

August 29, 2025

Brown County Sheriff's Office
1050 W. Commerce
Brownwood, TX 76801



ATTN: MEMBERS OF THE EVALUATION COMMITTEE

Crown Correctional Telephone is pleased to submit this proposal for your consideration and are confident that our platform, Cidnet, has proven solutions that align seamlessly with your facility's goals for modernizing operations, improving efficiencies, and enhancing communication. Established in 2007, Crown's mission is to deliver cutting edge technology and practical solutions to support the law enforcement agencies and law enforcement associations we serve.

As the first Internet Applications Provider for correctional facilities, our platform, Cidnet, is redefining how technology supports the day-to-day management of secure environments. Cidnet goes beyond traditional solutions by offering a suite of intuitive applications that empower administrators, support staff, and users alike. From streamlined video communication to optimized facility workflows, we deliver tools that improve oversight while reducing operational burdens.

At Crown, we recognize the importance of innovative technology that is reliable, secure, and built with the unique needs of corrections professionals in mind. Our proposal highlights include:

- Implementation of **1:1 (150)** detention grade tablets, **4** mobile cart tablet charging stations with wall mount charging option, **30** inmate telephones, **23** CID kiosks, and intuitive software (with training) at zero cost to Brown County.
- Revenue Share of **55%** of the gross voice revenue and **25%** of the gross video and mail revenue. More affordable means of connectivity for inmates and their approved friends/family with Cidnet's data pricing model -no more per-minute billing.
- Single platform sign in for voice, mail, video, and form processing review.
- Dedicated account management team with outstanding customer service.
- **TextBehind** (3rd Party) off-site mail scanning at a commission reduction pass-through cost of \$643.50 per month.

We value the opportunity to collaborate with your team and remain committed to delivering a solution that meets your facility's objectives and exceeds expectations. Please don't hesitate to reach out with any questions or to discuss next steps.

Thank you for your time and consideration. We look forward to the possibility of partnering with you to bring the benefits of the Cidnet platform to your facility.

Sincerely,

A handwritten signature in black ink, appearing to read "William Ryan Bartula", with a stylized flourish at the end.

William Ryan Bartula
President/ Owner

Crown Correctional Telephone Inc.
410 W. 19th Street
Clifton, TX 76634
(214) 356-7747 (Cell)
ryan@crowntelephoneservice.com

September 2, 2025

(Exhibit #9)

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COMPANY PROFILE

Crown Correctional Telephone, Inc.

410 W. 19th Street

Clifton, TX 76634

Website: www.crownphoneservice.com

Founder & President: William (Ryan) Bartula

Crown Correctional Telephone, Inc. is a trusted provider of inmate communication solutions, proudly serving 166 correctional facilities across the United States. Established in 2007, by William (Ryan) Bartula, who continues to lead the company as Owner and President. Crown has built a reputation for reliability, innovation, and integrity in the correctional telecommunications industry. This is evident in our recognition as Texas Jail Association Vendor of the Year 2021 and Western States Sheriff's Association Business Partner of the Year 2024.

PARENT COMPANY

Encartele, Inc.

8210 S. 109th Street

La Vista, NE 68128

(888) 231-3393

Website: www.encartele.net

President & CEO: Scott Moreland

Encartele Inc. serves as the platform provider for Crown. Encartele delivers the Cidnet platform, which is a single log-in, web-based calling platform. As the first Internet Applications Provider for correctional facilities, Cidnet is redefining how technology supports the day-to-day management of secure environments. The platform goes beyond traditional solutions by offering a suite of intuitive applications that empower administrators, support staff, and users alike. From streamlined video communication to optimized facility workflows, Cidnet delivers tools that improve oversight while reducing operational burdens.

RFP CONTACT

Derrick Ploutz

Director of Sales

410 W. 19th Street

Clifton, TX 76634

(620) 482-4353- Cell

derrick@crownphoneservice.com

Key Personnel



Derrick Ploutz- Director of Sales

Derrick brings a blend of public service and business insight to his role at Crown. With a 22-year career in law enforcement—serving as both Undersheriff and Chief of Police—he honed exceptional skills in leadership, strategic planning, and crisis management.

Transitioning seamlessly into the corporate world, Derrick now serves as Director of Sales with Crown. In this capacity, he not only leads the Account Management team but also oversees the Project Management team ensuring the success of new and existing clients through a rigorous, detail-oriented approach to operations.



Steve Redden- Project Manager

With over 38 years in the telecommunications industry, Steve brings unparalleled expertise to our projects. He oversees the entire installation process—from the initial site survey to the final post-installation review. Renowned for his meticulous approach and keen attention to detail, Steve ensures that every installation is executed flawlessly, setting the standard for quality and reliability.



