

# SECURUS

## Technologies

*connecting what matters®*

# SECURUS Technologies

*connecting what matters®*



An **RFP SOLUTION** Prepared for:

Brown County, Texas

Inmate Telephone System

Date Due: October 24, 2016

## COPY

PRESENTED To:

Brown County, TX

Attention: Becky Caffey

Brown County Jail

1050 West Commerce

Brownwood, TX 76801

(325) 641-0740x4353

November 14, 2016  
(Exhibit #4)

PRESENTED by:

SECURUS Technologies

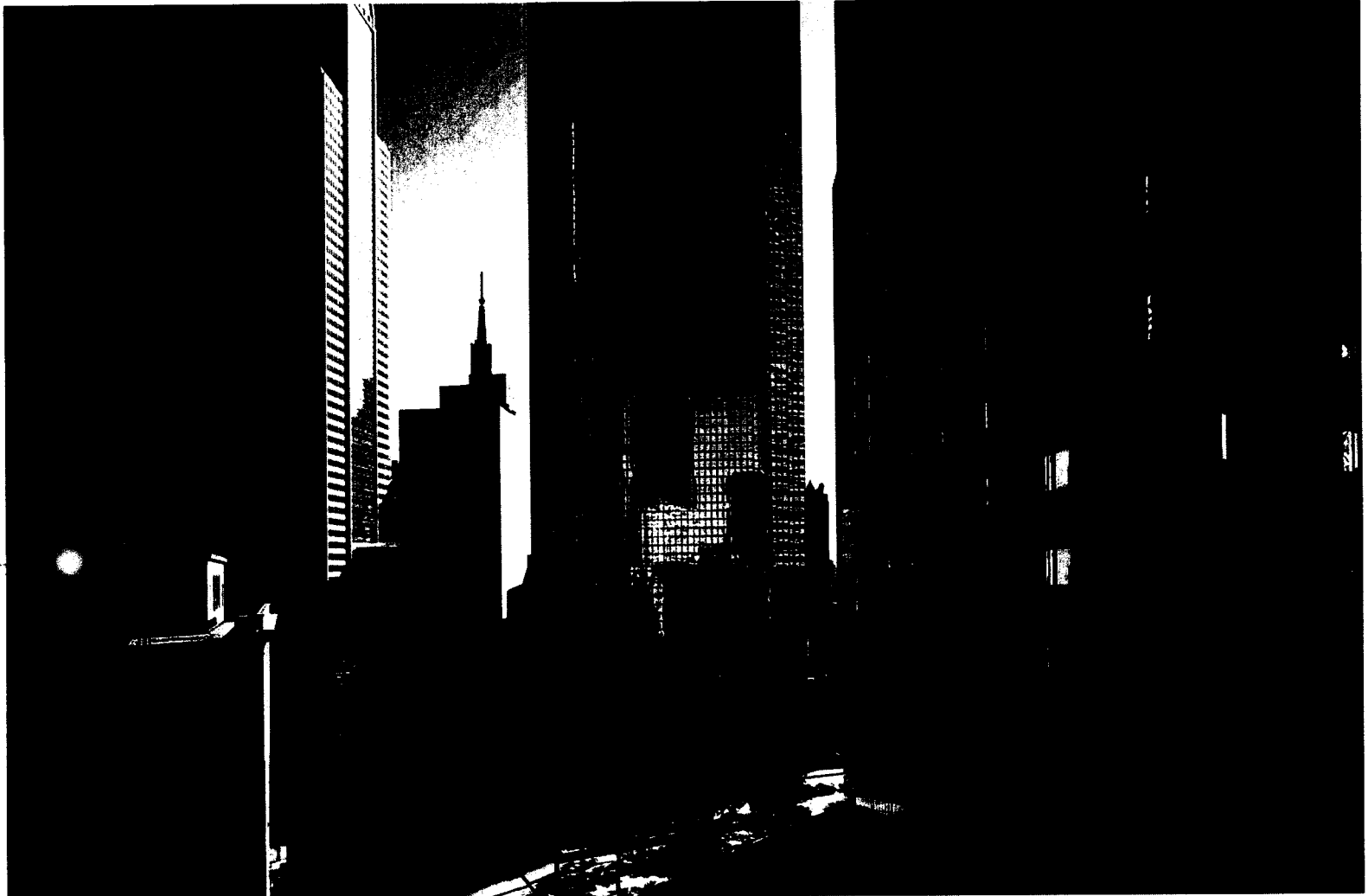
Sue O'Dea, Account Executive

14651 Dallas Parkway, Ste. 600

Dallas, TX 75254

(469) 540-3439

**SECURUS**  
Technologies



A PROPOSAL PREPARED EXPRESSLY FOR  
**BROWN COUNTY, TEXAS**  
**INMATE TELEPHONE SYSTEM**



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

A Business Proposal Solution  
Prepared for:

Brown County, Texas  
Attn: **Becky Caffey**  
Brown County Jail  
1050 West Commerce  
Brownwood, Texas 76801  
(325) 641-0740x4353

Presented by:  
**Sue O'Dea**  
Account Executive  
Securus Technologies, Inc.,  
14651 Dallas Parkway, Ste. 600  
Dallas, TX 75254  
(469) 540-3439

# TABLE OF CONTENTS

<b>COVER LETTER</b>	<b>2</b>
<b>EXECUTIVE SUMMARY</b>	<b>5</b>
<b>PROPOSED FINANCIAL OFFER</b>	<b>32</b>
<b>INTRODUCTION</b>	<b>37</b>
<b>SECURUS MANAGEMENT TEAM</b>	<b>46</b>
<b>SECURE CALL PLATFORM SYSTEM OVERVIEW</b>	<b>53</b>
<b>THE SECURUS SERVICE COMMITMENT</b>	<b>92</b>
<b>SECURUS CORRECTIONAL BILLING SERVICES</b>	<b>97</b>
<b>TELEPHONE SPECIFICATIONS</b>	<b>100</b>
<b>REFERENCES</b>	<b>102</b>
<b>CLOSING</b>	<b>105</b>
Company Summary	106



# COVER LETTER





October 20, 2016



Brown County Jail  
Attn: Becky Caffey  
1050 West Commerce  
Brownwood, TX 76801

Dear Ms. Caffey,

Securus Technologies, Inc. (Securus) is pleased to submit for your consideration a proposal for our Secure Call Platform (SCP) inmate telephone service in response to your recently posted public notice in the Brownwood Bulletin. Over the past 30 years, Securus has grown to be the industry's premier inmate telephone service provider. Over 2,600 federal, state, county, and municipal prisons and jails currently have had the SCP installed, making it the world's most deployed inmate telephone system.



**No Cost to Brown County.** Securus will provide the Brown County Jail with a complete turn-key inmate telephone solution at no cost. Securus' solution includes:

- SCP Inmate Telephone Service
  - All hardware, software, installation, maintenance, support, and training
- Complete prison control over all inmate telephone activities
- Securus AIS: Automated Information Services
- Suite of investigative and crime prevention tools, including:
  - Securus ICER: Inmate Inter-Communication
  - Securus IPRO: Investigator Pro
  - Data Analysis: THREADS
- Best network: 99.9% Uptime
- The most inmate calling products
- The most inmate account funding options
- 24x7x365 system monitoring and technical support
  - Network Operation Center
  - Technical Support Center
- Industry's largest field service organization
- 24x7x365 family members and friends customer service



Securus is pleased to offer our financial options to Brown County on **Pages 33-36.**

Please contact me or your Account Executive, Sue O'Dea, with any additional questions or to provide any additional information you may need. You can contact Sue by either telephone at (469) 540-3439, or by email at [sodea@securustechnologies.com](mailto:sodea@securustechnologies.com).

We truly appreciate the opportunity to offer our services to Brown County and look forward to establishing a long term, mutually beneficial relationship.

Cordially,



**Robert E. Pickens**

***President***

Securus Technologies, Inc.

14651 Dallas Parkway, Suite 600

Dallas, Texas 75254

972-277-0300 [BPickens@securustechnologies.com](mailto:BPickens@securustechnologies.com)



# EXECUTIVE SUMMARY







Connecting What  
**MATTERS**

## Executive Summary

Securus Technologies, Inc. (Securus) is committed to connecting both civil and criminal justice organizations in ways that make our world a safer place to live. Securus delivers the products, services, and support needed to provide comprehensive public safety solutions, investigative solutions, communications solutions, and monitoring solutions. Securus Technologies focuses on connecting what matters®.

Securus appreciates the opportunity to submit our proposed Inmate Telephone System solution, and we look forward to forming a mutually beneficial partnership with the Brown County Jail. We not only seek to be your selected vendor for this project, but also a trusted partner in all your future inmate-related technology decisions.

Securus has designed a reliable system that combines cutting edge technology with superior service and support. Our solution also includes a suite of investigative products to further enhance Brown County Jail investigators' ability to **solve** current cases and **prevent** future criminal activities. Securus delivers the best technology solutions available in the inmate communications industry, and we have tailored our inmate telephone solution to meet the specific needs of the Brown County Jail.

## CORPORATE BACKGROUND AND EXPERTISE

Founded in 1986, Securus and its predecessor organizations have been providing correctional facilities with communications systems for almost 30 years. Headquartered in Dallas, Texas, Securus currently partners with over 3,400 safety, law enforcement, and corrections agencies that house over 1,200,000 inmates across North America. We serve clients in 48 states nationwide.

Securus currently partners with 65 county correctional facilities in Texas. Our solution provides a number of advanced tools to promote interagency investigative information sharing.

Securus provides only single-sourced, fully turn-key solutions. **We manufacture, install, and maintain all hardware and software used in our projects.**

## PATENTS AND COPYRIGHTS

Securus is the **leading technology innovator** in the inmate communications industry. We have invested more than over **\$600 million** in direct investments in technologies, patents, and acquisitions in the past three (3) years. We invest heavily in research and design, and employ over 100 developers. Securus has developed and currently owns nearly 250 issued and pending patents, almost twice as many as the rest of industry combined. Virtually every large inmate communications provider **relies on Securus** for technology development, and uses Securus' patented technologies under license agreements.



*With well over 200 issued and pending patents, Securus' intellectual property represents more than double the rest of the industry combined, according to publically available information. We do not deliver technology that goes stale; we actively seek ways to update and improve everything we do. We are constantly innovating. That means you receive the latest, leading-edge technology.*

## SECURUS INMATE COMMUNICATIONS SOLUTIONS

### Securus Inmate Communications: Solution Benefits

Securus has the **technology, experience, and financial resources** needed to deliver the industry's leading inmate communications solutions. Our solutions allow our partners to effectively and efficiently protect the communities they serve.

- **Over 550 independent features and 50 more added annually**
- **Free** quarterly upgrades
- Interagency investigative information sharing
- Secure remote access monitoring and control (anytime and anywhere from any Internet-enabled device)
- Over 50 standard reports: most comprehensive system logs and call detail reports in the industry
- Facility Portal provides authorized personnel access to audit all systems and payments

#### **Security Features**

- Ability to disable phones 24/7 remotely or through manual intervention
- Access rights granted based on duties and roles
- Personal IDs and passwords

#### **Data Centers**

- Co-located in Dallas and Atlanta
- Redundant architecture
- Trunks provisioned as outgoing only

#### **Payment Options**

- Collect calling plans
- Direct billing
- Prepaid accounts and cards
- Instant Pay (credit cards)

#### **Service and Maintenance**

- Provided **free** to facility for life of the contract
- Provided entirely by U.S.-based Securus employees
- Installation (focused on minimizing impact on facility)
- Integration with current systems
- **24/7/365** technical support
- **24/7/365** family members and friends support
- Largest field service team in industry
- Same day response to most service and repair requests
- **Free** documentation and onsite training

## SECURE CALL PLATFORM (SCP)

### Secure Call Platform (SCP)

The most widely deployed platform in the industry with **over 2,600 installations** in corrections facilities.

Single, centralized platform technology supports all inmate communications applications, investigations and operations. Over 550 features have been included with the platform, with approximately 50 more being added each year.

#### **Efficiency Solutions:**

- Automated Information Services (AIS)
- Billing Name and Address (BNA) lookup
- Call acceptance (active)
- Call monitoring: local and remote monitoring
- Call recording
- Call termination warnings
- Call Tracker: add and share notes on calls
- Control of call duration limits (preset at 15 minutes at installation)
- Control of prohibited and blocked calls (preset at installation)
- Crime Tip and Informant Line
- Frequently Called Number (FCN) reports
- Integration with Bing maps
- Jail Voicemail
- Locked calls
- Multilingual capability
- Personal Allowed Numbers (PANs) List Administration and frequency reports
- Personal Identification Numbers (PINs) Administration (integration at **no cost**)
- Scan Patrol : scan through live calls
- Watched number lists
- Word Spotting

#### **Security Solutions:**

- Covert Alert: real time call and e-mail alerts
- Fraud management:
  - Accurate answer supervision
  - Call forwarding detection
  - Chain calling elimination
  - Extra digit dialing prevention (patented)
  - Switch-hook dialing prevention
  - Three-way conference calling detection (patented)
  - Voice overlays

#### ***Investigative Solutions:***

- ICER: interagency inmate to inmate communication detection
- Investigator Pro: biometric analysis of entire phone call
- THREADS: the only big data investigative analysis tool built specifically for the corrections market and fully integrated into the Inmate Telephone System

Securus proposes that the Brown County Jail adopt the Secure Call Platform (SCP) for your Inmate Telephone System. Over 2,600 federal, state, county, and municipal prisons and jails currently have had the SCP installed, making it the world's most deployed inmate telephone system.

#### **Efficiency Solutions**

The SCP is cloud-based and Web-enabled, and has virtually unlimited capacity to support facility expansion. It **automates the management** of the inmate telephone system, and delivers an array of **cost reduction functions** and **safety enhancement features**. Authorized users can access the system **anytime and anywhere** from a workstation or tablet device that has Internet access.

#### **Automated Information Services**

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. AIS also can be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. AIS can be configured to provide callers:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information



## Jail Voicemail

Jail Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. This provides a quick and easy way for the inmate's loved ones to initiate communication or deliver timely information to an inmate. When an inmate calls into AIS, they will be alerted to a new voicemail message. As is the case with all inmate telephone calls, Jail Voicemail is recorded and monitored for investigative purposes.

## Call Monitoring and Recording

The SCP has an integrated recording and monitoring system. The **automated system** is designed to be a **cost-effective** solution for correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC workstations or mobile devices with Internet access.

The SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a "private" number. SCP prevents all attempts to monitor and record private calls. The call record lists the call as "private."

Recordings will be stored on-line for immediate access for one year. The SCP can also burn the information to CD or DVD for additional back up, if necessary.



## Security Solutions

### Covert Alert

The Covert Alert of the SCP enables investigators to assign a "Covert Alert" status to inmate PINs, phones, or dialed numbers. When a call with a Covert Alert status takes place, SCP calls and connects to the lead investigator's designated phone number, thus allowing real-time monitoring.

### Fraud Management

Securus provides the most advanced fraud detection capabilities in the corrections industry. The SCP continuously analyzes call data and system parameters to detect any anomalies. The SCP provides, at a minimum, the following fraud prevention aids:

- Accurate answer supervision
- Chain calling elimination
- Covert Alert
- Crime Tip hotline
- Extra digit dialing prevention (patented)
- Remote call forwarding detection
- Switch-hook dialing prevention

- Three-way conference calling detection (patented)
- Voice overlays

### DTMF Detection, Collection and Prevention

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

### Three-Way Conference Calling Fraud Detection

The SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature. When a three-way event is recognized by the SCP, the system will automatically take one of two actions, based on facility preference:

- Disconnect the call with termination notification sent to inmate and called party
- Mark the call for later review with no interruption to the call

The SCP also has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as a phone system for attorneys. **This patented feature is only available on SCP.**

### Investigative Solutions

#### ICER

Every day, inmates incarcerated in institutions around the country successfully communicate with other inmates using their agencies' inmate phone services. Inmates exploit conference bridges and other types of modern telecommunications technology that allow them to speak to other inmates at other facilities. The prevalence of these inmate-to-inmate communications (ITIC) endanger the safety of correctional staff, the public, and inmates at literally every correctional facility in the nation. The ICER (Inmate Intel-Communication Evaluation and Reporting) system **offers an effective solution** for this problem. It **detects and reports ITIC events** that take place, and **helps prevent such communications** from happening in the future. **ICER is a Securus solution product and Securus manages the solution roadmap.**




## Investigator Pro (iPro)

The Investigator Pro (iPro) software is the most powerful voice biometrics solution in the industry. Using advanced voice biometrics technology developed for the U.S. Department of Defense, iPro **identifies all inmates speaking** on a call. iPro goes far beyond the limited capabilities of standard biometric verification systems which only identifies the caller at either the start of a call or periodically throughout the call. iPro biometrically **analyzes the entire phone call**, detecting suspicious voice prints and automatically presenting findings. It flags potential criminal calling activity and **immediately alerts investigators** to those calls. By its near-instantaneous collection and analysis of vast amounts of information, iPro allows Securus partners to **pre-empt** and **unravel criminal plans**. **iPro is a Securus solution product and Securus manages the solution roadmap.**

## THREADS

THREADS bridges the gap between law enforcement agencies and correctional facilities and allows investigators to reach from coast to coast to uncover focused leads in a matter of seconds. When coupled with the SCP, THREADS is the largest centralized data repository and most powerful analysis software on the market. More than 400 law enforcement officers nationwide are using THREADS investigative software to uncover focused leads based on their targets and suspects. The data available for analysis includes that of any corrections facility enrolled in our nationwide community and residing on SCP:

- 
- More than 600,000 people with billing name and address (not incarcerated)
  - More than 950,000 inmates
  - More than 1,900 correctional facilities
  - More than 100,000,000 call records between inmates and called parties

## Service and Maintenance

Securus' service and support program includes complete maintenance, support, and repair of all SCP hardware and software. A Securus Account Team will ensure that the Brown County Jail reaps the full benefits of Securus' service and support resources. There will be **no charge** for service and maintenance through the life of the contract.

