



BROWN COUNTY JAIL
PROPOSAL
Inmate Telephone System

October 24, 2016

Respectfully Submitted by:



Glenn Hamlett – Sales Director
6836 San Fernando Drive
Fort Worth, Texas 76131
Phone: 817-657-0753
E-Mail: ghamlett@latticeinc.com

November 4, 2016
(Exhibit # 3)

BROWN COUNTY JAIL

Inmate Telephone System Proposal

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Becky Caffey

From: Glenn Hamlett <ghamlett@latticeinc.com>
Sent: Friday, November 4, 2016 3:06 PM
To: Becky Caffey
Subject: Re: phone proposal

Captain Caffey,

Thank you for your question. Lattice, Inc. proposes to provide, install, and service the following hardware platforms at no cost to Brown County as part of our overall Inmate Phone System contract:

Lobby Kiosk for cash, credit/debit deposits from friends and family to both phone and commissary trust accounts.

Booking Kiosk for cash and coin, and credit/debit deposits to inmate accounts by inmate upon booking

Debit Release Card platform for issuing funds to inmates upon release from custody.

Thank you for your continued interest in our proposal. Please let me know if I can answer any other questions for your review and selection.

Have a great weekend!

Sincerely,
Glenn Hamlett

From: Becky Caffey <becky.caffey@browncountytexas.org>
Sent: Wednesday, November 2, 2016 11:11:29 AM
To: Glenn Hamlett
Subject: phone proposal

Mr. Hamlett,

I was checking to see what it would cost to add kiosks. I would like to see about adding two kiosks one in the lobby and one in Booking.

Thanks Becky

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Glenn Hamlett – Sales Director
6836 San Fernando Drive
Fort Worth, Texas 76131
Ph: 817-657-0753 | ghamlett@latticeinc.com

October 24, 2016

Captain Becky Caffey, Jail Administrator
Brown County Jail
1050 West Commerce
Brownwood, Texas 76801

RE: Proposal – Inmate Telephone System

Dear Captain Caffey:

It was very nice to meet with you and Lieutenant Karnes last week. I appreciate the time you spent discussing what is most important to you regarding your Inmate Telephone System. We heard you and have customized our proposal based on the following 4 points of differentiation from your current service provider:

- 1) Commission revenue to assist in cost recovery for the County's general fund and jail operations
- 2) Increased reliability of Internet Service and reduction and elimination of dropped calls
- 3) 24/7 Customer service support for inmates, friends and family of offenders, and Brown County Sheriff's Office administration and staff
- 4) Robust investigative tools and availability of quality recording features for all calls across phone and visitation platforms

Following are highlights of our proposed offering:

Nexus Inmate Telephone System (ITS) – 5-Year Contract

- 60% Commission – increase of 21.5% over your current commission rate
- Initial stock of \$12,000.00 of \$10.00 and \$20.00 denomination Phone Cards at no cost to Brown County
- Details are outlined in the “Nexus Inmate Phone Commissions, Calling Rates, and Fees” section
- System features are noted in the “Lattice Products and Services for Brown County Jail” section

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Superior Customer Service and Technical Support

- Dedicated representative (myself) to work with you on proposal offering, contract finalization, installation schedule, and staff training on system usage
- In-house technical support team that monitors your Nexus ITS 24/7 to ensure continuous system uptime and to prevent system problems
- Dedicated broadband facility between the Jail and Lattice to provide high-quality call connection and to minimize dropped calls and Internet outages
- In-house Call Center to handle requests from inmates and their families/friends. This includes our InTouch™ Inmate Hotline, where inmates can dial *511 from any inmate phone to connect with a live representative at our Call Center to troubleshoot phone-related issues. The Hotline will completely remove this inmate customer service burden from Brown County Jail staff.
- Additional details are noted in the "Lattice Products and Services for Brown County Jail" section

Our primary goal is to provide the products and services that will deliver superior results to your facility, as follows:

- Provide outstanding service and support to Brown County Jail
- Deliver greater efficiencies to the Brown County facility by reducing the administrative burden on facility staff, with user-friendly Inmate Phone software
- Deliver significant commission-based revenue to help the Brown County Jail recover costs associated with managing its inmate communications program
- Enable Brown County's inmates to maintain a strong bond with their family and friends, which can help improve inmate morale during incarceration and reduce recidivism upon release

Our dedication to customer service, in-house technology development and support, and system reliability represent our commitment to all of our customers. It is what truly sets Lattice apart from our competition.

After reviewing the proposal, please do not hesitate to contact me with any questions you have. I look forward to reviewing it with you. Thank you again for your time and consideration. We appreciate the opportunity to work with you!

Sincerely,


Glenn Hamlett – Sales Director
Lattice Incorporated

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NEXUS INMATE PHONE COMMISSION, CALLING RATES, AND FEES

Lattice's Position On the FCC Order

Lattice's position on the recent FCC Order is that we want to achieve a fair balance, as follows:

- We will continue to share our profits with our customers in the form of fair commissions. We understand the importance of these commissions and their role in helping our customers recover costs associated with managing their inmate communications programs.
- We will offer fair calling rates to inmates and their families and friends
- We will charge a limited number of reasonable transaction fees, to cover the costs of depositing funds into inmates' accounts

Commission Structure and Additional Benefits

- **Commission:** 60% on Gross Revenue, for all call types
- **Phone Cards:** 60% commission
- Commissions will be paid on all call types, including Interstate calls
- **Bonus Phone Cards:** We will provide \$12,000.00 in bonus Phone Cards at no cost to Brown County
- We will interface with Brown County's JMS Vendor and Commissary Vendor, at no cost to Brown County

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Calling Rates, Commission, and Fees

Lattice is recommending that the Brown County Jail uses calling rates adopted by the FCC. It has been our experience that more affordable rates result in higher commissions because inmates' families and friends are more likely to purchase more talk time knowing they are not being gouged by high rates and fees. Additionally, we only charge several fees, and we follow the FCC caps on fees for account deposits.