Anthony Malott- Account Manager

After a distinguished tenure as Sheriff of El Paso County, TX, culminating with his retirement in 2021, Anthony transitioned to a new role at Crown. Serving as an account manager, he leverages his deep relationships and firsthand law enforcement expertise to support sheriff's offices and jails. As the primary point of contact for the facility throughout the contract, Anthony plays an essential role in ensuring smooth communication, swift resolution of challenges, and a partnership built on trust and proven expertise.



Lanham Burk- Provisioning Manager

Lanham began his career at Crown as a Field Technician, quickly advancing to Provisioning Manager. During his time as a Field Technician, he not only accumulated technical proficiency but also developed an acute understanding of the real-world challenges that sheriff's offices face. This experiential knowledge is invaluable in navigating the inevitable obstacles and craft on-boarding processes that come with every new contract, ensuring a client-centric experience.



Corrections Intelligence Data Network



SIMPLIFIED OFFENDER CONNECTIVITY

At Cidnet, we're revolutionizing correctional communication by bringing modern, secure, and intuitive technology to facilities across the nation. As the first Internet Applications Provider (IAP) for corrections, we eliminate outdated per-minute billing models and replace them with data-based connectivity that is transparent, affordable, and reliable.

Our all-in-one platform combines Voice, Video, and Mail applications with tools for facility management, offender engagement, and investigative oversight. Cidnet empowers administrators to streamline operations, officers to manage communications seamlessly, and the incarcerated population to stay connected responsibly.

Backed by durable, jail-tested hardware and unmatched customer support, we ensure safer, smarter facilities. Partner with Cidnet to modernize your operations while improving efficiencies and creating better outcomes for all.

SOLUTIONS FOR EVERY USER



Administrator

Technology to limit liability, operate efficiently, and maintain facility security.



Correctional Officer

Intuitive software & outstanding support when questions arise.



Investigator

Easily glean and share intelligence to detect and prevent criminal activity.



Incarcerated Person

Secure access to contacts on the outside. Ways to spend time on the inside.

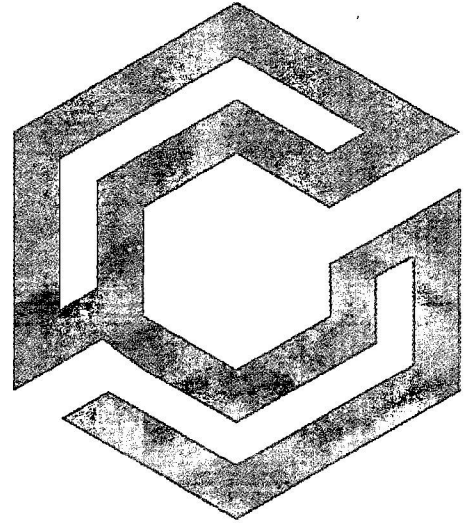


Friends & Family

Simple and low-cost ways to stay connected with an incarcerated person.

Partner with an IAP

Internet Applications Provider



As an IAP, Cidnet delivers proprietary applications over the internet, through secured token-based encryption channels.

As an Internet Applications Provider (IAP), Cidnet replaces outdated, time-based billing systems with a modern, data-driven approach. Unlike traditional providers that charge per-minute for time or require deposits, we sell data, measured in bytes. This data is agnostic, meaning it can be consumed seamlessly across multiple applications within the Cidnet platform. This approach makes Cidnet more efficient, affordable, and user-friendly for both facilities and their adult in custody population.

Connectivity Apps

Cidnet's Voice, Video, & Mail apps do not bill for time (per-minute).

We built a new model that charges for data utilization. Why charge the inmate or contact for 2 minutes if they only talk for 1 minute and 1 second, right?

Operations Apps

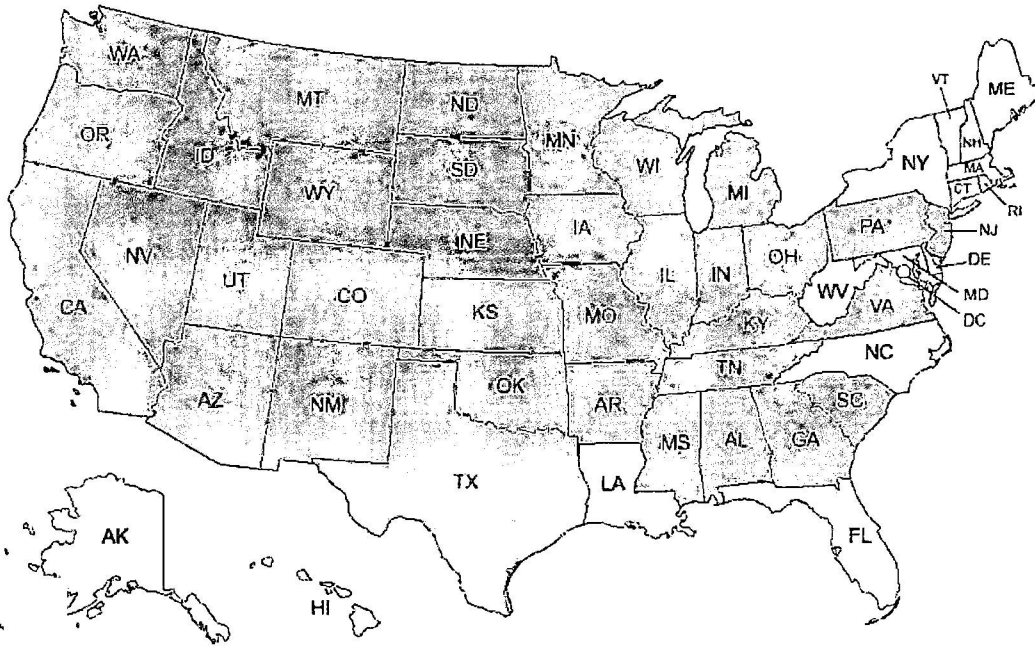
Cidnet apps ensure the smooth operation of communications between inmates and officers. Plus we help you become more compliant and give you one system to manage everything from one software portal.