## Installation and Cut-Over

Securus technicians will work closely with the Brown County Jail during the installation stage of the process in order to minimize revenue loss and facility impact. Securus technicians have extensive experience working within the constraints associated with the secure nature of both the inmates and the information housed at the correctional facility. Securus technicians will also provide all needed integration with other facility technologies, including interfaces for commissaries, trust accounts, and jail management systems.





## Integration


Securus has proven experience with Integration. Securus currently integrates with more than 110 different vendors worldwide and more than 60 independent, facility-owned systems and shared databases. We have a dedicated Integration Department that integrates various systems and products in the corrections environment. Securus technology has the flexibility to work with facility-owned systems, JMS, OMS, commissary providers, banking services, and kiosk vendors.

## Partner Technical Support

Working with your provider should be a quick, easy and results-oriented experience. Whether it is adding a phone to your facility or a family member calling in to set up an account, service requests should get a response in a timely manner. Securus realizes that our partners have a full-time responsibility protecting and serving their community, thus **support from Securus' U.S.-based Network Operation Center and Technical Support Center is available 24x7x365.**

## Field Services

Securus' Field Services is made up of over 170 Securus employees with an average tenure of more than seven (7) years:

- 
- Available 24x7x365.
  - Each technician is trained and certified annually on all Securus products.
  - Our technicians are strategically positioned across the country to support installations, maintenance, and repairs and respond on average in less than two (2) hours.
  - Field Service is supported by a centralized Dispatch team with GPS tracking for all technicians to dispatch the closest technician to your location.
  - Each Technician maintains a large truck stock inventory to decrease multi-trip repairs.
  - We receive an average score of 4.7 out of 5.0 on customer satisfaction surveys.

## Quarterly Technology Upgrades

Your Securus solution includes quarterly technology upgrades, thus ensuring that the Brown County Jail will always have the very latest in enhancements and features throughout its partnership with Securus. Additionally, the SCP can be updated quickly and cost effectively as new software and hardware is added. Hardware is replaced on a regular basis.




## TRAINING

Securus will provide product training on all features of the new Inmate Telephone System. Experienced Securus employees will conduct all training either through online instructor-led classes, or one-on-one and classroom training sessions on site. We deliver standard training, using both instructor demonstrations and hands-on instruction, to ensure that each trainee is comfortable with all system concepts. Training will be provided as needed throughout the life of the contract.

## CONCLUSION

Securus looks forward to forming a partnership with the Brown County Jail. We are confident that the robust SCP Inmate Telephone System we have proposed will meet your needs and exceed your expectations. Our solution **automates traditionally manual procedures, lessens the burden on correctional officers, and lowers the number of man-hours** required to effectively manage the facility.



By partnering with Securus, the Brown County Jail has a vendor that has the **technology, experience, service, features, and reliability** needed to deliver the industry's leading inmate telephone solution. Securus couples its industry-leading technologies with exceptional support and attractive financial incentives to deliver an inmate communications solution that is second to none.



## THE SECURUS ADVANTAGE

With hundreds of patents and scores of engineers, technologists and designers innovating solutions, our technology is second to none. We are committed to providing the highest quality solutions and the broadest set of products and services while maintaining the best customer service in our industry.

As you review our full response, you will see two recurring themes that separate Securus from our competitors:

### **Technology**

We are a technology company. We invest heavily in technology and lead the market in innovation. We do this because we believe technology has — and will continue to — revolutionize the corrections experience creating safer facilities, reducing recidivism, and increasing operational efficiencies.

### **Serving Customers**

We have an extremely strong track record of retaining our customers, even though there are many choices of available providers. We believe this is because we listen closely to our customers' needs and we continuously adapt to their needs.

Your inmates' families and loved ones are also our customers. They often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we are so focused on providing multiple ways to communicate, providing multiple ways to fund communication, and being extremely responsive when they need our help.

### **Corporate Strength**

The financial strength of your provider is important because it is an indication of its ability to serve your needs today and invest to meet your needs tomorrow. New solutions delivered to our customers reflect our growth, expansion and reinvestment in our systems.

Securus is the only inmate communications provider with a stable outlook, positive revenue growth and good liquidity according to S&P and Moody's. Securus is also the only inmate communications provider that has consistent organic growth.





Standard & Poors

**Securus Technologies**

**Global Tel\*Link**

**CenturyLink Public Communications**

**CenturyLink, Inc**

**ITS Advantage**

Rating	<b>B</b>	B	Not Rated	BB	<b>Securus</b>
Outlook	<b>Stable</b>	Stable	Not Rated	Stable	<b>Securus</b>
Revenue Growth	<b>6.0 to 8.0%</b>	0%	Not Rated	-1.0 to -4.0%	<b>Securus</b>
Liquidity	<b>Adequate</b>	Adequate	Not Rated	Adequate	<b>Securus</b>

Moody's

Rating	<b>B3</b>	B3	Not Rated	Ba1	<b>Securus</b>
Outlook	<b>Stable</b>	Stable	Not Rated	Negative	<b>Securus</b>
Revenue Growth	<b>5.0 to 9.0%</b>	0%	Not Rated	-1.0%	<b>Securus</b>
Liquidity	<b>Good</b>	Good	Not Rated	Good	<b>Securus</b>

ITS Network

Plant Equipment	<b>Owned</b>	Owned	Reseller	No ITS	<b>Securus</b>
-----------------	--------------	-------	----------	--------	----------------

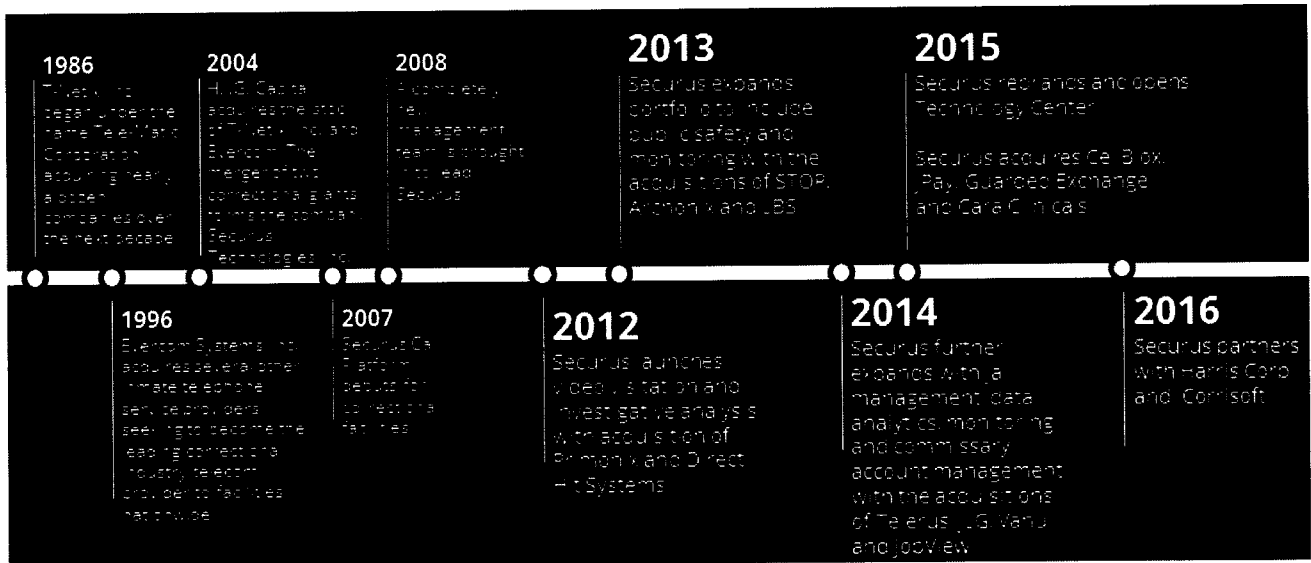
### Technology and Innovation Leader

Securus is by far the **leading technology innovator** in the inmate communications industry. Over the past three years, we have directly invested over **\$600 million** in direct investments in technologies, patents, and acquisitions. This is in comparison to less than \$50 million invested by the rest of the industry combined. We invest heavily in research and design, and employ over 100 developers. Securus has developed and currently owns nearly 250 issued and pending patents, almost twice as many as the rest of industry combined. Virtually every large inmate communications provider **relies on Securus** for technology development, and uses Securus' patented technologies under license agreements.





We have made significant investments in acquiring and developing technologies to broaden our product offerings to include solutions for the entire civil and criminal justice industries.



Securus serves all customers from a single, Securus-owned technology platform built from the ground up. The features and functionality were developed from requests of correctional and law enforcement professionals. We heard our customers and we created a user experience based on their feedback. We manage, service, and enhance our platform using only Securus associates. Most other providers do not own and service their entire platform. Dilution of accountability and service is inevitable when a company outsources their technology. We believe it is important to own and maintain our communications platform so that we can quickly respond to customer requests without depending on a third party. We lead the industry in available features today, and we are continuously developing more.



## Inmate Communication Provider Technology Comparison

	ICS Solutions	GTL	CenturyLink Public Communicat ions	Securus	Securus Customer Advantage
<b>Technology Platform</b>	Owns core, partners for technology	Multiple platforms from acquired companies	Outsourced/ partners for technology	Owned and maintained by Securus	Securus completely controls technology
<b>Technology Deployment</b>	Limited, partners with others	Diluted across multiple platforms	Outsources, dependent on others	More than 100 developers, with investment of \$100 million per year	Securus outpaces the rest of the industry
<b>Data Center</b>	Tier 1	Unknown	Unknown	Tier 4, redundant data center	Securus operates carrier class data centers 24/7/365
<b>Video Visitation</b>	Partners with VizVox	Acquired Renovo	Outsources	Owned and maintained by Securus	Securus leads industry experience in remote visitation
<b>Inmate &amp; Public Automated Information System</b>	None	None	None	Owned and maintained by Securus, integrates with JMSs	Saves staff time and improves communications
<b>Cell Phone Managed Access Solution</b>	None	Partnership	Prime Contractor	Owned and maintained by Securus	Allows facilities to stop illegal use of cell phones
<b>Voice Biometric Identification</b>	Investigator Pro	Limited to verification and spot checks	Investigator Pro	Owens Investigator Pro	Investigator Pro is industry standard and owned by Securus
<b>Automated Web Site</b>	Limited, not mobile enabled	Limited	None	Comprehensive and fully mobile enabled	Google Analytics shows Securus has the most widely used site in the industry



## Securus Technologies—Best In Class

### **The Best Inmate Calling Platform**

2600 Facilities Installed – By far the Most Installations of a Single Platform  
1.2 Million Inmates Served – By Far the Most On A Single Platform  
The Most Agencies Served On A Single Platform

### **The Best Video Visitation System**

Over 190 Facilities Installed  
The Most Remote Video Visitations  
The Most No Cost Installations  
The Most Mobile App Downloads

### **The Best Inmate Operating Platform**

The Best Multi-Purpose Platform  
Unlimited Applications  
Best For Inmate Self Service  
The Most AIS Installations - 188

### **The Best Investigative Services**

The Most IPro Installations - 227  
The Most ICER Installations - 649  
The Only Provider Of LBS – 364 Installations  
The Only Provider Of Threads  
The Only Provider Of Monitoring Services



### **The Best Customer Service**

Fastest Speed To Answer  
Highest First Time Resolution  
Only Insourced 24x7x365 Service

### **The Only Wireless Containment Service**

Only solution with a State DOC acceptance  
The Most Successful Installs  
The Only Facility Management System

### **The Best Inmate Tablets**

Two Tablet Versions Available  
Over 200 Facilities Deployed  
Over 100,000 Tablets Deployed  
Over 4.3 Million Emails Monthly  
Over 1.3 Million Media Downloads Monthly

### **The Best Public Safety**

Only Inmate Communications Provider  
With Organic Public Safety Products:  
Jail Management Service  
Electronic Medical Records  
Computer Aided Dispatch

## Superior Customer Service for Friends and Family

Just as a call from KCSO staff is too important to us to send it to another country or even another company, the same is true for calls from friends and family members of inmates. In 2009, we relocated our offshore call centers back to the United States - significantly improving customer satisfaction. Securus' has invested in the industry's largest **U.S.-based customer service center**. The multi-million dollar, state-of-the-art center in Dallas houses more than 150 Securus customer care representatives dedicated to responding quickly to queries from the calling community. They are 100% Securus employees -- we are the only major inmate communications

provider that does not use contractors or otherwise outsources customer service. And our customer service center is open **24x7x365**. Many of our competitors such as GTL, CenturyLink, and Combined Communications close their call centers at night, and close them altogether (or operate them during limited hours) on the weekends. We resolve customer care issues 99.6% of the time during the first call, and receive an average rating of 4.3 out of 5 on customer satisfaction surveys.

When a friend or family member calls Securus, they will talk to Securus. Securus significantly transforms the way family and friends interact with us by providing a mobile-enabled Web experience. Securus Online<sup>SM</sup> unifies ALL Securus communication services under one account. Users can sign up for Securus Online<sup>SM</sup> and add various communication services - including prepaid calling services, video visitation or electronic mail - and manage all account settings from their smartphone, tablet or personal computer. Family and friends can connect with their accounts through the dedicated URL [www.securustech.net](http://www.securustech.net).

### Better Business Bureau (BBB) Accredited and A+ Rated

Securus is an "accredited" BBB company with an A+ rating. "Accredited" means the BBB has determined that Securus meets the BBB's strict accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB accreditation also means the BBB monitors Securus for continued compliance and for support of BBB services to the public. Securus' "A+" BBB rating is based on information BBB has obtained about Securus, including complaints received from the public. It is the highest out of 13 possible BBB ratings and represents the BBB's opinion of how Securus interacts with our customers.

**99.6%**

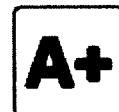
First Call Resolution

**<10 Seconds**

Average time to respond

**2.5 minutes**

Average transaction time





## Call Completion

It is in everyone's interest to complete more calls. Facilities, inmates, family and friends, and others benefit when more calls complete

As the leader in the inmate communications industry, Securus regularly has to refute misleading claims from certain competitors on the issue of call completion. In particular, ICS has recently been claiming that switching to it will result in more call completions thus increasing commission revenue. Rather than pointing to technology, ICS bases its claim on a single example where, ICS claims, call completion rates increased after the customer switched to ICS from Securus. We cannot comment on a specific example, but many factors impact call completion. Securus focuses on the four factors that affect call completion and how we address them to drive higher revenues, leading to higher commissions:

- **Rates:** Lower rates generate more calls. We work with facilities to set rates that strike the desired balance between revenue and call volume.
- **Technology:** The calling platform must be stable and reliable. That is why we have invested more in our platform than anyone else in the industry.
- **Security:** We work with our facility customers to determine what screening parameters to apply to each call, understanding that higher levels of security result in fewer completed calls. Other vendors will ignore this variable implying their lower level of security is a benefit because it creates higher call volume.
- **Funding Options:** Calls cannot happen without funds. That is why we offer the broadest set of funding options available to the industry.

### **Securus Funding Option**

Always offers a free funding fee option

Funding at Western Union and MoneyGram — only provider to offer funding at Walmart and CVS locations

Optional promotional calling programs that allow "on the go" call completion for single-occasion calling

Comprehensive and fully mobile-enabled website for customer service and funding activities

Automated fund replenishment programs through our Text2Fund™ and AutoPay™ programs

### **Why it Drives Call Completion**

Less spend on fees means more money for calls

Funding option for consumers who do not have access to credit or may be far from a payment Kiosk

Allows calls to go through without the need to set up an account and allows inmates to bond out faster

Convenient, wait-free and always available — the most widely utilized web platform in the industry according to Google Analytics

If an account balance gets low, funds can be automatically transferred from a bank account or added via a simple text message

Full integration with commissary and Jail Management software providers — more than any other inmate telephone provider

Allows us to provide both pre-paid calling cards and debit accounts to fund calls

Securus provides 24x7x365 days access to our call center with full disaster recovery capabilities

We are always available when customers need us

<b>Securus Call Completion</b>			
<b>COMPETITOR'S PERFORMANCE</b>		<b>SECURUS PERFORMANCE</b>	
<b>2012 Curry County, NM</b>		<b>2013 Curry County, NM</b>	
Calls	7,347	Calls	8,670
Minutes	79,476	Minutes	103,992
<b>2013 Lake County, IL</b>		<b>2014 Lake County, IL</b>	
Calls	14,241	Calls	11,587
Minutes	122,171	Minutes	311,221
<b>2013 Ramsey County, MN</b>		<b>2014 Ramsey County, MN</b>	
Calls	11,787	Calls	12,703
Minutes	122,171	Minutes	140,543
<b>"...dramatic increase..."</b>			
"We saw a dramatic increase in calls after installing Securus' premier platform even after providing additional services."			
<b>-Curry County, New Mexico</b>			
<b>"...lowered the cost of a call..."</b>			
"We lowered the cost of a call by 27% to the end-user while increasing county revenue by 14%!"			
<b>-Lake County, Illinois</b>			



## WHO WE ARE

### Connecting What Matters

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

### Mission and Vision

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

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

### What We Do

From public safety incident response to post-incarceration community supervision - and all points in between - Securus is uniquely equipped to provide a full spectrum of civil and criminal justice technology solutions.

