in-person with proof of delivery.

(B). Indemnification

The Provider shall be liable, and agrees to be liable for, and shall indemnify, defend, and hold the Facility, its employees, agents, officers, heirs, and assignees harmless from any and all claims, suits, judgments, or damages including court costs and attorney's fees arising out of intentional acts, negligence, or omissions by the Provider, or its employees or agents, in the course of the operations of this Contract.

(C). Provider's Insurance

The Provider agrees to provide adequate insurance coverage on a comprehensive basis and to hold such insurance at all times during the existence of this agreement.

(D). Assignment

The Provider shall not assign its responsibilities or interests under this agreement to another party without prior written approval of the customer.

(E). Force Majeure

Neither party shall be liable for loss or damage suffered as a result of any delay or failure in performance under this Contract or interruption of performance resulting directly or indirectly from acts of God, fire, explosions, earthquakes, floods, water, wind, lightning, civil or military authority, acts of public enemy, war, riots, civil disturbances, insurrections, strikes, or labor disputes.



(F). Severability

The invalidity or unenforceability of any particular provision of this Contract shall not affect the other provisions hereof and this Contract shall be construed in all respects as if such invalid or unenforceable provision was omitted, so long as the material purposes of this Contract can still be determined and effectuated.

(G). Governing Law

This agreement is executed and entered into in the State of Texas, and shall be construed performed and enforced in all respects in accordance with the laws, rules and regulations of the State of Texas.

(H). No Third Party Beneficiaries

Except as otherwise expressly provided herein, neither this agreement, nor any amendment, addendum or exhibit attached hereto, nor term, provision or clause contained therein, shall be construed as being for the benefit of, or providing a benefit to, any party not a signatory hereto.

(I). Exclusivity

During the term of this agreement, CUSTOMER agrees to grant Provider exclusive rights to install and maintain an Inmate Telecommunications System for all jail facilities owned and future jail facilities operated or governed by CUSTOMER.

CUSTOMER

PROVIDER

Signature

Signature

Print Name

Print Name

Title

Title

Date

Date