Engagement Apps

Allowing access to the Cinema, Radio, Games, Books, and Learning apps, the incarcerated population will have something to do. This creates a calm environment which makes for a safer jail and workplace.

ADOPTED BY CORRECTIONS

net is revolutionizing correctional connectivity by bringing modern, secure, and intuitive technology to facilities across the nation. As the first Internet Applications Provider (IAP) for corrections, we eliminate outdated per-minute billing models and replace them with data-based connectivity that is transparent, affordable, and reliable.



25,000+

Incarcerated Users

450+

Facility Partners

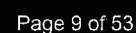
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Years of Service

"Cidnet has helped with the safety monitoring of inmates. Since we have started using this system, we have stopped threats of attacks, escapes, fights, and other safety issues like the overall health of the inmates. Cidnet is easy to use and has made some things a little simpler for us here at the jail."

Corrections Officer
Black Hawk County Detention Center

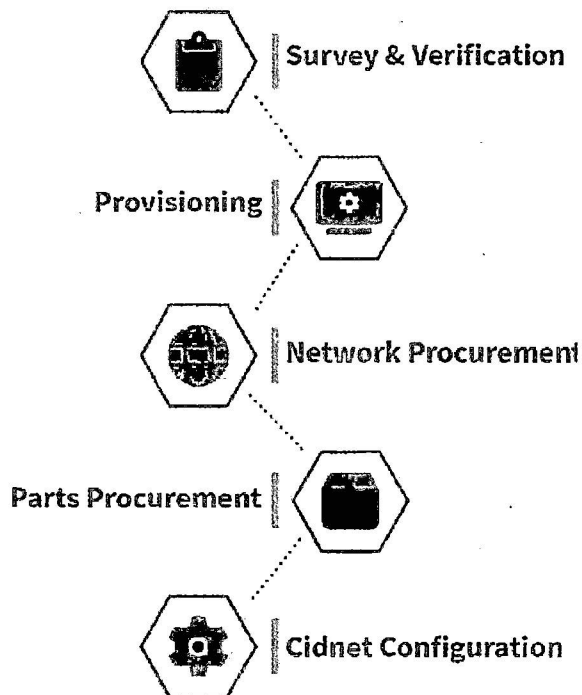
The Cidnet Admin Portal is designed with officers in mind, offering a seamless and intuitive interface that simplifies daily operations. Built to handle the unique challenges of correctional facilities, the portal prioritizes ease of use, so your team can focus on what matters most—security and oversight. Whether you're tracking facility activity, managing communication systems, or reviewing reports, the Cidnet Admin Portal empowers your team with technology that's as intuitive as it is reliable. Simplify your processes, enhance productivity, and experience the difference with Cidnet.