#### **PUBLIC SAFETY SOLUTIONS**

**Rapid response is imperative.** Systems that collect, consolidate, analyze, visualize and distribute critical information among multiple agencies, first responders, mobile public servants and/or the public.

#### **INVESTIGATIVE SOLUTIONS**

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



## SECURUS AT A GLANCE

Nearly **3,500**  
agencies and  
correctional facilities

**1.2 MILLION**  
inmate calls  
connected every day

**99.9%** network  
uptime

Almost **250**  
patents issued and  
pending

More than **1,300**  
employees

**98%+** customer  
retention rate

**\$200,000,000**  
average investment  
in new technology  
each year



## CORRECTIONS SOLUTIONS

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


## MONITORING SOLUTIONS

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

### Why We Serve

The work Securus does is rooted in deep beliefs:

- The work of public safety and law enforcement officials matters
- Technology must never get old
- Better communication results in better operations and higher revenues
- There is no shortage of data, only difficulty in knowing what pieces of data to pay attention to
- Accountability matters, so service and innovation should never be outsourced




We understand that customers have a choice of providers. We hope to be a partner that provides high quality products and services at a fair price. We focus on delivering excellence with the ultimate desire to gain total customer satisfaction, confidence, and loyalty.

We value teamwork, partnering and building effective and healthy long-term relationships with fellow associates, customers, suppliers, and other organizations with whom we interface.

We seek to be recognized as a technological leader in our industry and thus are committed to developing products, systems, and equipment that meet customer needs now and in the future.

### Our Values



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

## **TRUSTWORTHY**

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

## **FOCUSED**

*Securus is singularly fixed on ensuring our world is secure by only delivering products and services that align with the company's overarching vision.*

## **EXCEPTIONAL**

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

## **INNOVATIVE**

*Securus leads the industry investing dollars to support ongoing technological advancements -- resulting in numerous patents. The company works to combine information, product features and services in a customized way to meet the unique needs of every customer.*

## **Giving Back**

Securus is committed to the communities it serves. Team members across the country participate in a number of philanthropic organizations and give countless volunteer hours each year making the places they live better. As a company, Securus demonstrates its commitment to community through two significant initiatives.

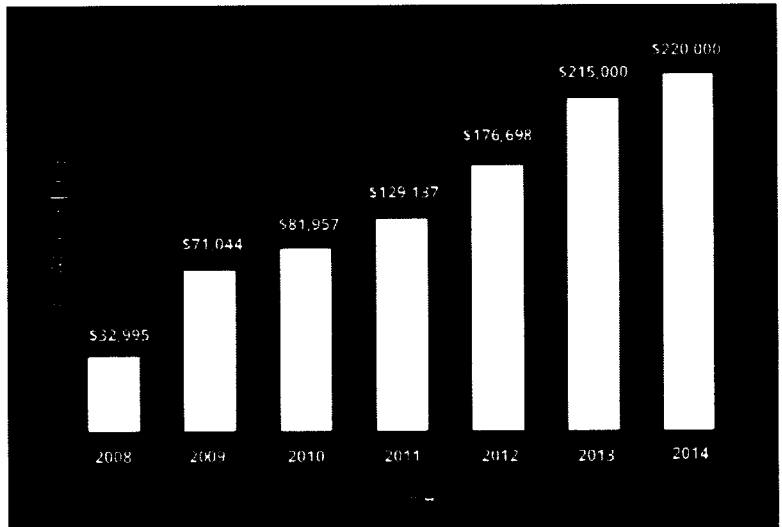
Securus founded and fully funds a nationwide correctional officer memorial fund. This fund provides financial assistance to the families of corrections officers who have fallen while on duty at any Securus customer facility.

The company provides one year's salary as a token of gratitude, honoring the sacrifice corrections officers make protecting the communities they serve.





More than 60% of Securus associates give a portion of their earnings to charity each year, an average of more than \$500 per participant. This money is generously given for use in local communities to improve education, promote healthy living and help lower-income families achieve financial stability. The Securus team dedicated to advancing the common good in the local communities we serve.



## TESTIMONIALS



Nearly 3,500 agencies and facilities can vouch for the products and services that Securus provides. Securus takes great pride in the fact that customers genuinely like their client experience and the people they work with. Most have worked with Securus for many years and highly recommend the products they use and the service they receive.

### Satisfaction


"The service provided by Securus Technologies has been impeccable. Their attention to new technology provided to our agency has been great. Any time a problem existed the service repair team was quick."

- ***Fannin County Sheriff's Office, Bonham, Texas***

"We are very satisfied and pleased with what Securus has provided to our facility in the way of service, technology, and calling rates which does not burden the friends and family members."

- ***Montgomery County, Troy, North Carolina***





## Reliability

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

- ***Scott County Sheriff's Office, Shakopee, Minnesota***

"The technician that serves our area is very professional and efficient. She is very prompt. If we ever have a problem with the telephones, we get a response within the first hour..."

"The personal attention and service that Securus provides to our facility far exceeds any other service that we have in our facility."

- ***Los Alamos Detention Center, Los Alamos, New Mexico***



## High Efficiency

"If [Securus phone systems] allows us to minimize inmate traffic in the halls and maintain the security and safety of this facility...the amount of time it clears up for us to fulfill other job duties is priceless."

- ***Rice County Detention Center, Lyons, Kansas***

Securus provides impressive technology for investigative tools far beyond just inmate phones, and in addition provides solutions that improve efficiencies for my staff. The amount of time that AIS saves my staff on their day to day operations is immeasurable."

- ***Jefferson County Sheriff's Office, Golden, Colorado***



## Timely


"With this upgrade we thought we would be getting the latest and greatest inmate phone system. We did not expect how quickly this system would impact our investigative organization."

- ***Stephenson County Sheriff's Office, Freeport, Illinois***

"Installation of the new equipment and transfer of service from the previous contractor to Securus was with minimal interruption. Securus continued to issue inmate phone cards and worked diligently to install an automated system for friends and families to acquire information about inmates."

- ***Okaloosa County Department of Corrections, Crestview, Florida***

## Exemplary Service



"I am a firm believer in customer service and Securus seems to pride itself in providing great customer service. In this day and age of ever-changing technology, Securus stayed ahead of the game by consistently looking for ways to make it easier for inmates, inmates' families, and most of all, Sheriff's Department personnel."

- ***Kankakee County Sheriff's Office, Kankakee, Illinois***

"This is the way business should take place. When a problem arises, there is someone there to take care of it."

- ***State of Alaska, Department of Corrections, Anchorage, Alaska***





## Strategic Law Enforcement Partner


"Our detectives have used Securus technology to solve crimes that otherwise may have gone unsolved, including major felonies, such as drug crimes, robberies and even murders."

- ***Anson County Sheriff's Office, Wadesboro, North Carolina***

"The Securus telephone system was instrumental in us apprehending the bank robbery suspect. The Securus telephone system is a vital investigative tool that we use frequently. The support staff from Securus Technologies has also been very helpful anytime a question arises."

- ***Passaic County Sheriff's Office, Paterson, New Jersey***

## Unmatched Technology



"As Director of Technical Services for the Hamblen County Sheriff's Department, I would like to take this opportunity to say that Securus Technologies continues to rate high with our department. Simply put, our department not only receives the promised product, it receives more. We are proud to be part of a growing and progressive company such as Securus."

- ***Hamblen County Sheriff's Office, Morristown, Tennessee***

The transition from our previous inmate telephone provider to Securus Technologies was quick, efficient, and professional. I am especially impressed with how you can link us with other technological needs for our department, such as inmate visitation, inmate management systems and the like, while maintaining a strong revenue stream for the county. During the three year break that Securus was not in our facility – it's fair to say, 'we missed you guys'."

- ***Cheshire County Department of Corrections, Keene, New Hampshire***



## People

"It is the support behind you that keeps us most happy. Mainly it is your field support person who on a moment's notice responds quicker than we expect (although now she's spoiled us and those have become our expectations) or is proactive to finding issues before we do."

- ***Lea County Detention Center, Lovington, New Mexico***

"He and his staff have always been very responsive to our needs and requests, and make frequent on-site visits to answer questions and resolve issues."

- ***Okaloosa County Department of Corrections, Crestview, Florida***

# PROPOSED FINANCIAL OFFER




# Securus Financial Offer

## Summary

Securus has carefully designed a customized solutions based proposal for the Brown County Jail. Our goal is to generate an offer that has the most advanced **Inmate Telephone System** complimented with highly innovative **investigative** tools, coupled together with commission rates to balance the **revenue, safety, and technology** needs of the Brown County Jail and the community you support.

This Inmate Telephone System proposal provides innovative capabilities that will **increase operational efficiencies** while **lowering costs** and **enhancing service** options to the inmates and their family and friends. Securus delivers a complete solution with over 29 years of experience while our dedicated project management and support teams ensure a seamless installation with minimal disruption to your facility. Securus envisions the **HIGHEST COST SAVINGS** with this value-added proposed solution with no direct costs to the Brown County Jail.



Provided below is a summary highlighting the key solutions of our options offered. Securus is including all of the software and hardware equipment as well as the following advanced problem-solving solutions and services at NO additional cost to your facility as part of our proposal. Each of these highly innovative items will drive greater efficiency and return on investigative activities conducted for the Brown County Jail.

### Secure Communications Platform (SCP)

The most widely utilized platform in the industry with over 2,600 installations

### Investigator Pro (IPRO) - Voice identification program

#### Over 550 features including:

- 3 way detection
- Remote call forwarding
- PINs
- All Necessary Integrations
- Live Monitoring
- Interagency investigative information sharing
- Over 50 standard reports
- **ICER** interagency inmate to inmate communication detection
- Secure remote access
- Advanced biometrics - Continuous Voice Verification
- **Investigator Pro (IPRO)** - Biometrically analyzes the entire phone call, detecting suspicious voice prints & automatically presenting findings. IPro flags potential criminal calling activity and immediately alerts investigators to those calls.
- 24/7/365 technical and friends and family support

## THREADS

- Comprehensive Project Management services to handle integrations and project turn up.
- Facility Portal provides authorized personnel with access to audit all systems & payments
- No cost onsite training for the life of the contract
- Support of the County's first call free program
- **THREADS** – Only big data investigative analysis tool built specifically for the corrections market and fully integrated into the Inmate Telephone System

Securus patented awarded features drive competitive advantage for **MAXIMUM CALL COMPLETION** that enables **AGGRESSIVE COMMISSIONS** without inflated rates or unfair processes.

## Automated Information Services (AIS)

**Automated Information Services (AIS™) is the Interactive Voice Recognition (IVR) solution for local correctional facilities.**

It serves more facilities and constituents than all competitive offerings combined and sets the bar for features, flexibility, performance, and value.

**With AIS™, facilities typically see an 80% reduction in constituent phone calls requiring manual assistance.**

Speech-recognition-driven menus allow friends and family members to simply speak the name of an inmate or the type of facility policy to provide faster access to information without staff assistance. This frees a staggering number of staff hours for other tasks. Further, this allows staff members to focus on critical tasks without constant distractions. AIS has proven to improve work atmospheres and staff morale.



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



# Proposed Financial Offer

Securus' offer will provide two very competitive options for commissions with low calling rates to friends and family members, and industry leading calling options - to connect the most calls and generate the most revenue for the Brown County Jail.

**Option 1:** This option is based upon keeping your current phone call rates.

## Inmate Telephone System including Investigative products

**82 %** Commission

**\$25,000** Signing Bonus

**5-year** Contract

ICER: Inmate-to-Inmate Communication Detection (included)

IPro: Investigator Pro – Continuous Voice Biometrics (included)

THREADS: Big data Analytics (included)

AIS: Automated Information Services (included with Trust Funding option enabled)



## Option 1 Calling Rates - Same as Current Prepaid

Local Collect	\$0.40 per minute
Local Prepaid / Debit	\$0.40 per minute
In-state Collect	\$1.00 1st min, \$0.25 addl. min
In-state Prepaid / Debit	\$1.00 1st min, \$0.25 addl. min
*Out-of-State Collect	\$0.21 per minute
*Out-of-State Prepaid / Debit	\$0.21 per minute

Prepaid Card Rates - same as collect

\*Matches current FCC mandated Interstate rates.



**Option 2:** This option is based on lowering your current phone call rates.

**Inmate Telephone System including Investigative products**

**69 %** Commission

**\$20,000** Signing Bonus

**5-year** Contract

ICER: Inmate-to-Inmate Communication Detection (included)

IPro: Investigator Pro - Continuous Voice Biometrics (included)

Threads: Big data Analytics (included)

AIS: Automated Information Services (included with Trust Funding option enabled)

**Option 2 Calling Rates**

<b>In-state Collect</b>	<b>\$0.19 per minute</b>
<b>In-state Prepaid</b>	<b>\$0.19 per minute</b>
<b>In-state Debit</b>	<b>\$0.19 per minute</b>
<b>Out-of-State Collect</b>	<b>\$0.19 per minute</b>
<b>Out-of-State Prepaid</b>	<b>\$0.19 per minute</b>
<b>Out-of-State Debit</b>	<b>\$0.19 per minute</b>

Prepaid Card Rates same as collect



# INTRODUCTION





# Corporate Background and Expertise

## OUR MISSION:

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

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

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

## Our Presence

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

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

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

Securus has the resources to install and operate large prison facility telecommunications systems.

## SECURUS

### AT A GLANCE

**29** years in business

More than **1,000** employees

Nearly **3,000** agencies and correctional facilities

**1 MILLION** inmate calls connected every day

**99.9%** network uptime

More than **200** patents issued and pending

**98%+** customer retention rate

**\$670,000,000** investment in new technology over the past four years

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



Locations served by Securus Technologies

## Our Values

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

### TRUSTWORTHY

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

### FOCUSED

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

### EXCEPTIONAL

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

### INNOVATIVE

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



### OUR VALUES

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



# What We Do

From public safety incident response to post-incarceration community supervision – and all points in between - Securus is uniquely equipped to provide a full spectrum of civil and criminal justice technology solutions.



## PUBLIC SAFETY SOLUTIONS

***Rapid response is imperative.***  
Systems that collect, consolidate, analyze, visualize and distribute critical information among multiple agencies, first responders, mobile public servants and/or the public.



## INVESTIGATIVE SOLUTIONS

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



## CORRECTIONS SOLUTIONS

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



## MONITORING SOLUTIONS

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

## Connecting What Matters<sup>®</sup>

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





## Why Securus

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

### **Experience**

**Only Securus** provides services to four of the top five mega county facilities in the United States (many included in our references). We serve multiple DOCs, including the state of Illinois. We also serve other very large facilities that house thousands of inmates, including New York City DOC, Harris County, Texas, and Wayne County, Michigan. Additionally, we are the largest provider of inmate services to private prison companies such as Corrections Corporation of America (CCA).

### **Technology**

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

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

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






## Service

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

**Only Securus** offers the widest array of programs to complete more calls than any other competitor in the industry. Your inmates' families and loved ones are also our customers. They often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we provide multiple ways to communicate, and provide more funding options than any other provider. We routinely improve call volumes when we displace our competition, making sure inmates can stay in touch with their loved ones.




Finally, Securus is proud to be the **only provider in the industry that is Sarbanes-Oxley Section 404 compliant and SOC-1** (formerly Statement on Auditing Standards No. 70 (SAS 70), Type II) certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, Brown County will get accurate and timely reporting and commission payments from Securus.

### The Securus Best-in-Class Service Offering

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

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




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

to this advanced platform from inferior, legacy, Premise-Based systems that many of our competitors continue to use.