The following chart lists our proposed Calling Rates, along with Commission and Fees:

Lattice Incorporated Brown County Jail Calling Rates, Commission, Fees		
COLLECT CALLS		
Call Category	Per Minute Rate	Commission Percent Offered
Local	\$ 0.31	60%
IntraLATA	\$ 0.31	60%
InterLATA	\$ 0.31	60%
InterState	\$ 0.31	60%
PREPAID COLLECT CALLS		
Call Category	Per Minute Rate	Commission Percent Offered
Local	\$ 0.31	60%
IntraLATA	\$ 0.31	60%
InterLATA	\$ 0.31	60%
InterState	\$ 0.31	60%
InterNational	\$ 0.75	60%
PHONE CARD CALLS		
Call Category	Per Minute Rate	Commission Percent Offered
Local	\$ 0.31	60%
IntraLATA	\$ 0.31	60%
InterLATA	\$ 0.31	60%
InterState	\$ 0.31	60%
InterNational	\$ 0.75	60%
ACCOUNT DEPOSIT FEES		
Via Website, IVR, Kiosk	\$ 3.00	
Via Live Operator	\$ 5.95	
No Other Fees Charged		

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PIN Debit Option

While we recognize that you currently use Phone Cards, we wanted to briefly describe for you another option that could potentially increase commissionable revenue at your facility.

We offer a PIN Debit product that can be used to replace Phone Cards. Many of our customers have transitioned to PIN Debit and have seen substantial increases in revenue. Additionally, a PIN Debit program significantly reduces the administrative burden on your staff.

Key PIN Debit Points:

- Typically, we see an average increase of 20% in revenue when using PIN Debit and multiple account funding options
- PIN Debit setup requires very little involvement from Brown County facility staff
- We can also provide a Secure PIN option to prevent fraudulent calls due to stolen PIN's, known as PIN 2. The inmate must enter his/her PIN and then his/her PIN 2 as an added security measure.

PIN Debit Funding Options:

We provide multiple ways to fund PIN Debit accounts, by both Inmates and their Family and Friends:

- Secure Website – www.ourphoneaccount.com
- Quality Customer Care Call Center – 1-888-843-1972
- Lobby Kiosk at your facility (optional)
- Commissary – we are currently providing interfaces with Commissary vendors (including Tiger) at multiple facilities
- Money order / cashier's check

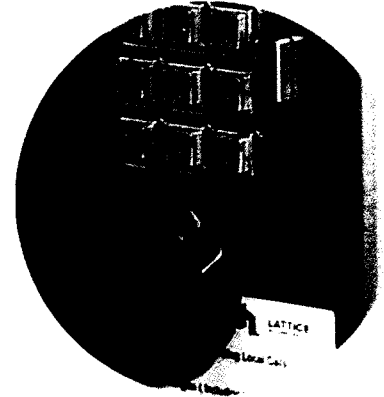
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LATTICE PRODUCTS AND SERVICES FOR BROWN COUNTY JAIL

Nexus Inmate Telephone System

Lattice's Nexus ITS is an in-house system that is engineered, designed, and supported by Lattice's engineering and technical support teams. It is a self-contained call-processing unit that is user-friendly and feature-rich. All components for placing calls, monitoring calls, and data collection are contained within a single unit. The Nexus ITS package consists of call control configuration, database management, system security, and additional processes for monitoring and reporting.



The basic network design includes Lattice inmate call processing technology at the Brown County facility. The Lattice platform will be installed in a Virtual Private Network (VPN) configuration utilizing Broadband facility to connect between the Lattice platform and the Lattice Network Operations Center. This secure VPN connection will be utilized for accessing the site's database, network monitoring, network management and trouble resolution. We will monitor the Brown County system 24/7 to ensure continuous system uptime and to diagnose and troubleshoot any problems that may arise.

There are many benefits to the Brown County facility in utilizing a fully-integrated network design for administrative control and ease of investigative reporting. A centralized database server provides instantaneous access to call detail reports and many other customized, user-accessible features. Investigators will have the capability (given proper authorization and password assignment) to monitor system activity, run reports, and control lines within or outside of the facility.

Lattice will provide a complete Nexus system that features all-new equipment, utilizing a VoIP connection. The system includes the following:

- **Web-Based Nexus User Interface with Reporting capabilities**
- **Web-Based Investigator Interface:** Allows facility personnel to save call recordings and various documentation into digital "case" folders for Investigators to access during investigations
- **VMX™ Voice Mail Exchange Option:** Inmates can receive messages from friends and family and for the facility to use for administrative purposes
- **InTouch™ Inmate Hotline:** Inmates can dial *511 from any inmate phone and reach a live customer service representative at our Quality Customer Care Call Center to assist inmates with issues regarding placing a call or a phone in need of repair. The Hotline will provide significant value to Brown County, as it will completely remove the headaches and burden off of Brown County facility staff in dealing with inmate issues related to call connection or equipment.

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- **Live Monitoring and Call Watch Investigative Tools:** Facility staff and investigators can receive calls and alerts when an inmate dials a specific number. This includes full-time monitoring capability from anywhere there is an Internet connection.
- **Installation of any additional phones** as requested by Brown County for the duration of the contract
- **Real-time access** to all inmate recordings for the duration of the contract and a provision to allow access of up to one year at the end of any contract in case of a contract change initiated by the County
- **Ongoing Software Updates:** Automatic updates to the software, with minimal system downtime during updates
- **A Single-Source Provider:** Lattice does not subcontract any portion of the technology and services offered. We custom-design and engineer all of our own software and technology, which is why we can offer you superior value in technology, service and support.

Live Monitoring

We realize the importance of strong investigative features for Brown County Jail. Our Nexus ITS Live Monitoring solution is a robust, highly valuable investigative tool. It provides excellent detection of fraudulent calling activity. Live Monitoring provides real-time knowledge about calls being placed on the ITS. With this information, watches can be set up for fraudulent calling activity. This feature alerts an investigator when a call is in progress, and identifies the location of the phone being used. This notification is fast enough to allow Brown County personnel to quickly and positively identify the caller, which allows for the best defense and protection of the public.