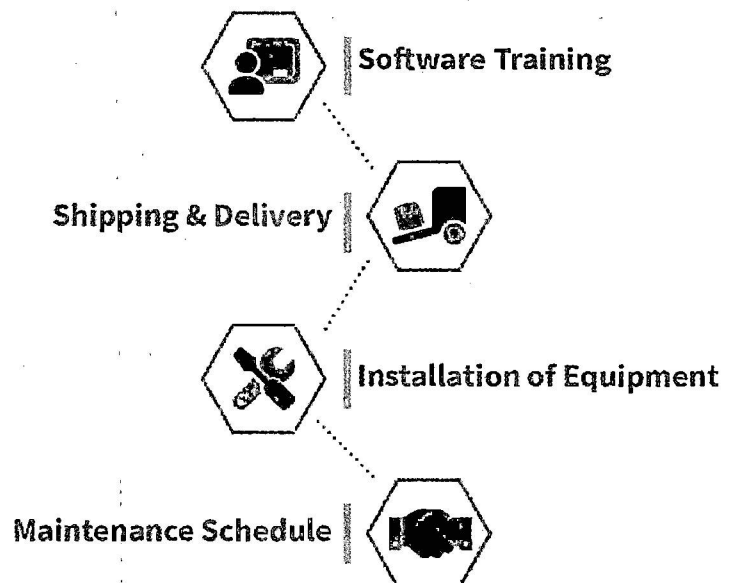
IMPLEMENTATION PROCESS

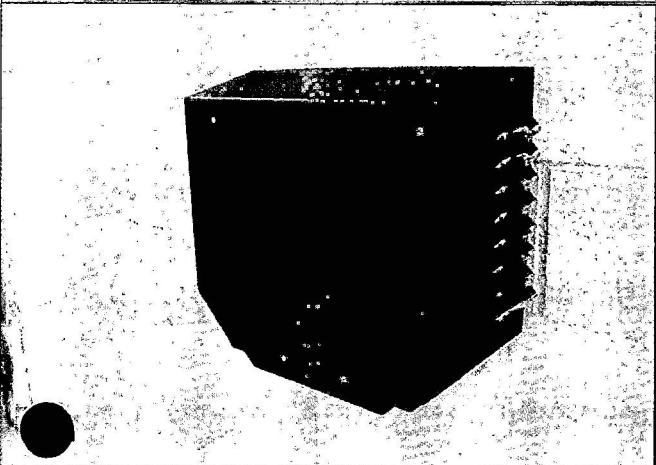
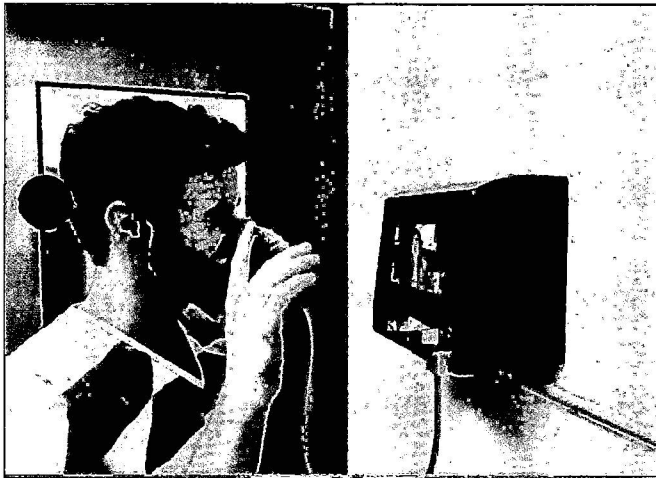
Cidnet's implementation process is designed to be fast, efficient, and minimally disruptive. We start with a detailed assessment of your facility's needs, ensuring the system is customized for seamless integration. Our expert technicians handle installation with precision, while hands-on staff training ensures your team is confident using the platform. With minimal downtime and ongoing support, we make the switch to Cidnet smooth and hassle-free. From installation to continuous updates, we're committed to setting your facility up for long-term success. **Our ARO will be within 60 calendar days past the execution of a Solutions Service Agreement.**

PHASE ONE



PHASE TWO





DEVICES BUILT FOR CORRECTIONS

Cidnet's hardware is engineered to withstand the demanding environment of correctional facilities, offering unmatched durability and performance. Designed with the incarcerated population in mind, our devices combine robust construction with reliable functionality to ensure seamless communication and engagement.

From video visitation terminals to tablets, Cidnet's hardware stands up to the toughest conditions, empowering facilities to provide effective communication and educational opportunities without compromising on safety or quality. When you choose Cidnet, you're investing in hardware that works as hard as you do.

Rugged Design

Constructed with impact-resistant materials, Cidnet hardware can endure heavy daily use, reducing downtime and maintenance costs.

Reliable Performance

With cutting-edge technology, Cidnet hardware delivers fast and uninterrupted functionality, ensuring consistent connectivity and user satisfaction.

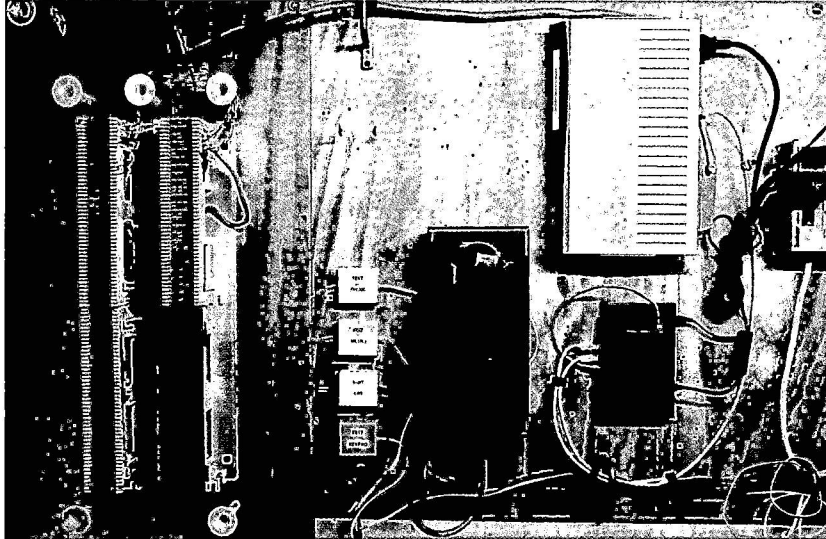
Tamper-Resistant

Built with security at the forefront, our devices are equipped with safeguards to deter unauthorized tampering and misuse.