The Securus calling systems include:

<p><b>SCA Architecture (SCA)</b></p>	<ul style="list-style-type: none"> <li>• Serves as the backbone of the Securus platform, which results in significantly lower operating and capital costs through its implementation</li> <li>• Comprises a robust data repository housing multiple data marts that each hold billions of bytes of stored information gathered from multiple sources</li> <li>• Delivers an intelligent retrieval system that retrieves and processes user requests through a cross-application, cross data-mart retrieval process</li> </ul>
<p><b>Secure Call Platform (SCP)</b></p>	<ul style="list-style-type: none"> <li>• Services correctional facilities as well as inmates, friends, and family members</li> <li>• Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing, and password-specific utilities</li> <li>• Provides a proprietary, packet-based centralized calling platform widely recognized as the best in the industry</li> </ul>
<p><b>Secure Connect Network (SCN)</b></p>	<ul style="list-style-type: none"> <li>• Provides a packet-based, digital transmission system for all communications transport</li> <li>• Allows the Securus calling platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7x365 offsite monitoring, immediate system upgrades, and repairs from one central location</li> </ul>
<p><b>SCP User Interface</b></p>	<ul style="list-style-type: none"> <li>• Provides a single-point, easy-to-use user interface to all programs, applications, and services</li> </ul>
<p><b>Prepaid Calling Programs</b></p>	<ul style="list-style-type: none"> <li>• Offers calling services to facilities or their commissaries who then sell directly to the inmates.             <ul style="list-style-type: none"> <li>○ Prepaid calling cards used by inmates</li> <li>○ Domestic and international</li> <li>○ Paperless, card-free prepaid calling solution for inmates (debit services)</li> </ul> </li> </ul>
<p><b>Securus Correctional Billing Services</b></p>	<ul style="list-style-type: none"> <li>• Provides nationwide customer care and billing center dedicated to inmates' family members and friends, 24 hours per day, 365 days per year</li> <li>• Offers multiple payment options, including prepayment of charges, remittance directly to the local phone company, and credit card payments</li> </ul>
<p><b>Additional Products and Services</b></p>	<ul style="list-style-type: none"> <li>• Automated Information Services (AIS)</li> <li>• Email and voice mail services</li> </ul>

- 
- Covert Alert services
  - Voice biometric products
  - Sophisticated investigative tools
  - Jail management software
  - Video visitation
  - Contraband cell phone control

Securus retains more than 98% of customers – the best in the industry – because we are committed to providing the best customer service to family members and friends of inmates. Securus spent more than \$2 million to build an in-sourced customer call center staffed by Securus employees rather than the poorly managed and highly inferior foreign call centers that our largest competitors use. Lastly, Securus Field Service Technicians are Securus employees (not contractors) who follow the strict guidelines our correctional facility customers demand. Many of our competitors use third-party contractors who might have other priorities.

## Securus Financial Position



The financial strength of your provider is important because it is an indication of their ability to serve your needs today and invest to meet your needs tomorrow. New solutions delivered to our customers reflect our growth, expansion, and reinvestment in our systems.

Securus is the only inmate communications provider with a stable outlook, positive revenue growth, and good liquidity, according to S&P and Moody's. Securus is also the only inmate communications provider that has consistent organic growth.



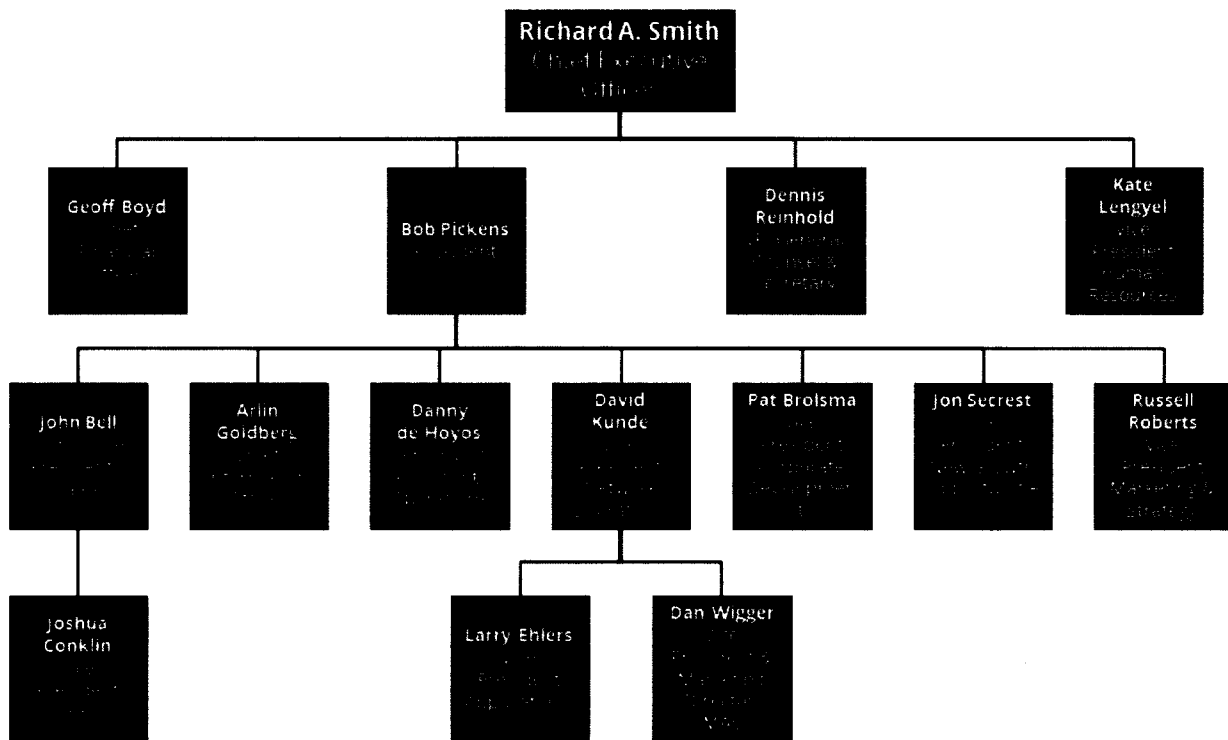


# SECURUS MANAGEMENT TEAM



# Company Management


In mid-2008 Richard A. Smith, a seasoned Chief Executive Officer (CEO) with more than 40 years of telecommunications experience, was selected as Securus' Chief Executive Officer. Mr. Smith built a team of highly talented group of executives, having worked with most of them an average of 11 years at prior companies. Mr. Smith and Securus' executives possess 210 years of combined telecommunications and/or inmate telecommunications experience. Many members of the current executive team previously ran Eschelon Telecom, Inc. (NASDAQ: ESCH), a highly successful, publicly traded competitive local exchange carrier (CLEC). At this company, the management team grew this business from inception and sold it in August 2007 to Integra Telecom, Inc. (a private CLEC) for more than \$710 million.



Securus' executive management team and biographies are below.

## Richard A. Smith, Chief Executive Officer

Richard (Rick) Smith is the Chief Executive Officer of Securus Technologies, Inc. with more than 40 years of communications experience. Since joining Securus in 2008, he has led a major reinvestment into the company and has established the SCP call management platform as number one in the industry. Before joining Securus, Mr. Smith was the Chief Executive Officer of Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange) \$350



million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota, where he grew revenue from approximately \$30 million to \$350 million and grew adjusted EBITDA to \$80 million, a CAGR of 48 percent. His achievements at Eschelon led to a successful IPO in the summer of 2005. Before this, Mr. Smith held several positions in a variety of disciplines at Frontier Corporation including operations, finance, IT, and business development, among others. Mr. Smith holds a Bachelor of Science degree in Electrical Engineering from State University of New York, Buffalo; a Masters of Mathematics degree from State University of New York, Brockport; and a Masters of Business Administration degree in the Executive Development Program from University of Rochester.

### Robert E. Pickens, President


Robert (Bob) Pickens is the President of Securus Technologies, Inc. with more than 22 years of communications experience. He has responsibility for all corporate and field operating areas. Before joining Securus in September 2008, Mr. Pickens held multiple executive positions—including Chief Operating Officer—at Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange) \$350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota. Mr. Pickens holds a Bachelor of Science degree in Business Administration from the University of Minnesota’s Carlson School of Management.



### Geoffrey M. Boyd, Chief Financial Officer

Geoffrey (Geoff) Boyd is the Chief Financial Officer of Securus Technologies, Inc. with more than 21 years of communications experience. In this role, Mr. Boyd has oversight responsibility for all financial functions of the company. Before joining Securus in 2013, Mr. Boyd was Chief Financial Officer of Rational Energies, Inc., one of the first commercial producers of crude oil from waste plastic in the country. From 2000 to 2007, Mr. Boyd served as Chief Financial Officer of Eschelon Telecom, Inc. Before that, he served in a variety of executive roles at Dobson Communications Corporation, one of the largest rural cellular carriers in the United States. Mr. Boyd started his career in telecommunications and media finance at CoreStates Financial Corporation. He holds a Bachelor of Arts degree from Dartmouth College.

### Patrick W. Brolsma, Vice President of Corporate Development




Patrick (Pat) Brolsma has more than 15 years of senior-level telecommunications experience and has served as Vice President of Corporate Development since joining Securus in November 2008. Before Securus, he spent eight years with Eschelon, where he held leadership positions in operations, marketing, and mergers and acquisitions. Before Eschelon, Mr. Brolsma held various management positions at U.S. West, Inc. (Qwest), Sprint Communications, and Unisys. Mr. Brolsma has a Bachelor of Science degree in Computer Science and Marketing from Minnesota State University in Mankato, Minnesota.



## John Bell, Senior Vice President of Sales

John Bell joined Securus Technologies effective December 30, 2015, as the Senior Vice President of Sales. Mr. Bell has a career of transforming organizational culture and performance into exceptional performance, exceptional growth, and developing exceptional sales leaders – an outstanding 35 year career that is the foundation of his professional portfolio. Part of that career was at IBM, the cream of the crop of high-tech/high integrity/premier sales business processes and people development companies. Mr. Bell graduated from Holy Cross with additional postgraduate work at the Wharton School of Business and the Kellogg School of Management. His professional career includes work at IBM, Verizon, AT&T, NTT Verio, and Time Warner Cable. Mr. Bell assumes responsibility for Securus' 100-person sales team that includes 60 feet on the street, quota-carrying sales associates.

## Joshua E. Conklin, Vice President of Sales



Joshua (Josh) Conklin is Vice President of Sales at Securus Technologies, Inc. with more than 13 years of communications experience. In this role, Mr. Conklin has responsibility for all sales and contract retention activities. Before joining Securus, Mr. Conklin served as Senior Vice President and General Manager of California and Nevada for Integra Telecom, a privately owned, facilities-based, integrated communications carrier and equipment provider headquartered in Portland, Oregon. Before this, Mr. Conklin served with Eschelon Telecom, Inc. as Senior Director of Network Sales for Colorado, Minnesota, and Utah, where he was responsible for new acquisition sales in more than 40 percent of Eschelon's network footprint. Mr. Conklin also held several other sales roles within Eschelon including Sales Director, Sales Manager, and Sales Training Manager over his 10-year career with Eschelon. Mr. Conklin holds a Bachelor of Business Administration degree from West Texas A&M University.

## Larry V. Ehlers, Vice President of Applications


Larry Ehlers has served as Securus' Vice President of Applications since January 2009, having served as Vice President of OSS & Applications at Eschelon from 2005 through 2008. He also served as Vice President of Corporate Systems at Advanced Telecom from 2000 through 2005 Before its acquisition by Eschelon. Earlier in his career, Mr. Ehlers was the Director of Information Technology and Operations at Quintessent Communications, was a consultant with Network Designs Corporation, and served in a variety of information technology roles within the manufacturing industry. Mr. Ehlers received his Bachelor of Science degree from Iowa State University and holds multiple information technology certifications.



## Arlin B. Goldberg, Chief Information Officer


Arlin Goldberg has served as Chief Information Officer since September 2008. He has more than 35 years of telecommunications industry experience. Previously, Mr. Goldberg served as the Executive Vice President of Information Technology for Eschelon from October 1996 until July 2007. He also previously served as Director of Information Services at Frontier Corporation, as Director of Information Services for Enhanced TeleManagement, Inc., and in a variety of roles at Norstan Communications Systems, Inc. Mr. Goldberg received his Bachelor of Science in Business degree in Accounting from the Carlson School of Management at the University of Minnesota.

## Danny de Hoyos, Vice President of Service and Technical Operations



Danny de Hoyos is Vice President of Service and Technical Operations at Securus Technologies, Inc. In this role, Mr. de Hoyos has responsibility for leading customer satisfaction, quality, and training; customer service; field operations; installations and operations; reporting operations and analysis; and technical support. Mr. de Hoyos previously served as Director of Customer Operations for Medica located in Minneapolis, Minnesota. Before this, Mr. de Hoyos served as Vice President of Customer Service and Service Delivery at Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange), \$350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota. Before joining Eschelon, Mr. de Hoyos was Director of Support Services for One World Online in Provo, Utah, and also held leadership roles in customer operations and call center management for other technology companies such as Big Planet and Marketing Ally. Mr. de Hoyos holds a Bachelor of Science degree from Brigham Young University in Provo, Utah.

## David A. Kunde, Vice President of Network Operations




David (Dave) Kunde has served as Vice President of Network Operations since August 2011. Mr. Kunde has more than 26 years of telecommunications industry experience. Mr. Kunde has senior-level experience in building and managing national networks and has developed and launched highly successful services such as IPTV television during his career. Before joining Securus, Mr. Kunde was the COO for North American Operations for ACN, Inc., where he was responsible for information technology, human resources, accounting/finance, call center, provisioning, operations and engineering, legal, and business development functions in both the U.S. and Canada. Mr. Kunde previously served as SVP and GM of the Integra Telecom ILEC division, where he successfully launched IPTV. He also served as EVP of Network Operations and Engineering at Eschelon from 1999 through 2007. Mr. Kunde earned his Bachelor of Arts degree in Physics from Wittenberg University and received a Masters of Business Administration degree from the University of Rochester's Simon School.



## Kathryn S. Lengyel, Vice President of Human Resources


Kathryn (Kate) Lengyel has served as Vice President of Human Resources since July 2007. Before joining Securus, she held the position of Vice President of Human Resources at Excel Telecommunications, where she was an integral part of the acquisition of Vartec Telecom. Ms. Lengyel also served in a variety of HR capacities including the Director of Human Resources at Stone Holdings, Inc. and its subsidiaries, from November 1991 until 2005. Throughout her career, she has created a successful track record of employee initiatives, leadership, and organizational change management and has developed diverse human resources experience in startups, growth, and mergers and acquisitions situations. Ms. Lengyel holds both a Bachelor of Science degree in Human Development and a Master of Education degree in Human Resource Development from Vanderbilt University.

## Dennis J. Reinhold, Vice President, General Counsel and Secretary




Dennis Reinhold has served as Vice President, General Counsel and Secretary of Securus since August 2005. He previously served as the Associate General Counsel of SOURCECORP, Inc. (public until late 2005; NASDAQ: SCRCF) a company with approximately 7,000 employees worldwide that specialized in business process outsourcing of critical data and documents. Before SOURCECORP, he served as Division General Counsel/Director of International Legal Affairs and Assistant Secretary of AAF McQuay, Inc. Mr. Reinhold has more than 25 years of legal experience, both in law firms and in-house positions, with an emphasis practicing in the areas of corporate and international law. Mr. Reinhold earned a Juris Doctor degree from St. Louis University School of Law, a Bachelor of Science degree in Marketing and Business Administration from the University of Illinois, and he completed the Advanced Management Program at The Wharton School, University of Pennsylvania. Mr. Reinhold was one of 20 finalists in the 2006 Dallas Business Journal's Best Corporate Counsel Awards, and in 2006, he was awarded a National Leadership Award by the National Republican Congressional Committee. Mr. Reinhold is the sole inventor on U.S. Patent No. 7,494,061 (granted on February 24, 2009). Mr. Reinhold has also served on numerous civic organizations, including the Board of Directors for the Louisville Ballet, Company Chairman for the Juvenile Diabetes Foundation, and Habitat for Humanity.

## Jonathan Secrest, Vice President, New Growth Opportunities




Jonathan (Jon) Secrest is Vice President of New Growth Opportunities responsible for driving organic and inorganic growth and developing programs to leverage the broad capabilities of acquired companies. Mr. Secrest joined Securus in February, 2015 with more than 20 years of successfully driving growth in senior-level marketing and operational positions in the communications and manufacturing industries. Before joining Securus, Mr. Secrest was Chief Marketing Officer of ADC, a \$1.5 billion, a global manufacturer of telecommunications network infrastructure equipment and then Chief Marketing Officer the Enterprise Networks Division after TE Connectivity acquired ADC. Before ADC, Mr.




Secrest was Vice President, Marketing of Eschelon Telecom and Vice President of Operations for Inacom Professional Services Minnesota District. Mr. Secrest holds bachelor's degrees in both Business and Economics from Augsburg College in Minneapolis, Minnesota and post-graduate Certificate in Information Technology, also from Augsburg. Mr. Secrest holds board seats on several non-profit organizations and was Board Vice-Chairman for The Family Partnership, a \$10 million human services organization from 2012-2014.

### Daniel Wigger, Vice President, Managing Director Managed Access Solutions



Daniel Wigger has served as Vice President, Managing Director of Managed Access Solutions since March, 2015. Mr. Wigger has more than 24 year's professional experience in the communications services provider industry. Before joining Securus, Mr. Wigger held Senior Leadership positions at Integra Telecom including Executive in charge of Operations, where he led all Operations teams across 11 Western US States, and was Senior Vice President and General Manager of the \$100 million Minnesota/North Dakota division. Before Integra, he held a wide variety of senior engineering and operations leadership positions at Eschelon Telecom, Advanced TelCom Group, and Brooks Fiber. Early in his career, Mr. Wigger was part of the Accelerated Management Program at Pacific Bell/SBC and held assignments in Finance, Marketing, Engineering, and Operations. Mr. Wigger holds a Bachelor of Science degree in Business Administration from Fresno State University, California.

### Russell Roberts, Vice President of Marketing and Strategy



Russell Roberts is Vice President of Marketing and Strategy. He oversees Product Management, Customer Training, Marketing Strategies, and RFP teams. In this role, Mr. Roberts has the responsibility of Product Engagement and Marketing Strategies for all Securus Products.



# SECURE CALL PLATFORM SYSTEM OVERVIEW








# Introduction

The Securus Secure Call Platform (SCP) is a state-of-the-art, web-based system designed to provide Brown County with the ultimate in inmate call control and reporting. SCP's advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. The system is designed to adapt to your facilities and operations, rather than requiring you to conform to the software.