Live Monitoring offers a range of features and tools for listening and investigating calls. Live Monitoring allows County staff to customize the views and functions to meet individual needs. The toolbar buttons and menus have been designed so that users can obtain the information they need easily and quickly.

Key Features:

- Send and Stream live calls to investigators' mobile phones and devices
- Monitor real-time call activity
- View active calls in progress
- View calls made on your system
- Monitor fraudulent calls through watches
- Create watches based on criteria that you determine

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- Receive E-Mail, audio, and visual notification of triggered Call Watches
- View call information when not listening
- Retrieve reports of past call alerts

The Monitoring application is a single screen to display the system's telephone activity and all call information at a glance. Alert capabilities let you set watches for called numbers, PIN usage, and telephone usage. Streaming audio lets you point, click, and listen to active calls unobtrusively from the same monitoring screen. Live Monitoring works in conjunction with our integrated recording capabilities so that you can listen to calls without interfering with call recording. It also provides law enforcement intelligence personnel with a comprehensive level of real-time offender telephone information, all of which can be substantiated by printable reports and transferable recordings.

User-Friendly Interface:

Live Monitoring provides a live-action view of the offender telephone activity on our call control system. The screen is divided into the following sections:

- System View – sorted by telephone line ID
- Call Information – details about the current or last call on the selected telephone
- Call History – sorted with most recent calls on top
- Call Alert History – sorted with the most recent triggered watches on top

With a click of the mouse on a telephone, call, or watch, all views synchronize on the same call. You can customize your view of the system and call activity by dragging and resizing the window. As new call information comes in, it continually updates in the Call History view, providing for a dynamic view of offender calling.

Both the System View and Call Info View allow you to scan and view information about active calls. This information will tell you:

- Where the call is being made from (specific telephone)
- Who is making the call (offender PIN and name)
- What number they are calling (called number)
- How much time is allowed (call limit) and how much time has elapsed (progress)
- Amount of time the call has been in progress (call progress)

Superior Tools for Investigators:

Below are the options of how the system can contact an investigator or any other authorized user:

- Cell Phone

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- Office Line
- SMS Text
- E-Mail

When a Remote Live Monitoring call is triggered, the ITS will dial the phone number designated by the investigator. The Live Monitoring feature scans call activity for calls that meet the watch criteria. When a match is found, the call triggers a call alert. Watches are useful tools for ITS call control and intelligence gathering.

A watch can be defined to look for any combination of the following criteria:

- PIN (Inmate's ID)
- Called Number (including cell phones)
- Phone Line (land lines)

For example, if an inmate is using a stolen PIN to make unauthorized calls, a watch can be created for the use of the stolen PIN number.

Additionally, the County can track watch details such as:

- A classifying watch name
- The purpose of the watch
- Who requested the watch and contact information for that person

Once the investigator answers the call, the Nexus ITS identifies the call as a Remote Live Monitor call coming from a facility, then requests the answering party to enter the security code assigned when the watch was configured. Once the user has entered the proper security code, he or she is provided a choice to listen to the call from the beginning of the call or from the current point in the conversation.

During the course of the call the investigator can choose to pause the call audio, rewind, disconnect or resume real time by simply dialing the appropriate digits on their telephone keypad. The ITS will signal the investigator if the call ends while they are reviewing the conversation from the beginning. The investigator has the ability to review the whole conversation again, even after the inmate has hung up and the call has ended. This unique capability of time shifting the live call gives investigators better access to critical information needed. Notifications can also be defined via email, an audible beeping tone or a visual popup window.

Call Recordings

Call recordings are essential for investigative purposes. Lattice has never lost any call recordings. All call recordings and data storage are backed-up offsite, at two independent collocation facilities with

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redundant server storage. Recordings are stored throughout the life of the contract and can be maintained beyond the contract expiration date if required by Brown County.

Equipment to be provided

Following is a listing of phone equipment to be provided as part of our overall Nexus ITS package, at no cost to Brown County:

- 24 phones for Inmate usage near cell pods
- 2 mobile cart phones, for use in areas such as Medical
- 2 phones for Booking area
- 12 phones for Visitor area
- 24" and 36" phone cables, to be designated by Brown County

Deposit Services

We provide multiple ways for families and friends of inmates to deposit funds into inmates' Phone accounts:

- Secure Website: www.ourphoneaccount.com
- Live Representative at our Quality Customer Care Call Center: 1-888-843-1972
- Money Order or Cashier's Check
- Deposit Kiosks at your facility (Lobby and Booking Kiosks) – Optional
- Commissary: Through an interface with your Commissary provider, inmates can request Phone time, which results in a transfer of funds from the inmates' Commissary accounts to their Phone accounts

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SUPERIOR CUSTOMER SERVICE, SYSTEM RELIABILITY, & TECHNICAL SUPPORT

Lattice is highly-regarded in the corrections industry for superior customer service, system reliability, and technical support, which will help ensure a successful implementation at Brown County. We have extensive experience in managing the day-to-day operations of county correctional facilities with inmate populations similar to that of your facility.

The Lattice Team:

A complete Lattice support team will ensure that Brown County receives the best support on an ongoing basis, well beyond the initial technology installation. Our team has over 150 years of combined corrections industry experience.

Following are the Lattice Team members who will ensure a successful Inmate Phone program at the Brown County Jail:

Glenn Hamlett – Sales Director – South Central and Southeast

Glenn joined Lattice in 2016, bringing more than 20-plus years of executive operations and business development expertise in various service industries. Glenn is Lattice's dedicated Account Executive for Brown County. He will be the single point of contact for Brown County, responsible for answering any questions or requests regarding our solutions, service, support, and contract negotiations. Prior to joining Lattice, Glenn held numerous roles of increasing scope and influence in the corrections industry with Aramark Correctional Services for over 14 years, leading the portfolio management of Adult and Juvenile Jail/Prison/Detention facility service contracts ranging from 100 beds to over 9,000 beds. Service contracts included in Glenn's portfolio included food, commissary, facility maintenance, technology and deposit solutions across the US. Prior to joining Aramark, Glenn held positions in Project Management, Real Estate and Construction Management, Facility Maintenance and Management, Business Development, and Management Consulting for Bizmart, Inc., PetStuff, Inc., and FlowCycle, Inc., and is a certified Six Sigma Black Belt and Process Improvement Specialist. A native Texan, Glenn attended TCU and currently resides with his family in Fort Worth.