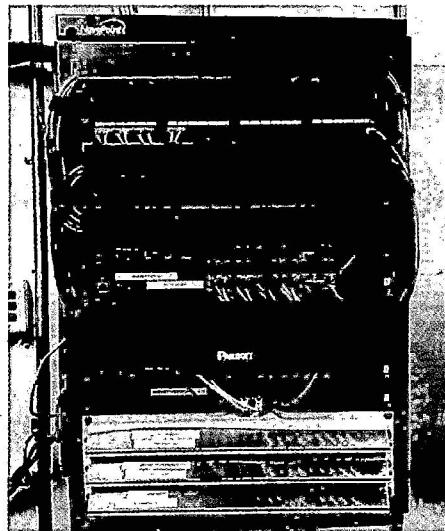
Network Equipment:

Our equipment can be set up in one of two ways: rack-mounted or wall-mounted. Some of the tips for the network equipment is as follows:

- We would want to try to keep the MDF/IDF where our equipment will be in a central location, if possible, in the jail.
- The Cid devices have a cable restriction of less than 300 feet, as is the standard with any data-graded cable. Anything longer than this may cause data degradation.
- The voice devices' cables can be longer only because we use a single pair, and it is voice grade traffic.
- We try to get all equipment behind a surge-protected outlet if necessary. In most cases, we put in a Tripp Lite surge protector.



Sample Wall Mounted Set-Up
(Space used here is 44in x 30in)

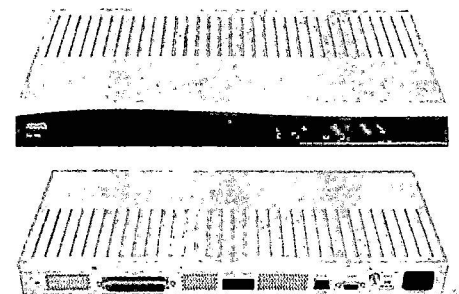


Sample Rack Mounted Set-up
(Number of U spaces will vary based
on the scope of an installation)

Adtrans

This piece of equipment is used to pass the voice traffic over for the phone system. The mounting options are as follows:

- Rack-Mounted: In this set-up, we would need 1U of rack space.
 - We would need 1 outlet for this for this piece of equipment.
- Wall-Mounted: In this set-up, we would need 18 inches by 10 inches of space allocated on the wall to fit our unit.



Datto POE Switch:

This piece of equipment is used to connect back to the Cid devices in the pods. The mounting options are as follows:

- **Small 8 port**

- Rack-Mounted: In this set-up, we would need 1U of rack space. The device is not rack-mountable, rather it is set up on top of a shelf.
- Wall-Mounted: In this set-up, we would need 9.5 inches by 4.5 inches of space allocated on the wall to fit our unit
 - We would need 1 outlet for this piece of equipment



- **Large 8 Port**

- Rack-Mounted: In this set-up, we would need 1U of rack space, the device is rack-mountable.
- Wall Mounted: In this set-up, we would need 13 inches by 9.5 inches of space allocated on the wall to fit our unit.
 - We would need 1 outlet for this piece of equipment.



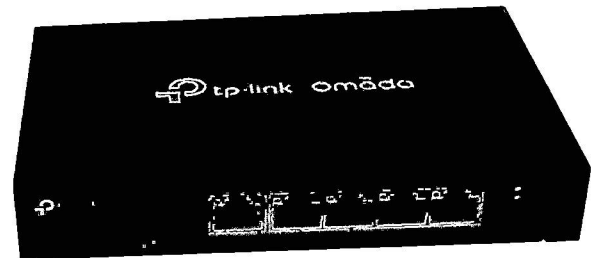
- **24 port Switch**

- Rack-Mounted: In this set-up, we would need 1U of rack space, the device is rack-mountable.
- Wall Mounted: In this set-up, we would need 17.5 inches by 10.5 inches of space allocated on the wall to fit our unit.
 - We would need 1 outlet for this piece of equipment.



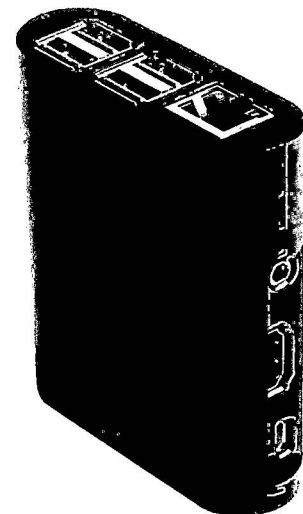
TP Link:

- Rack Mounted: In this set up we would need 1U of rack space, the device is not rack mountable, rather it is set up on top of a shelf.
- Wall Mounted: In this set up we would need 8 inches by 4.5 inches of space allocated on the wall to fit our unit.
 - We would need 1 outlet for this piece of equipment.