The Securus development team custom-built SCP for the corrections industry, making this platform a fully-integrated system of simple-to-use software tools, and computer and telephony hardware. SCP's hardware and software components readily adapt to the changing needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports in real time.


With software updates provided three to four times per year, SCP will keep Brown County on the cutting edge of technology without any additional cost for system upgrades. Because SCP operates on a centralized platform, Securus can customize our solution to your specific needs, addressing the specific operating requirements of your department both today and well into the future.



SCP will support Brown County in safeguarding the community through proactive fraud prevention and advanced investigative capabilities. SCP allows our customers to operate a smarter and more efficient jail through system interoperability while providing the flexibility to interface with your current operations. SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

SCP also increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our secure single-point of access, the SCP user interface. Users can access SCP any time from any Windows-based computer with access to the Internet allowing your investigators to follow the leads wherever they may go.

## Secure Call Platform Features




The Securus SCP gives Brown County control over most system features. That means you have complete control to customize the system to your specific needs, even as those needs change. We are committed to using technology to help you safeguard the public and solve and prevent crimes.



Key features include:

- Centralized architecture
- Anytime/anywhere system access using an Internet-enabled computer from any location
- Real-time software/system upgrades three to four times per year at no cost to Brown County
- Premium digital quality superior to that of analog-based systems, which is especially important for investigative purposes
- Remote monitoring 24x7x365 from Securus' Network Operations Center—we monitor system performance and can recognize and correct problems before you are aware of them.
- Advanced call recording management through a patent-pending technology to safeguard the chain of evidence controls on each recording, backed by free, professional testimony
- User-friendly reporting and self-help capabilities
- Information-sharing among partner agencies

## Investigative Tools


- 
- Monitoring and recording available on all calls (other than those marked as 'private')
  - Patented three-way call detection and prevention
  - Patented remote call forwarding detection
  - Patented Perma-Block allows called parties to block future calls from the facility
  - Covert Alert with Barge-In
  - CrimeTip hotline
  - Scan Patrol
  - Case tracking (call notes)
  - Investigative reports, such as frequently called numbers, pattern dialing reports, and more
  - THREADS call analytics
  - Voice biometrics, including Continuous Voice Verification
  - Reverse Lookup with mapping
  - Word Spotting




## Fraud Controls


- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Dual tone multi-frequency (DTMF) detection to prevent:
  - Secondary dialing
  - Switch hook dialing
  - Black boxing
  - Hacking
- Velocity restrictions

## Service Features


- 
- 24x7x365 Network Operations Center monitoring
    - You operate around the clock, and so does Securus. We can find and fix most problems before you are aware of them and we are here to help you with your questions and requirements whenever you need us.
  - 24x7x365 Technical Support through Securus' in-house Technical Support Center
    - We have the largest employee base in the industry to serve you better and to make sure we continue to lead with enhanced technology.
  - 24x7x365 end-user support through our in-house Securus Correctional Billing Services
    - Securus is unique among national competitors in that we operate our call center. We do not outsource our customer experience. We find our end-user satisfaction ratings improve 22% when they use our call center. Providing good service to your constituents cuts down on complaints and provides a better experience for all. We are available to serve callers 24 hours a day.
  - Ongoing training as well as training for each new software release (typically provided three to four times per year)

## Call Completion

- 
- More billing agreements with local exchange carriers than any other inmate phone provider
  - Convenient points of sale and cost-effective terms for prepaid friends and family accounts
  - Numerous funding options
  - In-house Securus Correctional Billing Services customer service center

- 
- Lobby Kiosks
  - Website funding
  - Western Union funding
  - MoneyGram funding
  - Collect, prepaid collect (AdvanceConnect), prepaid calling cards, and debit options
  - Inmate PINs
  - Inmate PANs
    - Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through integration.
  - Patented Automated Operator Services (AOS)
  - Customizable call prompts, branding, and overlays
  - Multi-lingual call prompts
  - Inmate name recording


## Administrative Features

- 
- Audit and activity tracking of system users
  - Multi-level password controls
  - Access control by day/time, as well as by IP address if desired


## Call Controls

- Global blocked number lists
- Global allowed number lists
- Calling restrictions, including duration and velocity by inmate, dialed telephone number, inmate phone, phone group, customer, or facility
- Automatic or manual system on/off controls
- Emergency Call
- Automatic management of calling restrictions

# Call Monitoring



The inmate call-monitoring feature offers an investigative tool that allows authorized individuals to click on any call in progress and listen to the live conversation through a speakerphone or headset. The monitoring of live calls is undetectable by either the inmate or the called party and does not disrupt the recording process. There is no drop in volume




or noticeable “click” when monitoring begins and the conversing parties are not aware of the monitor’s presence.

## Simultaneous Recording and Monitoring

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

### Call Monitoring



The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also displays any restrictions such as “watched” or “private,” and the status of the call, such as “in progress,” “calling destination,” or “getting acceptance.”


SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as “private” on the user interface.

### Call Monitoring, Silent

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

### Call Recording

Securus’ SCP is designed with a configurable amount of year(s) for storage of recordings, all accessible through the online Web interface, for ease of access by Brown County. No proprietary software is required to access SCP.



Securus’ SCP allows for live monitoring of calls in progress and playback of pre-recorded conversations via any Windows based multi-media Personal Computer workstation. Facility personnel (with appropriate password privileges) are able to monitor live calls or pre-

recorded conversations by simply clicking on the speaker icon. Brown County personnel with the appropriate level of security will be able to conduct investigations and listen to conversations **from any PC with Web access** allowing ease of use and portability.

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer's product. This allows the facility to deal with a single vendor if any issues arise.

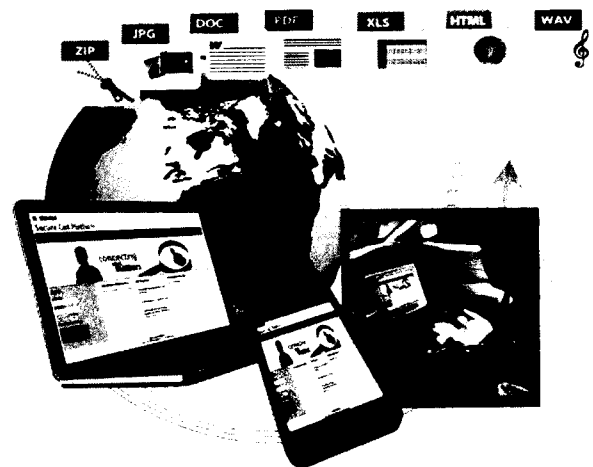
The SCP uses large capacity hard drives, along with RAID (Redundant Array of Independent Disks), that virtually extend the call storage period to meet your specific needs. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

## Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

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





## Standard Reports Available through SCP User Interface

The Securus Secure Call Platform (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities.

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.







Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number
- Mark the notes private or public
- Play the call
- Copy the call to a management folder for download
- Download the call immediately with a one click operation
- Extend the call expiration date if it is approaching the agreed upon storage threshold
- Export the report results (users can export all SCP reports)
- Select a single site, all sites, or allowed sites, and specify information by phone, phone group, or the entire customer profile.

## Call Frequency Report

The Frequently Called Number (FCN) feature allows investigators to generate a report by entering a frequency threshold to find only those numbers called more than the specified number of times. Investigators can use this report to determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range

## Call Frequency Report

**Secure Call Platform** Facility Routing Number: 99001

Enter a threshold for the number of times a number was called to initiate the report.

**Call Frequency Search**

Select date range and other criteria to narrow the results.

Threshold: 2    Call Status: ALL    International:     Watched:     Private:

Start: 01/15/2011    End: 04/19/2011

Search    EXCEL    PDF    CSV    Reset

Secure Call Site	Phone Number	Call Count
Secure Call Site	(3) 8222220011	28
Secure Call Site	(3) 8222220010	18
Secure Call Site	(3) 8222220008	16
Secure Call Site	(3) 8222220006	6
Secure Call Site	(3) 8222220005	6
Secure Call Site	(3) 8222220004	6
Secure Call Site	(3) 8222220003	6
Secure Call Site	(3) 8222220002	6
Secure Call Site	(3) 8222220001	6
Secure Call Site	(3) 8222220000	6

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

## Call Tracker Report

The Call Tracker Report allows users to track CDR notes (made by themselves or other investigators). Authorized users can export report results to Excel, PDF, and CSV file formats. Search criteria include:

- Not Shared (when checked, shows the user's notes that are flagged "not share" with others)
- Tracking number
- First and last name
- Custody Account and PIN
- Dialed number
- Notes (allows users to conduct a search using keywords included in the notes)
- Date range
- Results per page

## Call Tracker Report

### Secure Call Platform

Facility Routing Number: 99001

Use comprehensive search criteria to find CDR Note.

View and interact with results. Click CDR icon to view full details about call records.

**Call Tracker Search**  
 FILL IN SEARCH CRITERIA (\* Indicates Required Fields)  
 (Use \* for wild card / partial searches)

Not Shared:

Tracking #: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
 Custody Account #: \_\_\_\_\_ PIN #: \_\_\_\_\_ Dialed Number: \_\_\_\_\_  
 Notes: \_\_\_\_\_  
 05/19/2010 End Date/Time: 04/19/2011 Results Per Page: 10  
 Format: mm/dd/yyyy Format: mm/dd/yyyy

Search EXCEL PDF CSV Reset

Tracking #	Name	Tracking #	Notes
	Dee Sonti	9722770596	0343 0343 share all
5272010	Huong Allen	9722770596	5252010 5252010 This is Huong test

## Hourly Usage Report

The Hourly Usage Report shows users the number of phone calls that have taken place within a given date and time range. Users may export the data to Adobe PDF. Search criteria include:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)
- Date and Time (Maximum one week search)

## Hourly Usage Report

Facility Routing Number: 99001

---

**Secure Call Platform**

Administrative Users

Securus Data: Site  All Sites  All Phone Groups  All Phones

**Hourly Usage Report**

**FILL IN SEARCH CRITERIA** / \* Indicates Required Fields

(Use \* for wild card / partial searches)

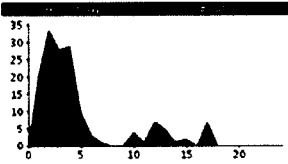
Call Status: Complete  International:

Date Criteria: Date/Time Range (Note: Date Range Search Criteria is restricted to 1 week) Watched:

Start: 04/20/2011 00:00:00 End: 04/25/2011 23:59:59 Private:

Search PDF Reset

---



The graph shows the number of calls per hour over a 24-hour period. The y-axis represents the number of calls (0 to 35), and the x-axis represents the hour of the day (0 to 23). The highest call volume occurs in the early morning hours, peaking at approximately 32 calls around hour 3.

Hour	Number of Calls
00:00	0
01:00	20
02:00	25
03:00	32
04:00	20
05:00	10
06:00	5
07:00	7
08:00	0
09:00	0
10:00	4
11:00	7
12:00	7
13:00	0
14:00	7
15:00	2
16:00	2
17:00	7
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	9

**Hourly Usage Report** – is a valuable administrative report that displays the number of phone calls that have taken place within a given date and time range. Search criteria includes international, watched, private, call status, and date/time.

# Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report shows users any Covert Alerts triggered during a specified date and time range. Results can be exported to Excel, PDF and CSV file formats. Search criteria include:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

## Covert Alert Call Detail Record Report

### Secure Call Platform

SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

MANAGEMENT LEVEL

Entity: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

#### Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)  
(Use \* for wild card / partial searches)

Alertee Country Code:	Alertee Dialed Number:	Alertee First Name:	Alertee Last Name:
Country Code:	Dialed Number:	Custody Account #:	PIN #:
First Name:	Last Name:		
Termination Category: -- ALL --	Call Status: -- ALL --		

Date Criteria: Date/Time Range | Start: 05/01/2010 00:00:00 | End: 04/19/2011 23:59:59

Search | EXCEL | PDF | CSV | Reset

Click the CDR icon to the left of each record to display full call detail information for each call.

Entity	Site	Phone Group	Phone	Alertee	Alertee First Name	Alertee Last Name	Alertee Phone Number	Alertee Custody Account #	Alertee PIN #	Alertee Termination Category	Alertee Call Status	Alertee Start Time	Alertee End Time	Alertee Duration	Alertee Call Type	Alertee Call Detail
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee qa	complete					
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee2508 2508	dee qa	complete					
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete					
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	898989 8899	Helen Huynh	complete					
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	9723659243	898989 8899	Helen Huynh	incomplete					

## Officer Check-In Report

The Officer Check-In Report shows when officers have “checked-in” at different phones and any messages they have left. Users can listen to recorded messages from the report. Results are exportable to Excel, PDF, and CSV file formats. Search criteria include:

- Account number (Of the officer)
- PIN (PIN number associated with an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
- Results per page

## Officer Check-In Report

**Secure Call Platform** Facility Routing Number: 99001

---

**MANAGEMENT LEVEL**

Securus Demo Site | All Sites | All Phone Groups | All Phones

**Officer Check In Messages Results**

**FILL IN SEARCH CRITERIA** (\* Indicates Required Fields)  
(Use \* for wild card / partial searches)

**Account:** First Name: Last Name: PIN: Officer ID: User Name:  
 Call Status: Complete

Results per page: 10  
 Start: 01/19/2010 00:00:00 End: 04/19/2011 23:59:59  
 Search Reset

Site	LP	First Name	Last Name	PIN	Officer ID	Messages	Call Status	Time
Securus Demo Site	LP 7	Ken Burns	kburns	POC1235555	3838383	23 (s) 0.38(m)	complete	03-03-2010 10:11:43
Securus Demo Site	LP 7	Ken Burns	kburns	POC1235555	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:38
Securus Demo Site	LP 7	Abe Smith		12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Securus Demo Site	LP 7	Ura User		12347	12347	25 (s) 0.42(m)	complete	03-05-2010 10:35:11
Securus Demo Site	LP 7	Ken Burns	kburns	POC1235555	3838383	20 (s) 0.33(m)	complete	03-05-2010 10:35:57
Securus Demo Site	LP 7	Ken Burns	kburns	POC1235555	3838383	91 (s) 1.52(m)	complete	03-05-2010 10:49:22

## Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. Users enter threshold numbers to define search criteria. For example, a threshold of “four” will show phone numbers that appear on more than four PAN lists.

## Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows users to search PAN lists to see phone numbers that appear more than once.

### Personal Allowed Number Frequency Report

**Secure Call Platform**

Investigators enter a number into the threshold criteria field to research how many times phone numbers appear among the PAN lists of their facility and site(s).

By selecting the magnifying glass next to the displayed frequency number, users can run a detail report. This report displays information about each inmate having the number on their PAN list.

**PAN Frequency Search**

Search EXCEL PDF CSV Reset

Secure Call Site	Frequency	Number
Secure Call Site	15	(1) 923222888
Secure Call Site	14	(1) 923222888

**PAN Frequency Detail Search**

Country Code: State: 3227656

Search EXCEL PDF CSV Reset

Secure Call Site	Frequency	Number	Phone Number	Phone Number
Secure Call Site	(1) 923222888	991008		
Secure Call Site	(1) 923222888	111902	Threat Threat02 Thru02	
Secure Call Site	(1) 923222888	98006	Threat QA	
Secure Call Site	(1) 923222888	2343	Threat G-04	2343

## CrimeTIP Report

The CrimeTIP report allows users to search for and listen to any anonymous crime tip messages left by inmates, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date / Time Range
- Results per page

### CrimeTIP Report

**Secure Call Platform**

Facility Routing Number: 99001

**TIPS Search**

Crime Tip search criteria

Crime Tip details and available actions.