Terry Whiteside – Chief Operating Officer

Terry joined Lattice in May of 2007, bringing more than 18 years of executive and engineering expertise in the telecommunications industry. Terry oversees the Lattice operation, including Solution Development, Engineering, Facility Training, Customer Service, and Technical Support. Prior to joining Lattice, Terry spent seven years as Vice President of Operations at Spectrotel Communications, where he was responsible for all aspects of the company's business operations including; sales, marketing, engineering, customer service and strategic planning. Prior to Spectrotel Communications, Terry spent three years with AT&T Canada (formerly MetroNet Communications) as Director of Data Services, where he was responsible for the development of the company's coast-to-coast data and IP networks. Before joining AT&T, he was with SaskTel where he held a series of positions in a wide variety of

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disciplines and was responsible for establishing the strategic direction for Sasktel's data and IP network evolution. Terry has a Bachelor of Applied Science Degree in Electronic Information Systems Engineering.

Thomas Spadaro – Vice President of Engineering

Thomas Spadaro leads the software and hardware engineering, design and development teams for all of Lattice's solutions. Thomas joined Lattice in 1983 and led the transition from a circuit-switched network to a digital, packet-based communications environment. Thomas has directed the engineering, design, and development of all major product offerings for the Company since joining the Lattice team. Thomas is currently leading the development of exciting, innovative, and new solutions in Inmate Telephone Systems, Video Visitation and Arraignment, and Mobile devices.

Brian Keller – Senior Technician

Brian Keller joined Lattice Incorporated in June 1985, bringing more than 24 years of technical expertise in the telecommunications industry. Brian is responsible for installation and maintenance of Lattice's Inmate Phone and Video Visitation Systems. Brian has held a series of positions with Lattice that include Systems Technician for VOIP and Inmate phone systems; Systems Integrator for various PC-based hardware and software used for call processing applications; and Systems Test Technician, troubleshooting processors and analog printed circuit boards. He has an Associate's Degree in Electronic Technology. Brian coordinates and performs many of the installations at our customer facilities, and he will be directly involved in the installation at the Brown County facility, should Lattice be awarded the ITS and VVS contract.

Bruce Johnson – Manager of Network Operations

Since 1983, Bruce Johnson has been with Lattice Incorporated and is currently responsible for Lattice's Network Operations Center. Bruce and his team are responsible for over 350 county and state correctional facilities which make up more than 25,000 thousand beds. Over the last 27 years, Bruce has worked with four generations of Inmate Telephone Systems (ITS). His wide range of technical experience includes software integration, designing and troubleshooting Ethernet networks, analyzing network utilization and configuration, and troubleshooting of VoIP and Ethernet devices. He oversees all trouble tickets and is responsible for ensuring that all service levels are operating and functioning properly with all customers.

Quality Customer Care Call Center – 1-888-843-1972:

Our in-house Call Center is an extremely valuable resource to your inmates' families and friends, the inmates themselves, and Brown County facility staff. Our Call Center can assist with a wide variety of activities, which may include the following:

- Creating an inmate's phone account
- Depositing funds into an inmate's phone account

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- Resolving call connection or equipment repair issues
- Processing refunds to inmates upon release
- Inmate Customer Service: As noted above in the Nexus ITS overview, our InTouch™ Inmate Hotline is a highly-valuable service to inmates and Brown County facility staff. If an inmate needs assistance, he can speed-dial *511 right from a cell block phone and have direct access to live customer service representatives at our Quality Customer Care Call Center. When an inmate dials the InTouch Hotline, a trained representative will assist the inmate in quickly resolving telephone system-related issues.

The InTouch Hotline will virtually eliminate your staff's involvement in dealing with inmate customer service matters. This will free your staff to handle their priority responsibilities.

Network Operations Center:

Our Network Operations Center will provide 24/7/365 technical support to Brown County facility staff.

- During business hours, our Network Operations Center can be reached at 1-800-910-1316
- After business hours, the Network Operations Center can be reached at 609-509-9092
- Facility staff can e-mail the Network Operations Center at service@latticeinc.com

Installation, Maintenance, and Service:

Lattice provides complete installation, maintenance, and servicing of our equipment and software – at no cost to Brown County.

Installation/Cutover: We will provide a seamless system installation and cutover of your inmate telephone system. Our strategy for providing a smooth transition of inmate telephone equipment includes extensive preparation and on-site visits to ensure that all system hardware and software requirements are taken into consideration prior to cutover. Lattice will coordinate with Brown County and the current provider to ensure that there is no interruption in telephone service and no disruption of normal operations.

Maintenance: To ensure constant uptime, Lattice will perform ongoing, routine maintenance of the Nexus ITS hardware and software system components. This maintenance program is implemented through a combination of remote diagnostics and on-site visits.

Service: Since we have minimal hardware equipment at the facility, we can typically service hardware and software systems via remote diagnostics. If an issue cannot be resolved remotely, we will dispatch a technician to perform on-site service. Additionally, we will provide Brown County with extra inmate phones to keep on-site should a phone(s) need to be replaced.

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The following graphic illustrates standard response times based on various Priority Service Levels for the Nexus ITS:

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Priority Level One (P1)

A Level One event is our highest service level response. This assignment will be given when thirty percent (30%) or more of system functionality is adversely affected. Response Time for a Priority 1 ticket is two hours. A P1 ticket is escalated to the following people:

- ✓ Technical Support Department
- ✓ Technical Support Lead Engineer
- ✓ Technical Support Director
- ✓ Executive Director of Service

Examples of P1 service assignments would include items such as the following:

- ✓ Voice prompts not operating
- ✓ Features not functioning appropriately
- ✓ Live call monitoring not functioning appropriately
- ✓ Nexus ITS user interface access denied
- ✓ Two or more phones are out-of-service in any one housing area

Priority Level Two (P2)

A Level Two assignment occurs when five percent (5%) to twenty-nine percent (29%) of system functionality is adversely affected. Response time for a P3 event is 24 hours. A P2 event is escalated to the Technical Support Department.