Monitor:

- Wall-Mounted: In this set up, we would need 4 inches by 3 inches of space allocated on the wall to fit our unit
 - We would need 1 outlet for this piece of equipment.
- The device is not not rack-mountable. Typically, this would go on the same shelf as the TP link.



VOICE DEVICE SPECIFICATIONS

General Information

Description: The Voice Device is a standard-sized communication device, capable of using the Cidnet Voice application.

Dimensions: 2.3" X 5.2" X 10.7"

Weight: 5.5 lbs.

Touch Controls: 11-button Keypad

Power Source: VoIP

Internet Source: Adtran & CAT.5e / RJ45

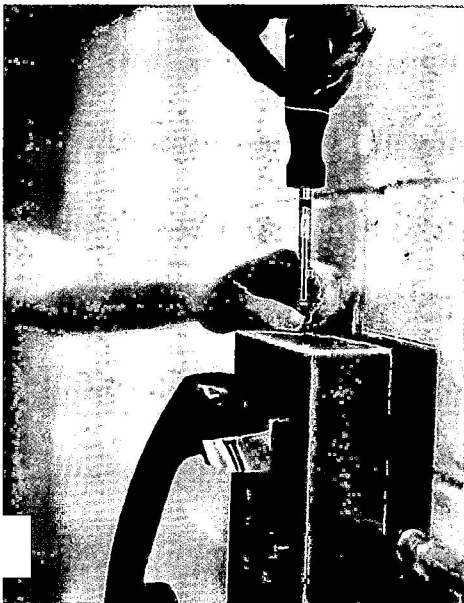
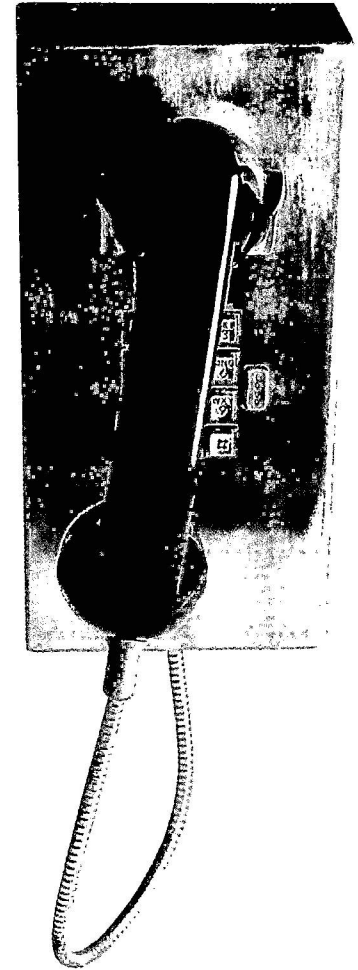
Security Screws: 4

Model(s): Quadrum 6Q2

Housing: Polished Steel Plate

Installation Requirements

- Standing height is 64 inches from the top of the unit to the floor.
 - Wall box should be a single gang box mounted 58-59 inches from the center of the box to the floor.
 - Need a single data cable for this unit.
 - Do not need a power outlet.
 - This height accommodates people from about 5 ft tall to 6 ft 4 inches tall.
- Sitting height is 54 inches from the top of the unit to the floor.
 - Wall box should be a single gang box mounted 48-49 inches from the center of the box to the floor.
 - Need a single data cable for this unit.
 - Do not need a power outlet.
 - This height accommodates people from about 5 ft tall to 6 ft 4 inches tall.



CID DEVICE SPECIFICATIONS

General Information

Description: The Cid Device is a communication display device, capable of using a variety of Cidnet apps.

Dimensions: 4.125" X 9.5" X 9.5"

Weight: 7 LBS

Display Size: 7" screen, 5:3

Touch Controls: Capacitive, 10-Finger

Power Source: Power Over Ethernet

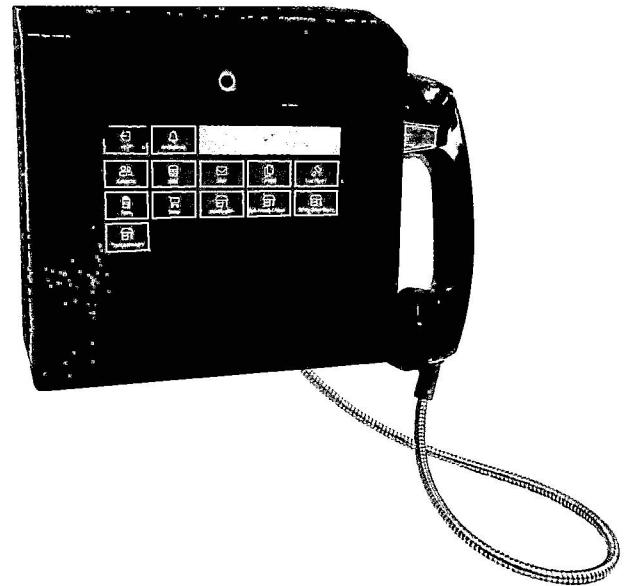
Internet Source: Datto Switch & CAT.5e / Ethernet