Mail Box ID: Call Type: ALL

Date Criteria: Date-Time Range: Results Per Page: 10

Start Date/Time: 01/28/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59

Search Reset

Secure Call Site	Mail Box ID	Offender	Date-Time Range	Results
Secure Call Site	30 Invt 4	Offender	04-19-2011 16:45:06 - 04-19-2011 16:47:06	0
Secure Call Site	30 Invt 4	Offender	04-19-2011 16:45:35 - 04-19-2011 16:50:33	94
Secure Call Site	30 Invt 4	Offender	04-21-2011 01:43:30 - 04-21-2011 01:46:42	56
Secure Call Site	30 Invt 4	Offender	04-21-2011 01:51:03 - 04-21-2011 01:52:00	57
Secure Call Site	30 Invt 4	Offender	04-21-2011 01:53:54 - 04-21-2011 01:54:08	28

# Informant Line Report

The Informant Line Report allows users to search for calls placed to the informant line and distinguish these calls from regular inmate calls. Search criteria include:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN
- Prepaid card number if used
- Offender first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone (local, intrastate, interstate, international)
- Desired results per page

## Informant Line Report

**Secure Call Platform** Facility Routing Number: 99001

Informant Line Call Records Search

Country Code: [ ] Outlet Number: [ ] Destination Zone: [ ] International:

Currency Account #: [ ] PIN #: [ ] Prepaid Account #: [ ] Watched:

Field Name: [ ] Last Name: [ ] Private:

Termination Category: [ ] Call Status: Complete  Voice Mail:

Date Criteria: Date-Time Range [ ] Results Per Page: 100 [ ]

Start Date/Time: 04/21/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59

Search [ ] Reset [ ]

Call ID	Date	Time	Duration	Status
04-21-2011 03:04:40	04-21-2011 03:04:40	0:50 [s]	complete	Called party hangup
04-21-2011 02:17:00	04-21-2011 02:17:00	13 [s]	complete	Called party hangup
04-21-2011 02:18:02	04-21-2011 02:18:02	0:2 [m]	00343	

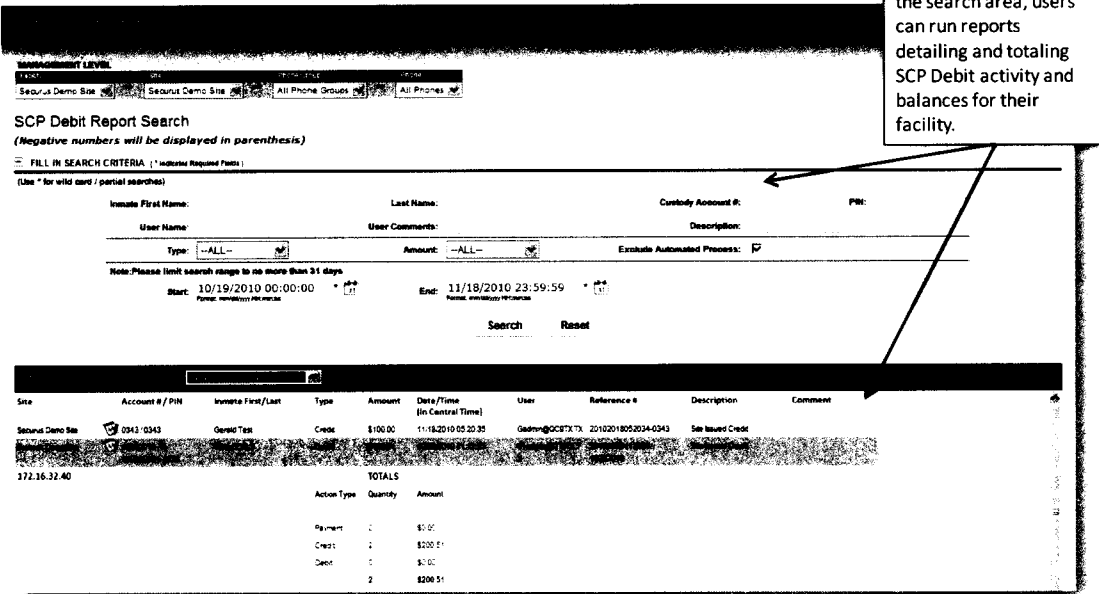
## Secure Call Platform Debit Report

The SCP Debit Report allows users to:

- Query Offender Debit/Prepaid call detail records (CDRs) by user-specified criteria
- View all debits and credits that occurred during a specific period for an individual inmate, for all inmates in a facility, or for all facilities

## Secure Call Platform Debit Report

### Secure Call Platform



**Secure Call Platform Debit Report Search**  
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA (\* indicates Required Fields)  
(Use \* for wild card / partial searches)

Inmate First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Custody Account #: \_\_\_\_\_ PIN: \_\_\_\_\_  
 User Name: \_\_\_\_\_ User Comments: \_\_\_\_\_ Description: \_\_\_\_\_  
 Type: --ALL-- Amount: --ALL-- Exclude Automated Process:

Note: Please limit search range to no more than 31 days  
 Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59  
 Search Reset

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Securix Demo Site	0243 0243	Geno Test	Credit	\$100.00	11-18-2010 05:20:35	Geno@CCCTX.TX	20102018052034-0243	See Inmate Credit	
TOTALS									
		Action Type	Quantity	Amount					
		Payment	2	\$0.00					
		Credit	2	\$200.00					
		Debit	0	\$0.00					
			2	\$200.00					

## Export capabilities for reports

Authorized users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF
- Microsoft® Excel
- Comma Separated (CSV)

Users can also save reports to multiple destinations or upload data from the report into their other databases for further analysis.

## Facility Portal

The Facility Portal allows all facility customers to view commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue-generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating many administrative tasks.





# Covert Alert

The Secure Call Platform includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.

## Covert Alert Overview

SCP's Covert Alert feature enables Brown County investigators to assign a "Covert Alert" status to inmate PINs, phones, or dialed numbers. When a call with a Covert Alert status takes place, SCP connects it to an investigator's phone number, allowing real-time monitoring of the call.

## Summary of Additional Covert Alert Features

- Covert Alert can send calls to multiple phone numbers simultaneously, allowing multiple investigators to monitor a call.
- Covert Alert can send calls to any phone number within the facility or across the United States.
- For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at Brown County Jail. To accept this Covert Alert call, please enter your investigator PIN now."
- Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call.
- Covert Alert mutes the investigator telephone, so the inmate and the called party are not alerted to call monitoring.
- Covert Alert can be configured to allow investigators to enter a predetermined code and "Barge In" to the call to speak to both the inmate and called party.
- Covert Alert allow investigators to immediately disconnect a call.
- Covert Alert calls may be configured to be excluded from SCP Live Monitoring, restricting the monitoring of Covert Alert calls to only those investigators who are programmed to receive them.
- Covert Alert can be configured to bridge to investigators to the call before connection to the called party or upon called party acceptance.
- Authorized staff can run Covert Alert reports to view alerts triggered during a specified date and time range. Users can export results to Excel, PDF, and CSV file formats. Search criteria includes: "alertee" phone number (the investigator



receiving the Covert Alert call), dialed phone number, inmate PIN, inmate first and last name, call termination category, call status, date and time range of call.

## Covert Alert Call Detail Report

**Covert Alert Call Detail Records Search**

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)  
(Use \* for wild card / partial searches)

Alertee Country Code: Country Code: First Name: Last Name: Termination Category: Date Criteria: Date/Time Range

Alertee Dialed Number: Dialed Number: Last Name: Call Status: Start: 04/12/2012 00:00:00 End: 04/19/2012 23:59:59

Alertee First Name: Alertee Last Name: Custody Account #: PIN #:

Search EXCEL PDF CSV Reset


Site	LP	Dialed Number	Call Description	Date/Time	Status
Securus Demo Site	LP 1	9722770571	Securus Test Parent Call Ended	04-12-2012 06:45:02	complete
Securus Demo Site	LP 1	9722770571	Jenn Test No Investigator Acceptance	04-12-2012 06:46:20	complete
Securus Demo Site	LP 1	9722770571	Jenn Test No Investigator Acceptance	04-12-2012 06:48:16	complete
Securus Demo Site	LP 1	9722770571	Jenn Test No Investigator Acceptance	04-12-2012 06:49:59	complete
Securus Demo Site	LP 1086	2146878782	jack Tester Investigator Not Answer	04-13-2012 14:22:45	complete
Securus Demo Site	LP 1086	9722770575	V T Parent Call Ended	04-13-2012 14:22:45	complete
Securus Demo Site	LP 1	9722770571	Jenn Test No Investigator Acceptance	04-18-2012 02:32:33	complete
Securus Demo Site	LP 1	9722770571	Securus Test No Investigator Acceptance	04-18-2012 02:34:11	complete

Listen to the call or

## Covert Alert Used with Other SCP Features

Covert Alert is an invaluable tool for investigators, allowing them to monitor live conversations of inmates and called parties from anywhere in the world while they are taking place. This feature can be used in conjunction with many other SCP features to enhance investigations. Examples include:


- Billing Name and Address Lookup – Investigators can run a Covert Alert report in SCP and click on the dialed number to access a pop-up box providing the billing name and address of the dialed number. This turns a simple phone number into usable data. By using simple mapping features, investigators can even view the address on a map.
- Call Tracker – Investigators can run a Covert Alert call and then add it to an investigation or case through Call Tracker. From there, staff can add a tracking number, gang affiliation, and any other notes to the call. Additionally, this feature



allows authorized users to either keep the note private or selectively share the note with other users. Users can also view previous notes associated with the same call from the easy to use notes screen.

- Security Templates and System Logs – Use Security Templates to customize Covert Alert security. Investigators can be authorized to view all reported Covert Alert events in SCP or only those forwarded to their phone numbers. Administrators can view and manage user activity of Covert Alert reports and recordings through user-friendly System Logs.

## Call Blocking




During installation, a “Global List” table is established which allows for blocked number and denies inmates from making calls to specific numbers. Typically, access is denied to residential or business lines, including those of judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because Call Blocking tables often contain thousands of entries, SCP offers virtually unlimited blocking potential with a standard capability of 1,000,000 individual entries. The entries may consist of an entire area code, an entire exchange code within an area code, or a specific telephone number. All 800, 900 and 976 area codes are normally blocked along with all foreign area codes, unless specified. This blocked number list may be administered locally by facility personnel using the Administrative Workstation, or remotely by the Securus Technical Service Center. All blocked numbers have an associated ‘block’ reason code that is stored in the blocked number database for future reference. The SCP Global List page provides reporting and updates to this database.

### Called Party Blocking

SCP provides an optional feature that allows the called party to permanently block future calls from the facility by dialing a predetermined digit on his or her telephone. This feature, when implemented, notifies the called party of this option during the call acceptance process.

### Programmable Call Duration



Specific call durations may be assigned to inmate accounts (PIN), inmate telephones, telephone groups, or globally by facility. For example, assigning the call duration to a PIN forces all permitted numbers for that PIN be limited to that duration, while assigning a different call duration to a telephone group only impacts that specific group of telephones. This type of programming resolution ensures that the call duration requirements of a facility can be met at many different and specific levels.




## Call Metering by Time Periods

Calling limits may be programmed to establish thresholds for number of call attempts, accepts, denies, and total call duration for selected periods of time (days, weeks, or months). Time periods range from one to twenty-eight days, and may begin on any day of the week (i.e., Wed-Tue). Should any of these adjustable thresholds be met during the selected time period, the caller is informed by voice announcement as to why his or her call cannot be completed.

## Speed Dial

SCP allows programmable Speed Dial numbers that may be entered from any inmate telephone. A standard speed-dial table allows for translations from a dialed number into another dialed number. This allows for absolute translations of a seven or ten digit number into another or the translation of a 3 digit number into a telephone number. The speed dial numbers "110" or "111", for example, may represent specific requests such as inmate medical alerts or officer assistance requests. The capability also exists to merge additional features.

## Custody Accounts / PIN Operation (Open and Controlled)



Each inmate telephone may be programmed for PIN or non-PIN operation. This allows the facility to use the PIN operation in maximum security or long-term areas, while allowing an "all calls" option in overnight, work release, or trustee areas. SCP has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

Some inmate facilities may choose to operate using a PIN system, under which each inmate is assigned a personal identification number (PIN). The inmate then enters his or her PIN before being allowed to make a telephone call. PINs also provide an audit trail of the specific inmate that placed a specific call. SCP enables the facility to allow or deny telephone numbers based on inmate identity.

## JMS Integration

The Securus SCP can be integrated with a facility's jail management system (JMS) or Commissary system so that the inmate PINs are automatically transferred, activated and deactivated based on the inmate's status. If an inmate is released, the inmate's PIN is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.


SCP offers automated Offender PIN and Debit Management, known as "E-Imports." E-Imports eliminates the need for facility personnel to enter inmate profile information from the jail management system (JMS) to the inmate telephone system.



## True Number Validation

Securus also employs the most sophisticated intelligent validation network in the industry. As a real-time, computer telephony based switching system, the SCP never allows an inmate to be connected to a conventional dial tone. All dialed numbers are thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line Information Database (LIDB) that the number is able to receive collect calls, and is not a cellular or pay phone, pager, etc. Only once the dialed number passes all of these tests will it be dialed by the SCP. We currently serve several inmate facilities with our validation hub, and this collective information is very effective in reducing fraudulent and illicit calling.

## Inmate Debit




Inmate Debit accounts are inmate-owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Because the calls are funded by the inmate, there is no cost to the called party. An inmate can transfer funds from the commissary system to his Inmate Debit calling account. The inmate initiates the funds transfer from the commissary system to his Inmate Debit calling account at the commissary. The inmate will provide his inmate identification at the point of sale and request the transfer of funds. The transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate Debit calling account.


As an added advantage, Inmate Debit accounts can also be funded by friends and family members. This creates more revenue—inmates can make more calls because they now have additional funds. In addition, unlike traditional prepaid collect accounts, the inmate owns his Inmate Debit account and is not limited to calling only the numbers specified by friends and family members. Inmate Debit accounts increase the inmate calling opportunities, thereby increasing revenue and commissions for Brown County.

## Instant Pay™ Program

When an inmate or detainee at your facility attempts to make a call, our validation system will route the call in an optimized fashion and attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid payment product already established with Securus, or we are unable to process the call due to LEC or CLEC restrictions or any other reasons, the call will route through our Instant Pay™ Program. Called parties will be given an option to receive and pay for a single call immediately using one of our Instant Pay™ Program options rather than be blocked.




The Instant Pay™ Program optimizes the routing of all calls from your facility, in a matter of milliseconds, and provides the called party with promotional messaging and one of the following Instant Pay™ options:

- 
- **Pay Now™** - Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or debit card. The called party also has the option to be transferred to our Customer Service center to open a prepaid AdvanceConnect™ account.
  - **Text2Connect™** - Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. Charges for the message are billed by their mobile provider on their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ Account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

### Account Activator

Securus completes as many calls as possible, and provides the inmate with descriptive prompts as to why a call might be blocked. One of our initiatives for completing every call is our Account Activator application.

For calls to numbers that can't be billed with traditional collect billing methods, Account Activator allows a brief conversation to occur during the first call to that number and then requires the called party to set up an account to receive future calls.



After the brief conversation, the inmate's friend or family member is connected to Securus' IVR in an attempt to set up a billing arrangement. During this time, the inmate is informed of the blocked status and requested to call at a later time while an account is set up for the called party.


### Active Call Acceptance

The SCP requires positive 'called party' acceptance in order for a two-way conversation to take place. When the called party answers the phone, the system's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party if they wish to accept the charges of a collect call.

The called party is instructed to dial a single digit on his or her own telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges. This 'active' acceptance procedure ensures that the called party does not get billed for any charges that they have not authorized.

### Bilingual Capability

Each standard system is capable of providing message prompts in multiple languages (English and Spanish). An inmate selects a specific language at the beginning of the call process by dialing a single digit. This will initiate the selected language prompts to both the



inmate and the called party in English or Spanish. Once the County has identified which languages they require, any new languages may be developed.


### Call Termination Warning

Both the inmate and the called party are notified of call termination by voice prompting at one minute prior to the end of the call's pre-programmed time limit. All call records contain a 'reason for termination' code that indicates why a call ended.

### Real-Time Remote Call Forwarding Detection

Securus leads the industry in fraud detection and prevention and is pleased to offer our latest enhancement, real-time Remote Call Forwarding Detection (RCFD) specifically designed for the SCP (Secure Call Platform) proposed in this response. Our RCFD solution provides the ability to immediately terminate a call in real time if it detects that a called party's telephone number is call forwarded to another telephone number. As an added feature, SCP may be configured to not terminate the call, but simply make a "notation" in the database on the specific inmate's call if false disconnects are a concern.

### Three-Way Conference Calling Fraud Detection




The Securus three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.


A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to "conference" them, via three-way calling, to an "unrestricted" line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and defeat an accomplice's attempt to activate the three-way call feature. SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.



Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling system and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for Brown County. With an accurate



three-way detection system, Brown County can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.


With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

## Prevention Of Fraudulent Dialing

SCP controls all aspects of call processing, including providing all dialing capabilities. No central telephone lines are connected to SCP. For this reason, secondary dial tones are not possible. This enables SCP to prevent fraudulent attempts to obtain a secondary dial tone by dialing unnecessary numbers or hook switch attempts—hanging up the phone and picking it up very fast.

## SCP’s Patented Dual Tone Multiple Frequency (DTMF) Detection Capability

The Securus SCP dual-tone-multi-frequency (DTMF) detection is a fraud prevention tools included with every SCP installation.




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

## Prevention of Hook-Switch Dialing

If the inmate attempts to hook switch—hang up the phone and pick it back up very fast—the call will normally end. Additionally, our three-way call detection capability will detect hook switch attempts and end the call (if configured to do so).

## Call Branding

The Securus SCP provides customized, professionally recorded voice prompts for specific call progressions and facility requirements. A facility can brand personalized prompts for each attempted call.



SCP voice prompts are configurable and provide options to play multiple messages to inmates and called parties during specified segments of a call. This feature can include adding announcements during call setup, call acceptance, when an event occurs, or to prompt an action from the inmate or called party.






## Calling Party Identification

When the called party answers, the SCP call announcement message notifies the called party that they have a collect call from an inmate and states the name of the institution in which the inmate is located. The inmate's recorded name is announced to the called party as part of this call acceptance message to provide identification of the calling inmate. For example, a typical announcement may say, *"You have a collect call from an inmate, "John Doe", at the Brown County Jail."* The facility name branding can be customized for every facility.

## Voice Overlay

Voice overlay messages may be played throughout the call as an additional fraud protection feature. The frequency that the established message is played may be programmed by minute increments or a random setting. An example of a voice overlay message is *"This call is from the Brown County Jail."*

## Fraud Detection Data Analysis



The SCP, in combination with our Secure Call Network and our Network Operations Center is continuously analyzing call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at 'Hookswitch Dialing', 'Black Boxing', 'Hacking', or any other fraudulent telephone activities.