Examples of P2 service assignments include items such as the following:

- ✓ Work station
- ✓ Specific system ports
- ✓ LEC circuits
- ✓ Unblocks
- ✓ Block numbers
- ✓ Missing CDRs
- ✓ Call searching

Priority Level Three (P3)

A Level Three assignment will be given when an event of less than five percent (5%) of system functionality is adversely affected and can include single and multiple phone-related issues. Response time for a P3 event is 72 hours. A P3 event is escalated to the Technical Support Department.

Examples of P3 service assignments include items such as the following:

- ✓ Static on the phone
- ✓ A party's inability to hear
- ✓ An inmate's inability to dial
- ✓ A broken phone
- ✓ Non-functioning dial pad
- ✓ Non-functioning cut off switches
- ✓ An inability to generate reports

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STANDARD REPORTS

Following are samples of our most commonly-used Standard Reports. Lattice will work with Brown County to customize these reports as requested, at no cost.

Call Detail Report

The Call Detail Report provides the following basic information:

- Speaker Icon shows that the call has been recorded
- Small square box indicates if a voice mail has been recorded
- Date of call
- Time of call
- Called number
- House icon indicates location the call was made to -- clicking on icon will display the address
- Duration of the call
- Location of the call
- Inmate's name
- Cost of the call
- How the call was terminated. If the call was terminated due to a 3-Way Call attempt, the code "PFE" will appear in the "Terminate" column, to denote a Potentially Fraudulent Event.

Additionally, statistical reports can be generated using a combination of any 3 levels of the following criteria:

- Date Range
- Time Range (hour of the day)
- Duration of call (>,<=)
- PIN/Group of PINs
- Called Number/Group of Called Numbers
- Phone/Group of Phones
- Recording Allowed or Restricted (Attorney calls)
- Potentially fraudulent events (PFE) -- such as 3-Way Call, Call Forward, Extra Digits, etc.
- Termination Code -- Blocked, Busy Signal, Answering Machine, etc.
- Block Code -- Called number not on allowed list, maximum number of calls allowed, etc.
- Payment Type -- Collect, Prepaid, Debit

For example, an investigator may create a report of 3-way calls per day, per phone, for a given month. The Nexus ITS will also provide reports on frequently dialed numbers, 3-way call attempts, completed calls and Global numbers. The system will show every attempted call, whether completed or not, as well as when multiple inmates call the same phone number.

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Following is a screen shot of the Call Detail Report:

Lattice Facility Manager
LAB Domain
Log Out Show Menu Hide Menu

Call Center
Calls - LAB Domain
Help Analysis Special Reports Calls Search Print

Clear Session Selections
Download Recordings
Lock/Unlock Selected Recordings

Calls
Displaying 1-100 of 234 records Page 1 2 3

	Date	Time	Number	Called From	Duration	Call Type	Inmate	\$\$	Terminate	Facility
<input type="checkbox"/>	08/19/2015	10:37:15	(305)856-9999	[REC NO: 258] (305)856-9999	00:35	Visitation Phone	8754987 TESTBY,THOMAS	\$0.00	Normal Call	SQL Lab Test
<input type="checkbox"/>	08/19/2015	10:36:27	(305)856-9999	[REC NO: 258] (305)856-9999	00:27	Visitation Phone	8754987 TESTBY,THOMAS	\$0.00	Normal Call	SQL Lab Test
<input type="checkbox"/>	08/19/2015	10:33:24	(305)856-9999	[REC NO: 258] (305)856-9999	00:25	Visitation Phone	8754987 TESTBY,THOMAS	\$0.00	Normal Call	SQL Lab Test
<input type="checkbox"/>	08/19/2015	10:21:06	(305)856-9999	[REC NO: 258] (305)856-9999	00:19	Visitation Phone	8754987 TESTBY,THOMAS	\$0.00	Normal Call	SQL Lab Test
<input type="checkbox"/>	08/19/2015	10:19:13	(305)856-9999	[REC NO: 258] (305)856-9999	00:28	Visitation Phone	8754987 TESTBY,THOMAS	\$0.00	Normal Call	SQL Lab Test
<input type="checkbox"/>	08/19/2015	10:14:36	(305)856-9999	[REC NO: 258] (305)856-9999	00:51	Visitation Phone	1234 TESTPIN,ARAMARK	\$0.00	Normal Call	SQL Lab Test
<input type="checkbox"/>	08/13/2015	14:37:34	(609)509-5555	[mobile line] (609)456-3155	00:03	Commissary	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/13/2015	14:36:15	(609)509-5555	[mobile line] (609)456-3155	00:05	Commissary	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/13/2015	14:23:43	(855)200-1250	[mobile line] (609)456-3155	00:08	VoiceMail	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/13/2015	14:23:34	(609)509-5555	[mobile line] (609)456-3155	00:03	Commissary	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/12/2015	15:02:32	(855)200-1250	[mobile line] (609)456-3155	00:07	VoiceMail	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/12/2015	14:59:27	(609)424-0073	[mobile line] (609)456-3155	00:06	Operator Assist	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/12/2015	14:58:47	(609)509-5555	[mobile line] (609)456-3155	00:06	Commissary	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	14:28:29	(855)200-1250	[mobile line] (609)456-3155	00:12	VoiceMail	434285 PINSTER,PIN	\$0.00	Called Party Hung Up	SQL SITE 2
<input type="checkbox"/>	08/11/2015	14:28:21	(609)509-5555	[mobile line] (609)456-3155	00:04	Commissary	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	14:20:25	(855)200-1250	[mobile line] (609)456-3155	00:09	VoiceMail	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	14:17:44	(609)509-5555	[mobile line] (609)456-3155	00:06	Commissary	434285 PINSTER,PIN	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	11:47:33	(609)424-0073	[mobile line] (609)456-3155	00:14	Operator Assist	5351789654 MA,SON	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	10:19:22	(609)424-0073	[mobile line] (609)456-3155	00:03	Operator Assist	5351789654 MA,SON	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	10:19:14	(609)424-0073	[mobile line] (609)456-3155	00:06	Operator Assist	5351789654 MA,SON	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	10:16:19	(609)424-0073	[mobile line] (609)456-3155	00:15	Operator Assist	728252 STONEWALL,SANDY	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>	08/11/2015	10:15:23	(732)896-0204	[mobile line] (609)456-3155	00:13	Prepaid	728252 STONEWALL,SANDY	\$1.50	Called Party Hung Up	SQL SITE 2
<input type="checkbox"/>	08/11/2015	10:14:59	(609)509-5555	[mobile line] (609)456-3155	00:15	Commissary	728252 STONEWALL,SANDY	\$0.00	Normal Call	SQL SITE 2
<input type="checkbox"/>				[mobile line]						