Camera: 8 MP

Security Screws: 2

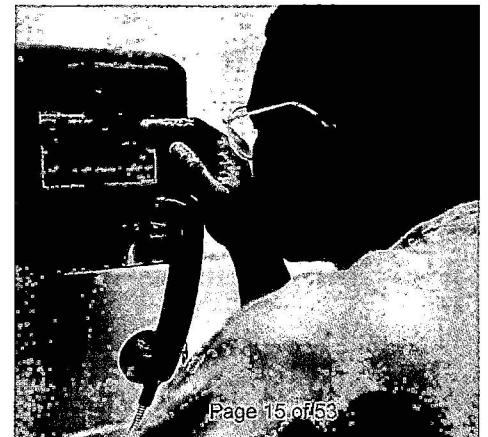
Model(s): Cid 2, Cid 3

Housing: Polymer-Coated Steel



Installation Requirements

- Standing height for male devices – 62 inches from the top of the unit to the floor.
 - Wall box should be a single gang box mounted 57 – 58 inches from the center of the box to the floor. It should be a single gang box (not a double gang box) for our device to mount over it.
 - Do not need a power outlet for this device. All ran over a single data cable.
- Standing height for female devices – 53 inches from the top of the unit to the floor.
 - Wall box should be a single gang box mounted 48 – 49 inches from the center of the box to the floor. It should be a single gang box (not a double gang box) for our device to mount over it.
 - Do not need a power outlet for this device. All ran over a single data cable.
- Sitting/ADA height for Devices – 47 inches from the top of the unit to the floor.
 - Wall box should be a single gang box mounted 41 –42 inches from the center of the box to the floor. It should be a single gang box (not a double gang box) for our device to mount over it.
 - Do not need a power outlet for this device. All ran over a single data cable.
 - A good rule of thumb for these devices is to point the camera slightly upwards. If you are in a seated position, the camera should be below eye level.



CID TAB SPECIFICATIONS

General Information

Description: The Cid Tab is a smartphone-sized Cid device, capable of using all Cidnet applications.

Dimensions: 7.25" X 0.75" X 4.00"

Weight: 0.39 lbs.

Display Size: 6 IN / 18:9

Touch Controls: Capacitive, 10-Finger

Power Source: Battery Powered, Mag-Cord

Internet Source: Wi-Fi

Camera: 8 MP Front Camera

Security: Case with security screws

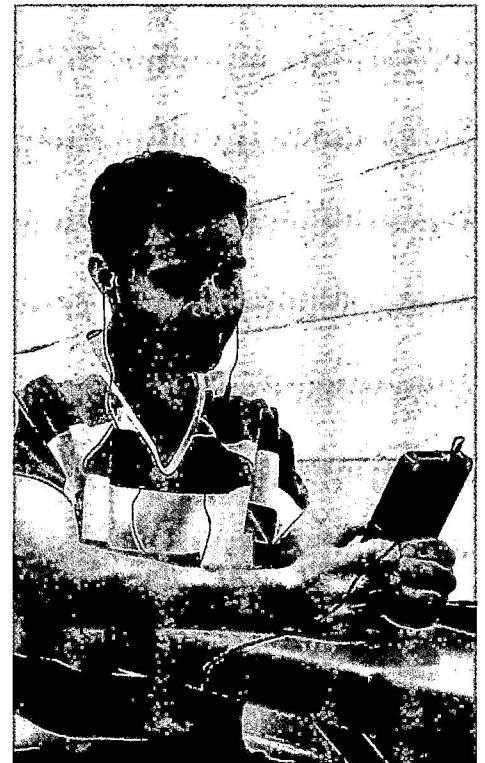
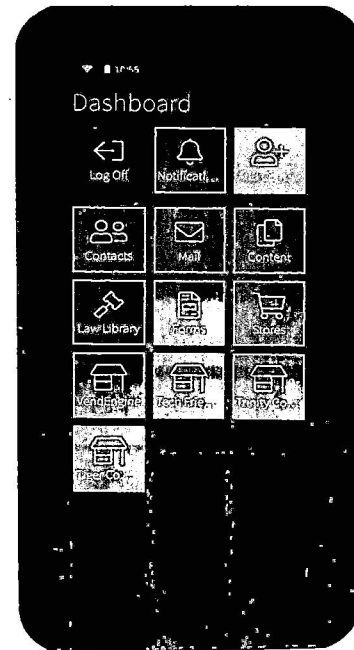
Model(s): CTM, Version 2

Housing: Ruggedized Hard Polymer

Installation Requirements

Tablets need a Wi-Fi connection, an area for the charging station, and power outlets.