## Controlled Talk/Listen Audio Paths

To prevent the inmate from passing messages or harassing comments to the called party prior to call acceptance, the audio talk paths are separated until positive acceptance occurs. After the called party answers, the SCP plays the acceptance message to the called party and the inmate. During this time, the inmate cannot talk to the called party or proceed with any additional dialing. The two-way talk path is not established until the called party agrees to pay the charges by dialing an acceptance digit.

## Accurate Answer Supervision

The Platform uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the SCP to distinguish a legitimate call answer and call acceptance event from network ring and busy signals, answering machines, operator intercepts, SIT (Signal Interface Tones) tones, pagers, hacking, chain dialing, and other non-conforming telephone activity. The SCP informs the inmate with one of the various reasons that the call was not completed.




## Rate Quote

After the called party is notified by the SCP that they have a collect call from the Brown County Jail, the called party hears a quote rating of the cost of the call. The stated rates are dynamic and are calculated according to industry standard mileage using V and H coordinates of the originating and terminating locations. Quoted rates indicate the actual 'billed' rates and may be discounted according to time of day and day of week. This feature must be enabled for all interstate interLATA calls to meet the requirements of the FCC. The feature may also be enabled for other types of calls including local and intraLATA calls.

## Alerts

This feature enables facility personnel with password authorization to 'tag' specific dialed numbers or PINs that provide notification when those 'tagged' parameters are detected in the process of a call. The SCP provides multi-level alerts that can be assigned to appropriate investigative groups. Real time alerts can be generated through the use of the Phone System Monitor. Otherwise there are various inmate reports available that can be used by the investigator through the online Web portal.

## PIN/PAN Calling List Administration



The PIN (Personal Identification Number) tool offers very powerful call control features and expanded investigative tools. The PIN feature alone requires that each inmate use a PIN (typically his or her booking number) to successfully place a call. And, when the PAN (Personal Allowed Number) feature is incorporated, the inmate can place calls to only those numbers on his or her PAN list. Additionally, the PIN feature can control the inmate's pre-recorded name that may be used every time an inmate makes a call.

## Multi-level Password Protection

The secure access tool is a multi-level password scheme specifically designed to enable facility administrators to assign different levels of access to individuals who will use different features of the SCP. While a high access level allows clearance to all functions of a particular SCP tool, a medium access level may only allow access to a particular function or functions within the same tool. A low access level may be given to duty officers to routinely use the information search function of a given tool, while denying access or clearance to other functions or features.

# Manage, Create, Edit, Predefine User Levels in SCP

**MANAGEMENT LEVEL**  
Securus Demo Site

**Security Templates**  
ADD NEW

Administrators can manage, review, edit, and delete all security "templates", predefine templates, and add new templates as required - all from one location in SCP.

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3rd Shift - blocking only	Night Jail #1 can block number but no changes otherwise	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	S.O. Huong test	Huong test	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	S.O.1 Add Template	Huong Test	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	S.1.Huong Test	Huong test	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ADC-test1	This is for the demonstration	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ALL BUT NO 3 way	All permissions but no 3 way	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ALL BUT NO FREE	All but free	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin All	Everything	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin - Informant Line Read	Informant Line Read Access Admin	✓
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

## Create New Security Templates

**MANAGEMENT LEVEL**  
Securus Demo Site

**Create New Template**

Administrators can create new security templates based on unique requirements.

FILL IN TEMPLATE INFORMATION (\* indicates Required Fields)

Name: Sheriff Access

Description: \*

Admin Monitor Reports System

Admin - Security Templates

Admin - User Management

Create Cancel

## Call Data

The SCP stores all Call Detail Records on a centralized Storage Area Network (SAN), located within the data centers. This data is kept in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. All Call Detail Records are collected daily by Securus' Billing Systems for billing purposes and are archived at our secure Data Center.



## Station On and Off Timers


The SCP may be programmed to automatically enable or disable telephones at different times of the day or night. Multiple programmable on or off times are provided for each individual telephone group, facility, and / or specific inmate custody account to eliminate the need for manually disconnecting inmate telephones during curfew hours. Changes to the on and off timers may be implemented by authorized facility personnel or remotely by Securus.


## Programming Calling Schedules

If the facility needs predetermined schedules to shut off the telephones during certain times of the day or night, automated calling schedules can also be assigned. Automated calling schedules relieve the facility staff from manually performing this task on a daily basis.

Calling schedules control when inmates can place calls by setting multiple on- and off-times of day, within a week, and by day of week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

## Remote Monitoring



To forward a call in progress to another telephone for remote monitoring, click the  icon under the "Fwd" column of the in progress call.

The *'Forwarding Call'* selection tool appears, allowing the user to select which telephone number they would like to forward the call to or create a new telephone number and forward the call.

## Constant Fraud Controls

The SCP uses an automated operator exclusively. When a call is processed, any unnecessary dialing or hookswitch activity results in termination of the call, thereby eliminating potential fraudulent activities. These control features are the result of the SCP's ability to control all aspects of the call process including providing its own line voltage to the inmate station, isolating it from direct connectivity to a local telephone company.



# Continuous Voice Verification

Investigator Pro is a powerful evidence-gathering and investigative analysis tool. It uses state-of-the-art technology to identify the voices of inmates over telephone calls and exposes inmates who attempt to hide their identities to engage in further criminal activity.

Securus Technologies announced the acquisition of JLG Technologies on June 11, 2014. JLG Technologies, LLC is the leading supplier of continuous voice biometric analysis and investigative tools to the corrections and law enforcement sectors. "We are very happy to be able to combine with JLG Technologies, LLC and their affiliates – Voice Analytics, LLC and JLG ICER Technologies, LLC," said Richard A. ("Rick") Smith, Chief Executive Officer of Securus Technologies, Inc. "They have the best continuous voice biometric technology in our industry – very sophisticated software that not only identifies unauthorized users on a particular call, but goes on to identify the user's identification." "Jay L. Gainsboro, President and Founder of JLG Technologies has been our partner for more than five (5) years – we regard Jay as one of our industry's 'chief scientists' and have a deep respect for his work. We have done business with Jay and his team for a long time – and it was the right time to put our teams together to bring even more sophisticated products to market. JLG Technologies, LLC currently has over 40 active patent applications at the U.S. Patent Office and expects the first of them to be issued within 12 months – so they have developed a valuable intellectual property portfolio."

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise require labor-intensive gathering and interpretation. Investigator Pro will dramatically change the gathering, sharing, and use of evidence in the investigation and prosecution process. It is an evidence case-management tool with the highest level of integrity, efficiency, and demonstrated effectiveness.

Investigator Pro will assist investigators in targeting calls to review and provides a sophisticated playback system with the power to play and annotate calls faster, with less duplication of effort.

Additional Investigator Pro features include:

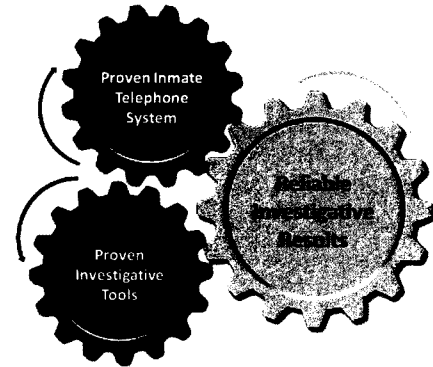
- Ability to separate recorded voices and play back individual voices independently
- Speed up or slow down a conversation or single voice within a recording
- Playback module include user-friendly, intuitive buttons



- Report feature allows for supervisory oversight, accountability, and assessment of facility staff's investigative skills and activities

## Continuous Voice Verification with Investigator Pro

Investigator Pro's advanced voice identification technology was originally developed for the U.S. Department of Defense (DOD). The DOD needed to identify terrorist calls out of the millions of calls made to and from the United States every day. The DOD contracted with a major U.S. technical university with the best voice analysis engineers in the world to find a way to detect these calls. Over a 12-year period, the engineers created a cutting-edge solution that could automatically analyze millions of daily calls. That solution is still protecting the U.S. today. Through its relationship with the technical university, JLG Technologies (now owned by Securus) received an exclusive license to bring this revolutionary technology to the corrections market.



Investigator Pro analyzes voice data immediately after call completion. Alerts are instantly available after each voice analysis. Unlike competitive offerings, investigator Pro analyzes every second of every call. Intermittent verification on other platforms allows inmates to converse undetected by passing the telephone when verification is requested.

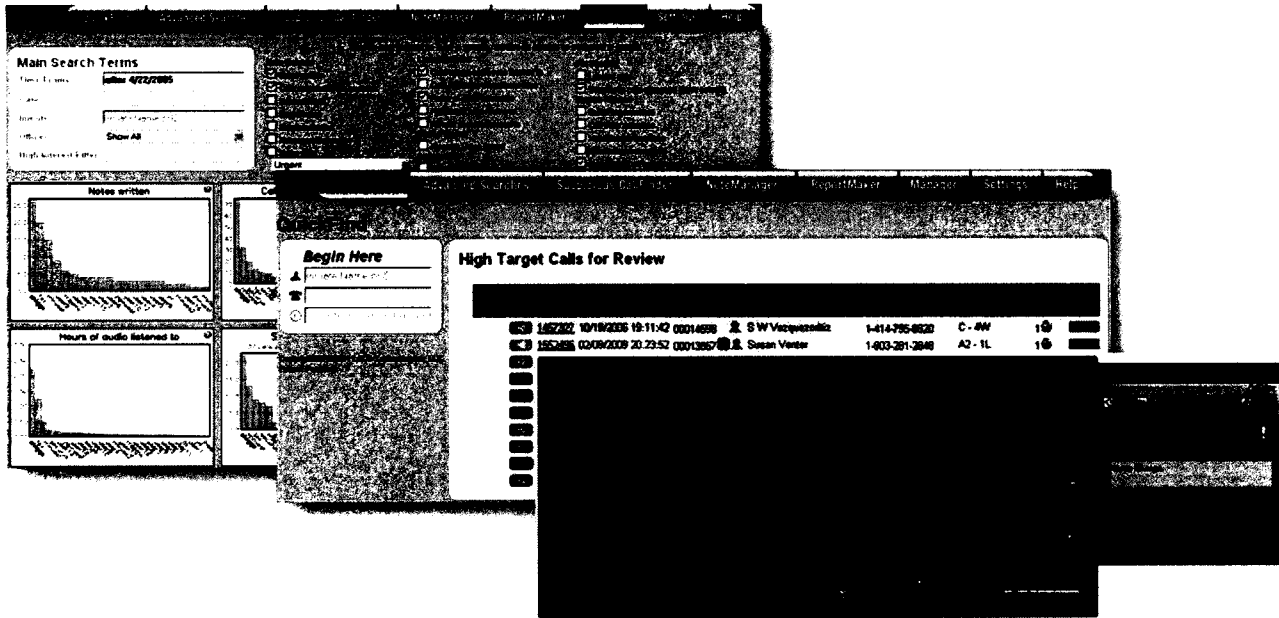
## Anatomy of Investigator Pro™

Investigator Pro is designed to provide investigators with the tools they need to expose inmates who attempt to hide their identities. Included are an advanced call player, multiple reports, and an interactive dashboard.

Investigator Pro modules include:

- QuickFind™—Puts critical information at your fingertips
- Voice Search™—Find calls containing a specific inmate's voice
- CallFinder™—Filter calls based on dozens of criteria
- MyCallReview™—Return to the calls important to you
- Suspicious CallFinder™—Find all high-suspicion calls
- NoteManager™—View, filter, and create notes on calls
- ReportMaker™—Run reports on various telephone system abuses
- Stats—View key messages and monitor analysis progress

## Sample Investigator Pro Modules



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

Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

In addition to Investigator Pro, Securus is pleased to offer the ICER™ (Inmate Inter-Communication Evaluation and Reporting) system. After successfully deploying the Investigator Pro continuous voice verification technology at more than 188 correctional facilities, investigators asked JLG Technologies, a Securus Technologies company, to help them identify inmates illegally communicating with other inmates using the inmate telephone system. Using sophisticated, patented technology, ICER detects and reports inmate-to-inmate phone communications occurring within the same facility, or between inmates in other participating facilities.

### The Threat

Until now, inmate-to-inmate communications have essentially gone undetected because there was no practical technology to identify such communications. Inmates use conference bridges and services such as Skype and Google Voice to circumvent blocked calls. They rely on third parties to bridge the calls, place three-way calls, or even put two speaker-phones next to one another to facilitate inmate-to-inmate conversations.

These communications facilitate criminal activities including gang-related murders, drug trafficking, racketeering, and other serious crimes. ICER alerts investigators to these events, so they can listen to and investigate them before it is too late.

## How ICER Works

ICER uses advanced voice analysis technology to generate a “call signature” – a representation of the call that does not involve any of the original audio – for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the JLG Technologies data center for analysis. Because ICER does not use any of the original audio, the system is fully compliant with state laws regarding the transmission of call recordings.

ICER call signatures are created, transmitted, and received at the data center, usually within seconds of call completion. The call signature is immediately compared to other call signatures. If an inmate-to-inmate event is detected, it is logged in the ICER database, and an email alert is sent to investigators at the participating corrections agencies. Investigators then log into the ICER system for a detailed report.

To prevent the display of protected inmate data, both parties must provide electronic consent before details of the full report are made available.

**JLG Technologies**  
Justice & Law Group, Inc.

**ICER Event Report**  
 Event Identified On: Mar 11, 2014  
 10:14 pm (EDT)

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

Inmate	WILLIAMS, LAURIE	SMITH, DAVID
Agency	Russ County Detention Center	Russ County Detention Center
Site	45678	24781
Inmate ID	0041996769	0042797568
Called Number	17024463043	17022141399
Station Name	OPEN AREA MALE - 25	OPEN AREA MALE - 27
Call ID	4631857072	4318321735
Call Start Time	Mar 11, 2014 10:12 pm (EDT)	Mar 11, 2014 10:13 pm (EDT)
Time into Recording (H:M:S)	04m:21s (261 sec)	03m:30s (210 sec)
Duration of Event (H:M:S)	01m:22s (82 sec)	01m:22s (82 sec)

A sample report with the data investigators see after granting mutual consent. Until mutual acceptance is granted, investigators only see inmate call data for their facility and limited data on the inmate from the other facility.





ICER has played a vital role in hundreds of investigations and helped to prevent crime by detecting inmate-to-inmate communication. ICER is currently operational in California, New Hampshire, Florida, Kansas, and Maryland. While participation of your facility is voluntary, this tool becomes more effective as more facilities join the ICER network.

ICER will be provided to your facility at no cost. The cost is born by a consortium of inmate telephone providers and Securus Technologies. We would be pleased to discuss ICER further with the department during contract discussions.

*ICER™ - is a registered trademark of JLG Technologies, a Securus Technologies company.*

## Automated Information Services 2.0

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. AIS also can be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.



All functionality is available around the clock, allowing constituents to access the system whenever they need it. AIS can be configured to provide callers:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
  - Facility location
  - Directions
  - Hours
  - Mailing policies
  - Visitation policies
  - Money deposit policies



AIS retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an



English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface. Family members and friends access AIS by calling the facility's normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- Improved efficiency – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- Use of phone system already installed – no need for additional hardware or wiring
- Answer 90 percent of inmate questions currently answered by corrections officers
- Reduce calls answered by staff by 80 to 90 percent – AIS provides 24-hour access and eliminates most common calls
- Realize a 200 percent increase in answered calls – able to assist callers who might otherwise hang up because of extended wait times
- Reliable system – 99.9 percent uptime service level agreement
- Usage summary emailed to the facility every month
- Increase commissionable revenue by allowing another funding method

### AIS Return on Investment



Most facilities find incoming phone calls to be an administrative burden. Securus estimates that an average facility receives one half telephone call per day, per inmate, with each call averaging four minutes. Inmates ask facility personnel an additional one half question per day. These activities consume administrative resources and take personnel away from their primary responsibilities.

**Monthly Time Consumption per Inmate**

1 inmate X ½ call X 4 min X 30 days = 60 minutes






## AIS 2.0 Value Automation

Incoming Requests: AIS automates 80 percent of administration requests, which results in a savings of 48 minutes per ADP per month

Inmate Requests: AIS automates 90 percent of inmate requests, which results in a savings of 54 minutes per month per ADP

### Jail Voicemail



Jail Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. This provides a quick and easy way for the inmate's loved ones to initiate communication or deliver timely information to an inmate. When an inmate calls into AIS, they will be alerted to a new voicemail message. As is the case with all inmate telephone calls, Jail Voicemail is recorded and monitored for investigative purposes.

Family members and friends will pay a \$1.99 fee for each voicemail they leave and a 20 percent commission is paid to the facility. Jail Voicemail is not subject to any other compensation.

Additional Jail Voicemail benefits include:

- Enables communication at times other than scheduled telephone calls
- Provided at no cost to the inmate or facility
- An additional revenue source for facility
- Ability to review and save messages for 60 days from the date the it was created

Further, Securus has fully integrated Jail Voicemail into our Secure Call Platform (SCP) to enhance investigative capabilities. SCP has the ability to ensure Jail Voicemail recordings are readily available to the inmate and easily distinguished from other calls.

## Testimonials

"The system has drastically reduced the need for staff to handle calls from the public [asking for] information on inmates. The system also is capable of handling many more calls coming in than staff could ever respond to. Inmates can also access their own information which has reduced "kites" by over 50%. Deputies are less distracted by inmates seeking information and can concentrate on their primary duties (Safety and Security of the Facility). The automated system has streamlined inmate information access which has had a direct effect on operational efficiency."