BROWN COUNTY JAIL

Inmate Telephone System Proposal

Frequently Dialed Numbers Report

The Nexus ITS provides a frequently dialed numbers report as a standard feature. The user may specify a timeframe, and the report includes the PINs that dialed each frequently dialed number, along with a total number of calls to each destination number. Sorting options are available for each field.

Following is a screen shot of the Frequently Dialed Numbers Report, showing multiple phone numbers called:

Lattice Facility Manager
LAB Domain
[Log Out](#) [Show Menu](#) [Hide Menu](#)

Call Center

[Calls](#)

[CDR Notes](#)

[Indigent Call List](#)

[PINs](#)

Export Calls Search

Frequently Called Numbers Search All Facilities

Range: 07/01/2015 To: 08/21/2015 Threshold: 15

Facility	Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied	CDR Data	PIN List
SQL SITE 2	(609)424-0073	17:31	43	33	13	13	0	calls	Pins
SQL Lab Test	(732)996-0204	06:05	23	23	1	1	0	calls	Pins
SQL Lab Test	(305)856-9999	06:57	22	22	1	0	1	calls	Pins
SQL SITE 2	(609)509-5555	15:40	31	20	13	13	0	calls	Pins
SQL SITE 2	(732)996-0204	05:41	15	15	2	1	1	calls	Pins

Displaying 1-5 of 5 records

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Following is a screen shot of the Frequently Dialed Numbers Report, showing one phone number called by multiple inmates/PINs – (609) 424-0073:

Lattice Facility Manager
LAB Domain
[Log Out](#) [Show Menu](#) [Hide Menu](#)

Call Center

[Calls](#)

[CDR Notes](#)

[Indigent Call List](#)

[PINs](#)

Export Go Back Multiple Pin Search Calls Search

Called Number - (609)424-0073 - (07/01/2015 to 08/21/2015) - PINs List

Facility	Last Call	Inmate	Pin	Doc Id	MM:SS	Minutes	Attempts	Connected	Accepted	Denied
SQL SITE 2	08/10/2015	PORKMAN,TESTER	9896543210		00:07	4	4	0	0	0
SQL SITE 2	08/10/2015		989654321		00:06	1	1	0	0	0
SQL SITE 2	08/11/2015	STONEWALL,SANDY	728252		00:47	4	4	2	2	0
SQL SITE 2	08/11/2015	MA,SON	5351789654	123	00:49	6	6	4	4	0
SQL SITE 2	08/13/2015	PINSTER,PIN	434285		03:05	9	8	2	2	0
SQL SITE 2	07/09/2015	D'ANGLEO,DAN	105799		12:37	19	10	5	5	0

Displaying 1-6 of 6 records

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BROWN COUNTY JAIL

Inmate Telephone System Proposal

Call Volume by Telephone Report

Using the Facility Call Analyzer, a user can specify time frame for call records. Then, using the results, he/she can organize the data by Inmate Station, including the total number of calls, call duration, and charges. Sorting options are available for each field. Following is a screen shot of this report, showing Inmate Phone, call count, duration, and charges:

SAMPLE JAIL

Call Volume By Telephone

Calls From Oct 1, 2015 To Oct 31, 2015

Lab Site 3

SQLSITE003

Phone	Call Count	Minutes	Average	Total Charges	Average Charge
Rec No. 3	4,756	33,237	6.99	\$1,902.40	\$0.40
Total	4,756	33,237	6.99	\$1,902.40	\$0.40

Phone	Call Count	Minutes	Average	Total Charges	Average Charge
Rec No: 1	4,210	29,424	6.99	\$16,400.60	\$3.89
Rec No: 2	4,383	30,630	6.99	\$17,073.30	\$3.89
Rec No: 4	4,383	30,628	6.99	\$17,072.50	\$3.89
Rec No: 5	4,383	30,628	6.99	\$17,072.50	\$3.89
Rec No: 6	4,383	30,627	6.99	\$17,072.10	\$3.89
Rec No: 7	4,384	30,633	6.99	\$17,075.60	\$3.89
Rec No: 8	4,384	30,633	6.99	\$17,075.60	\$3.89
Rec No: 9	4,385	30,639	6.99	\$17,079.10	\$3.89
Rec No: 10	4,385	30,639	6.99	\$17,079.10	\$3.89
Rec No: 11	4,385	30,639	6.99	\$17,079.10	\$3.89
Rec No: 12	4,385	30,639	6.99	\$17,079.10	\$3.89
Rec No: 13	4,385	30,639	6.99	\$17,079.10	\$3.89
Rec No: 14	4,385	30,639	6.99	\$17,079.10	\$3.89
Rec No: 15	4,385	30,639	6.99	\$17,079.10	\$3.89
Rec No: 16	4,385	30,637	6.99	\$17,078.30	\$3.89
Rec No: 17	4,385	30,637	6.99	\$17,078.30	\$3.89
Rec No: 18	4,385	30,637	6.99	\$17,078.30	\$3.89
Rec No: 19	4,385	30,636	6.99	\$17,077.90	\$3.89
Total	78,745	550,223	6.99	\$306,708.70	\$3.89
Lab Site 3 Total	83,501	583,460	6.99	\$308,611.10	\$3.70