- Lt. Mark Martin, Jefferson County Sheriff's Office

"Someone came back from vacation just after AIS was installed and reported that there was a problem with the phones because they weren't ringing anymore."

- Lt. Hammond, Lorain County

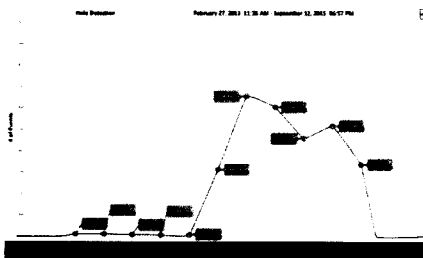
"Our deputies love it, so I love it. We're now saving over two officer's worth of time!"

- Dee Sandy, Miami County

## Securus THREADS

THREADS is a powerful, accurate, easy to use, investigative tool that will automatically analyze data such as inmate communication records, public phone records, and data from confiscated cell phones to automatically generate focused leads for investigators. Leads can include suspicious calling patterns, inner circles, communication events to numbers on a bounce list, associations between multiple inmates, correlations to called parties, and much more. Investigative staff can easily uncover patterns of fraternization between inmates and correctional officers, discover common contacts between inmates and called parties, and customize the information and reporting to exclude irrelevant data such as

family or lawyers.



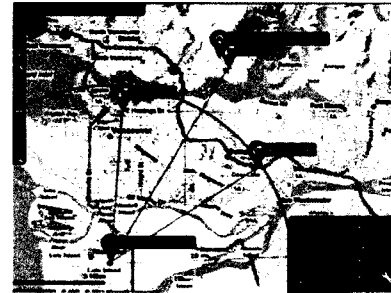
THREADS will detect criminal organizations being run from within jail, detect when multiple inmates are talking to one called party at the same time, find associations of multiple called parties based on who is calling them, and

identify inmates who possibly have a contraband cell phone based on calling patterns.

## Sources of Information

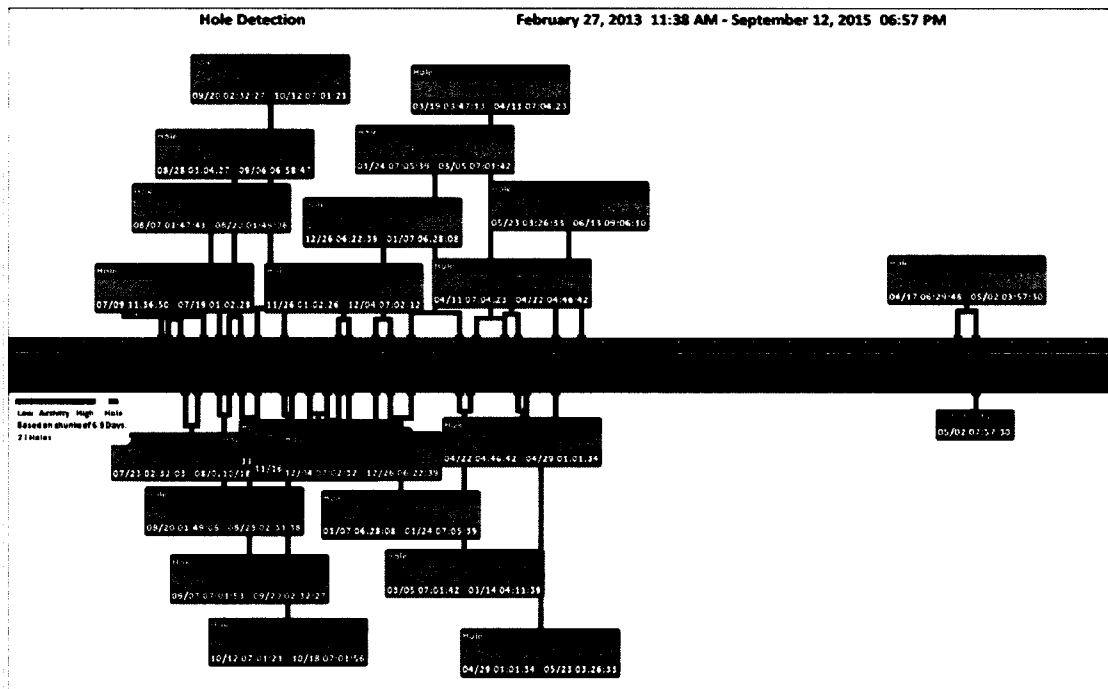
All SCP calling data (such as call records, phone numbers, billing name and address) is automatically integrated into THREADS the moment THREADS is enabled for a facility. All other sources of data can be imported into THREADS and analyzed together in an investigation. For example, information from a confiscated cellular phone can be uploaded to THREADS, and analyzed with the corrections communication data to uncover potential criminal activity.

Access to more investigative data helps solve crimes and close cases. Securus THREADS is the most widely used investigative platform in the industry, with approximately 2,200 facilities installed, more than 1 million inmates served, and more than 1 million calls processed per day. With THREADS, investigators can share information with other law enforcement agencies (including other departments, jurisdictions, and facilities) by granting secure access to your data. Likewise, other agencies can grant your investigators access to their data.



## Graphic Representation

All information is presented graphically as well as in text.



Interactive timeline charts and graphical analysis make it easy to reveal periods of high-intensity calling and other patterns.

THREADS analyzes data and provides interactive visual tools to produce easy-to-understand reports, charts, interactive graphs, maps, and build evidence for use in a trial. Additionally, investigators can create customized alerts so they are notified when THREADS uncovers critical information.

Securus' THREADS is a powerful investigative technology that no other provider can offer the corrections industry. THREADS contact analysis identifies any contacts in common between any two targets or groups of targets, such as:

- Two inmates who have common contacts
- Inmates who have contacts in common with people not incarcerated
- An entire corrections facility with another corrections facility to identify any contacts in common with anyone related to those facilities
- Possible associations common to multiple targets

## THREADS Common Contact Reporting

**Common Contact**  
 Identify contacts that are common to any two selected targets or groups of selected targets.  
 Run this report to identify possible associates common to multiple targets. For best results, be sure to have imported communication records for all targets.

**Common Communication on GALVAN, BENJAMIN TORRES : P01068818**  
 Detail

Jefferson County Sheriff Detention, CO

Common Contact	Subscriber	Count	First Contact	Last Contact
(303) 385-3790	TENA-ARANA, JESUS	16	7/9/2012 11:49:22 AM	9/6/2012 12:45:07 PM
	CARLOS, P00155633			
	GALVAN, BENJAMIN TORRES, P01068818	6	8/1/2012 8:52:47 PM	9/6/2012 6:32:08 PM
(720) 271-4025	TENA-ARANA, JESUS	43	5/12/2012 4:24:09 PM	9/18/2012 4:58:56 PM
	CARLOS, P00155633			
	GALVAN, BENJAMIN TORRES, P01068818	3	9/5/2012 9:29:04 PM	9/6/2012 4:03:33 PM
(720) 296-1403	TENA-ARANA, JESUS	27	7/16/2012 11:12:34 PM	9/18/2012 11:11:00 PM

SECURUS Secure Call Platform



# THE SECURUS SERVICE COMMITMENT



Securus provides superior customer service capabilities from a state-of-the-art customer service center in the Dallas, Texas metropolitan area. Securus' Technical Support Center (TSC) is staffed by 60 technical center professionals. The TSC uses a call distribution system to automatically manage the flow of inbound customer calls. The TSC provides a single-point-of-contact where a facility may inquire on items such as remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days a year. There are three convenient ways for a facility to obtain service: email, facsimile, and by telephone.

The Service Center offers:

- Technical support 24 hours a day, 7 days a week, 365 days a year
- Fully trained staff of support professionals to answer calls
- Sixty professionals to ensure quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure service level agreements are met
- Certified technicians to provide quick problem resolution
- Ownership of every issue via training, support, other departments, information, etc
- System and individual site connectivity monitored 24 hours per day, 7 days per week, 365 days a year

### Securus Network Operations Center



Recognizing the need to understand and track customers' service history and response time, Securus implemented the HEAT software for event tracking system. HEAT is a Web-based system that logs, tracks, manages, and assures appropriate response to all support queries. The service query results in a trouble ticket with priority level assignment, which drives the query diagnosis and response process. More than 95percent of all service queries are addressed remotely through the call center.





Securus has established standard response times and service levels that accomplish our key objective, as your premier provider, of achieving the highest level of service to all our customers.

## Standard SCP Service Levels

Each service query will be assigned an initial priority level. Upon contact from the facility, each service query is assigned one of three initial priority levels. Each level has a resolution and escalation timeline. When a query is received, the Securus technician uses proper diagnosis and isolation procedures to determine if there is problem. If a problem is found, the reason for the problem is determined and either immediately resolved or the technician will engage the appropriate party for problem resolution.

The TSC retains ownership of any reported queries, and is responsible for the escalation and update functions. Every effort is made to resolve the problem remotely, within the framework of the resolution timeframes. If the problem cannot be resolved remotely, a service technician is dispatched to the facility to expedite problem resolution.

### P3 Service Level



A P3 assignment occurs when less than 5 percent of system functionality is adversely affected by the system event and can include single and multiple telephone-related issues. Examples of P3 service assignments include items such as:

- Static on the phone
- A party's inability to hear
- An inmate's inability to dial
- A broken telephone
- Non-functioning dial pad
- Non-functioning cutoff switches
- An inability to generate reports
- Response time for a P3 event is 72 hours.

#### Customer Communication Guideline:

- If a dispatch is not required Securus notifies the facility when the service issue is resolved.
- If a technician is required Securus contacts the customer with an estimated time of arrival.



A P3 event is escalated to the Technical Support Department.



## P2 Service Level

A P2 assignment occurs when 5 percent to 29 percent of system functionality is adversely affected by the system event. Examples of a P2 service assignment would include problems or errors with items such as:

- Work station
- Specific system ports
- LEC circuits
- Unblocks
- Block numbers
- Missing CDRs
- Call searching
- Response time for a P2 event is 24 hours.

Customer Communication Guideline:

- If a dispatch is not required Securus notifies the facility when the service issue is resolved.
- If a technician is required Securus contacts the customer with an estimated time of arrival.



A P2 event is escalation to the Technical Support Department.

## P1 Service Level

A P1 event is our highest service level, occurs when 30 percent or more of system functionality is adversely affected by the system event. Examples of P1 service assignments would include items such as:

- Voice prompts not operating
- Features not operating appropriately
- CD-burning abilities disabled
- Live call monitoring not operating appropriately
- SCP access denied
- All telephones are out-of-service
- Response Time for a P1 event is 2 hours.

Customer Communication Guideline:

- If a dispatch is not required Securus notifies the facility when the service issue is resolved.

- If a technician is required Securus contacts the customer with an estimated time of arrival.

A P1 event is escalation to the following people:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- Executive Director of Service

If resolution is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the problem.





# SECURUS CORRECTIONAL BILLING SERVICES



Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website ([www.securustechnologies.com](http://www.securustechnologies.com)). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Securus Correctional Billing Services (SCBS) is the only nationwide provider to offer Customer Care and Account Activation Centers solely dedicated to the friends and family members of inmates. Representing approximately 2,400 correctional facilities nationwide, we serve our customers using Customer Service Representatives and





Automated Assistants 24 hours a day, 7 days a week. Additionally, SCBS also provides personal account access through our Website at <http://www.securustech.net> or by emailing them directly at [customer\\_service@securustech.net](mailto:customer_service@securustech.net).

Customer's questions, complaints, refund requests and telephone number blocks and unblocks, etc. can be handled by our support staff and also via our self-service Website. Our customers can rely on best-in-class inmate communications solutions to meet their every need. To establish an equitable relationship for every need, our SCBS centers offer inmate families workable payment options such as prepayment of their charges, remittance directly to the local telephone company, plus billing directly from SCBS. We offer several payment methods for our prepayment and direct billing accounts, including an Automated IVR System, Live Person and Website, using Credit Card and Check. We have alternative payment options including Western Union, MoneyGram, and payments by mail (i.e. money orders, cashier checks, personal check).

The SCBS staff is able to assist the customer with other issues, relating to their collect call charges. SCBS is a dedicated group, specializing in:

- Setting up and funding accounts

- 
- Making payment arrangements
  - Obtaining information on credit limits
  - Resolving complaints
  - Blocking and unblocking numbers
  - Reviewing call durations and history
  - Learning about Western Union and MoneyGram options
  - Receiving information on new services
  - Confirming originating facility
  - Reviewing account balances
  - Answering questions and helping customers with refund requests
  - Managing account notifications
  - Troubleshooting calls not completing
  - Billing disputes and adjustments
  - Call rating inquires
  - Site information



We diligently survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Our customer service agents are highly trained on inmate telephone system issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

Further, SCBS maintains billing agreements with most of the LEC's, RBOC's and IXC's which allow SCBS to include its monthly statement for charges, incurred by the called party, on their monthly billing statements.

Billing for inmate calls begins upon positive acceptance of a call by the called party.

The Securus Secure Calling Platform requires positive called party acceptance using touch-tone telephones before the conversation can begin. When the called party answers the phone, SCP's answer detection triggers the call acceptance message. This message announces the inmate's call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on his or her telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges.



# TELEPHONE SPECIFICATIONS



Securus Inmate Telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. The dimensions of our inmate telephones are 2.5 inches deep, 11.5 inches high, and 5 inches wide. The shipping weight of our inmate telephones is 10 lbs. The standard length of the receiver cord and stainless steel lanyard is 18 inches.

## Inmate Phone with Volume Control

### The Industry Standard

- The overwhelming choice for State Prison Systems, the Federal Bureau of Prisons, County, and City Facilities nationwide.
- Proven reliability, durability, and flexibility.

### Features:

- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever designed to meet or exceed the industry standard
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance and durability
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws that meet or exceed industry standards to help minimize tampering
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)







# REFERENCES





Securus is pleased to provide the following current customers that fully illustrate Securus' dedication to inmate telecommunications. If more references are needed, Securus will supply them upon request.

Client Reference #1:

Facility Name	<b>Coryell County, TX</b>
Contact Name	Johnny Burks, Sheriff
Contact Phone	(254) 865-7201
Contact Address	510 Leo St., Gatesville, TX 78528
Securus Customer Since	1990

Client Reference #2:

Facility Name	<b>Cooke County, TX</b>
Contact Name	Larry Winter, Jail Administrator
Contact Phone	940-665-3471
Contact Address	300 CR 451, Gainesville, TX 76240
Securus Customer Since	2008



Client Reference #3:

Facility Name	<b>Hale County, TX</b>
Contact Name	Ellen Burtnett, Detective
Contact Phone	(806) 296-2724
Contact Address	1900 S. Columbia, Plainview, TX 79072
Securus Customer Since	2000



**DAVID B. MULL  
SHERIFF  
HALE COUNTY SHERIFF'S OFFICE  
1900 S. COLUMBIA  
PLAINVIEW, TEXAS 79072  
PHONE: (806) 296-2724 FAX: (806) 296-5725  
CRIMINAL INVESTIGATION DIVISION  
E-Mail: [offender@halecountv.org](mailto:offender@halecountv.org)**

**Securus Technologies  
14651 Dallas Parkway, Suite 600  
Dallas, Tx 75254-8815**

**September 21, 2016**

**Attention: Richard A. Smith  
Chief Executive Officer**

**Dear Mr. Smith,**

**Our agency had the opportunity to visit your facilities in Dallas August 1-3 2016. We were given first class treatment for the entire stay. It was such a blessing to not have to worry about transportation, booking hotel rooms or even worrying about lunch and having to get out in an unfamiliar town.**

**While we were there we had the opportunity to visit the Kellway Call Center and the Technology Center. I know I speak on behalf of all the officers that attended when I say we most certainly benefited from the training we received while there. Location based services and Threads will be a great tool to our detectives. We are now settled back at our departments and have started using our new tools.**

**A very special thanks to Lindsay Babenco. He is an absolute gem. Mr. Babenco took care of any need we had while we were there along with any question we had during the training. He is top notch! We look forward to the opportunity for further training and refreshers with the software as it was certainly a lot of information to take in at one time.**

**Many thanks,**

*Det. E. Burnett*  
**Det. Ellen Burnett  
Detective / Sex Offender Registrar**



# CLOSING





# COMPANY SUMMARY

**Securus Serves** City, County, State and Federal Governmental Agencies

**Providing** Civil and Criminal Justice Technology Solutions

**For** Public Safety, Investigation, Corrections and Monitoring Professionals

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

**Name and Address** Securus Technologies  
 14651 Dallas Pkwy, Suite 600  
 Dallas, TX 75254-8815

**Family and Friends Website:** [www.securustech.net](http://www.securustech.net)

**Agency Website:** [www.securustechnologies.com](http://www.securustechnologies.com)

**Management:** Richard A. Smith, CEO  
 Robert Pickens, President  
 Geoff Boyd, CFO  
 John Bell, Senior VP Sales  
 Josh Conklin, VP Sales  
 Russell Roberts, VP Marketing and Product Strategy

**Corporate Office Locations** Dallas, TX; Framingham, MA; Miami, FL; Atlanta, GA

**Other Brands Owned** JLG Technologies  
 Satellite Tracking of People (STOP)  
 JPay  
 Archonix Systems

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