SQL Lab Test

SQLSITE009

BROWN COUNTY JAIL

Inmate Telephone System Proposal

Call Summary Report

Following is a screen shot of a Call Summary Report By Site, for a one-month period:

DEPARTMENT OF CORRECTIONS

CALL SUMMARY BY SITE

Calls From January 1, 2014 to January 31, 2014

STATE PENITENTIARY

REGION	Call Count	Minutes	Average Call	Total Charges	Average Charge
COLLECT					
LOCAL	224	2799	12.5	\$ 672.00	\$ 3.00
INTRALATA	380	4504	11.9	\$ 2,127.02	\$ 5.60
INTERLATA					
INTERSTATE	147	1865	12.7	\$ 1,409.70	\$ 9.59
INTERNATIONAL					
TOTAL	751	9168	12.2	\$ 4,208.72	\$ 5.60
PREPAID					
LOCAL	2741	44467	16.2	\$ 3,289.20	\$ 1.20
INTRALATA	1021	15181	14.9	\$ 3,300.50	\$ 3.23
INTERLATA					
INTERSTATE	308	4907	15.9	\$ 1,109.03	\$ 3.60
INTERNATIONAL					
TOTAL	4070	64555	15.9	\$ 7,698.73	\$ 1.89
DEBIT					
LOCAL	6196	91676	14.8	\$ 7,435.20	\$ 1.20
INTRALATA	2580	35467	13.7	\$ 7,991.85	\$ 3.10
INTERLATA	4	46	11.5	\$ 12.58	\$ 3.15
INTERSTATE	1415	20503	14.5	\$ 4,880.30	\$ 3.45
INTERNATIONAL	10	56	5.6	\$ 125.56	\$ 12.56
TOTAL	10205	147748	14.5	\$ 20,445.49	\$ 2.00
TOTAL					
LOCAL	9161	138942	15.2	\$ 11,396.40	\$ 1.24
INTRALATA	3981	55152	13.9	\$ 13,419.37	\$ 3.37
INTERLATA	4	46	11.5	\$ 12.58	\$ 3.15
INTERSTATE	1870	27275	14.6	\$ 7,399.03	\$ 3.96
INTERNATIONAL	10	56	5.6	\$ 125.56	\$ 12.56
TOTAL	15026	221471	14.7	\$ 32,352.94	\$ 2.15

BROWN COUNTY JAIL

Inmate Telephone System Proposal

User Activity Log Report

The Nexus ITS provides a comprehensive user activity log that tracks every event performed on the system. Reports may be generated for specific users for designated periods of time. The report identifies each user, date, time of log-in, activities performed, and logout time. Clicking on the paper clip icon at the right-hand side of the log will show a pop-up window that highlights the specific user actions performed, as noted in the following screen shot:

Lattice Facility Manager
LAB Domain
Log Out Show Menu Hide Menu

Call Center
 Reports
 Administrator
 Call Watches
 Guard PINS
 Inmate Cohorts
 Mobile Devices
 User Manager
 User Activity Log

From: (mm/dd/yyyy) User: Action: Table: Access:

To: (mm/dd/yyyy) Entry Contains: Facility:

Go
Reset
Clear
Export
Help

All Times are US/Eastern

User Activity Log

Displaying 1-40 of 43 records Page 1 2

Time Stamp ▲▼	User ▲▼	Action ▲▼	Entry ▲▼	Table ▲▼	AccessPoint ▲▼	Facility ▲▼
08/21/2015 15:24:43	Damen Lab	View	Searched Call Detail Records	CDRS	Members	LAB Domain
08/21/2015 15:23:20	Damen Lab	View	Searched Call Detail Records	CDRS	Members	LAB Domain
08/21/2015 15:23:14	Damen Lab	View	Viewed Global Numbers	Restrict/Allow	Members	LAB Domain
08/21/2015 15:23:11	Damen Lab	View	Viewed Global Numbers	Restrict/Allow	Members	LAB Domain
08/21/2015 15:19:26	Damen Lab	View	Restricted/Allowed Numbers Accessed	Restrict/Allow	Members	LAB Domain
08/21/2015 15:16:42	Damen Lab	View	Searched Call Detail Records	CDRS	Members	LAB Domain
08/21/2015 15:16:30	Damen Lab	View	Searched Call Detail Records	CDRS	Members	LAB Domain
08/21/2015 15:01:13	Damen Lab	Download	Retrieved call to (609)424-0073 On: 08/12/2015 At: 14:58:27 from call details.	DETAILS	Members	LAB Domain
08/21/2015 15:00:17	Science Dynamics	Play		CDRS	Secure	SQL Lab Test
08/21/2015 14:59:13	Science Dynamics	View		CDRS	Secure	
08/21/2015 14:58:42	Science Dynamics	Log On/Off			Secure	
08/21/2015 14:36:07	Damen Lab	View		CDRS	Members	LAB Domain
08/21/2015 14:35:58	Damen Lab	Log On/Off			Members	LAB Domain
08/21/2015 12:27:03	Damen Lab	Log On/Off			Members	LAB Domain
08/21/2015 10:49:01	Damen Lab	Play		DETAILS	Members	LAB Domain
08/21/2015 10:48:45	Damen Lab	Download		DETAILS	Members	LAB Domain
08/21/2015 10:48:38	Damen Lab	View		CDRS	Members	LAB Domain
08/21/2015 10:48:31	Damen Lab	Download	Edited set created by Damen Lab on 2015-01-13 10:22:12.31	RecordingSets	Members	LAB Domain
08/21/2015 10:46:35	Damen Lab	View	Searched Call Detail Records	CDRS	Members	LAB Domain
08/21/2015 10:42:19	Damen Lab	View	Viewed PIN ABCDEFGHIJ RODA ABEY	PINID	Members	Lab Site 3
08/21/2015 10:36:09	Damen Lab	View	PINs Accessed	PINID	Members	LAB Domain
08/21/2015 10:34:28	Damen Lab	View	Searched Call Detail Records	CDRS	Members	LAB Domain
08/21/2015 10:34:19	Science Dynamics	View	Searched Call Detail Records	CDRS	Secure	
08/21/2015 10:32:33	Science Dynamics	Edit	Edited Schedule [1] Schedule 1	SCHEDULES	Secure	
08/21/2015 10:25:19	Science Dynamics	View	Officer Manager Accessed	OFFICERS	Secure	

Message from webpage

Search Parameters: Completed Calls: Terminate Type one of [Called Party Hung Up, Circuit Out-of-Service, DTMF Disconnect, Normal Call, PFE Disconnect, Time Up for Timed Call,] From: 01/06/2015

OK

BROWN COUNTY JAIL – INMATE TELEPHONE SYSTEM

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LATTICE INCORPORATED

BROWN COUNTY JAIL

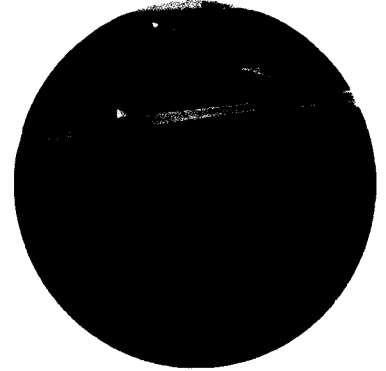
Inmate Telephone System Proposal

OPTIONAL PRODUCTS FOR BROWN COUNTY JAIL

NetVisit Video Visitation System

Lattice's NetVisit VVS is currently installed in more than 90 correctional facilities in 26 states and Canada. Our customers have been very pleased with the NetVisit technology and its seamless integration alongside our ITS platform.

Our NetVisit VV solution includes the physical hardware stations distributed throughout a facility and the software that enables session scheduling, monitoring, and recording. Our in-house engineers design, develop, and update our stations, and our in-house software development team writes, maintains, and updates our software interface. This ensures that all Lattice products work together seamlessly.



Our complete NetVisit VVS system includes the following:

- **Installation Flexibility:** Our hardware stations are available in Powder-Coated and Stainless Steel options. We offer fixed station mounting, along with mobile video units for applications such as Medical. We also offer inserts to adapt our stations to Norix institutional furniture installations. Inmate stations can be installed in inmate pods, and visitor stations can be installed
- **Superior Durability:** Our stations are rugged, highly-durable, and detention-grade, designed to withstand the rigors and abuse of the corrections environment
- **Energy Efficiency:** Our stations are environmentally-friendly and energy-efficient, contributing to a lower total cost of ownership
- **Secure Transmission:** Video connectivity is secure, real-time, and high-quality
- **Session Monitoring:** Sessions can be monitored live, and multiple sessions can be monitored simultaneously. Sessions can also be recorded, accessible by corrections staff and investigators through our software interface.
- **User-Friendly Software Interface:** Our powerful NetVisit visitation management software allows system administrators to schedule, manage, monitor, and record visitation sessions from any computer with a web browser. And, families/friends of inmates can schedule their sessions from any computer with a web browser.
- **Customizable Reports:** Users can output various reports to track system usage and provide investigators with valuable information tools. Examples of reports include total video visits for

BROWN COUNTY JAIL

Inmate Telephone System Proposal

a given time period, names of visitors and who/how often they visited, visits by housing unit, and more.

NetVisit Video Kiosk: Future Updates to the NetVisit Video Visitation System

We are currently developing our touch-screen NetVisit Video Kiosk, which will include additional features that will provide greater functionality to our NetVisit VVS.

Following is a list of these features. Additional information will be provided when these features become available:

- **Remote Visitation Sessions:** Families, friends, and attorneys of inmates will be able to conduct video visitation sessions from their homes or offices on any computer with a web browser. They won't need to come to the jail to conduct their video visitation sessions.
- **Remote Video Arraignment:** Your staff will no longer need to transport inmates to the courthouse for arraignment. The system will include a video visitation station at the jail and a station at the courthouse. The Judge will be able to conduct arraignments with inmates over a secure video connection.
- **Grievance Requests:** Inmates will fill out electronic grievance requests using our touch-screen interface. This will save your facilities labor costs for having to manage the grievance process, paper costs, and printing costs.
- **Facility Memorandums/Handbooks:** Inmates will be able to view electronic versions of facility memorandums, handbooks, and more. This is another way to for your facility to save costs from having to print/distribute these documents in paper form.
- **Secure eMessaging:** Inmates will be able to send and receive secure electronic messages to and from family and friends. These messages will be billable and commissionable to your facility.
- **Commissary Ordering:** The touch-screen interface will electronically display all items available through Commissary. This is handled through an interface with your Commissary provider.

BROWN COUNTY JAIL

Inmate Telephone System Proposal

REFERENCES

Facility Name:	Hockley County Jail
Street Address:	510 Avenue H
City, State, ZIP:	Levelland, Texas 79336
Number of Beds:	64
Contact Person:	Captain Robinson
Phone:	806-894-3126
Products/Services Provided:	Nexus Inmate Telephone System
Date of Services:	May 2012 to Present

Facility Name:	Marion County Jail
Street Address:	102 W. Austin Street
City, State, ZIP:	Jefferson, Texas 75657
Number of Beds:	36
Contact Person:	Jail Captain Glen Smith
Phone:	803-665-3271
Products/Services Provided:	Nexus Inmate Telephone System
Date of Services:	May 2013 to Present

(continued next page)

BROWN COUNTY JAIL

Inmate Telephone System Proposal

References (continued)

Facility Name:	Nassau County Detention Center
Street Address:	1252 Nicholas Cunha Road
City, State, ZIP:	Yulee, Florida 32097
Number of Beds:	313
Contact Person:	Director Connie Johnson
Phone:	904-548-4002
Products/Services Provided:	Nexus Inmate Telephone System; NetVisit Video Visitation System; Commissary Integration with Keefe
Date of Services:	July 2015 to Present