Replacement Cost Per Device- \$580 for tablet and case



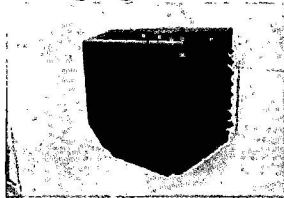
TABLET CHARGING SOLUTIONS

General Information

Crown Correctional Telephone is offering two different tablet charging solutions to Brown County.



10-Bay Belkin Store and Charge Stations on Portable Cart- With this solution, County staff manage the charging of the tablets. Each cart would hold up to 40 tablets. These devices can be placed on a shelf within the facility as well. These devices require a 110 electrical outlet to plug into. **The commissions within this bid are spec'd with this charging solution.**



In-Cell Charging Stations- With this solution, inmates manage the charging of the tablets. These are available in both 8-bay and 16-bay. Each in-cell charging station requires a 110 electrical outlet behind the charger and is the responsibility of the County to provide these electrical connections. Due to the additional cost of this service, a per-device commission deduction or adjustment will be passed through at the following rate:

8-Bay Chargers- \$12.50 per charger per month

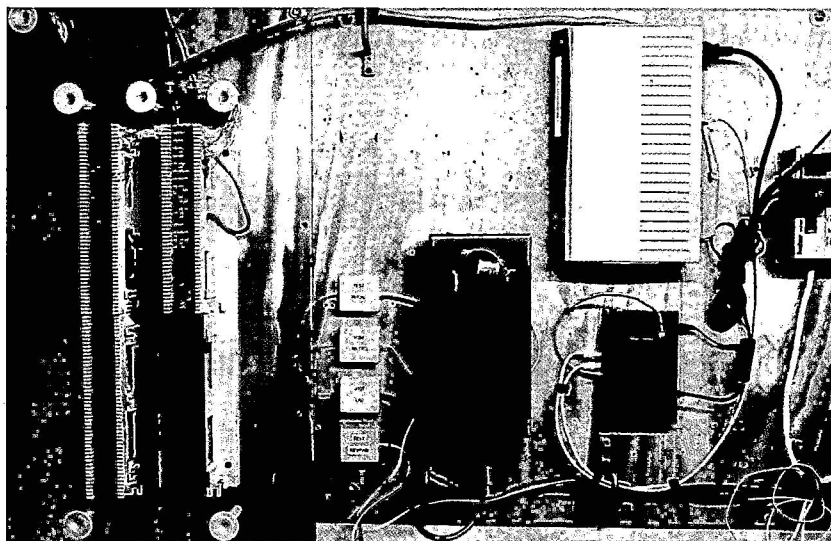
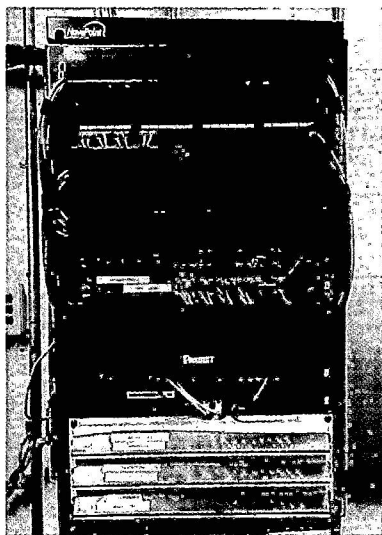
16-Bay Chargers- \$25 per charger per month

Internet/ Network Specifications:

Crown will use a local Internet Service Provider to operate the Cidnet system. There are ports needed opened for the video system. We run them through Raspberry Pi's and they utilize port 443 TCP (HTTPS) for the streamed video session. From the video devices, we have the Cat5/6 cable ran to our "Datto Switch" which run on POE. The Datto Switch would be plugged directly into the Internet connection.

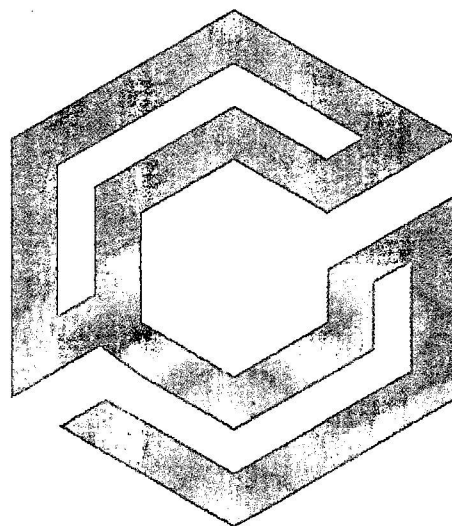
When there isn't enough DHCP available, we install a TP-Link Router that would plug directly into the network which would distribute enough DHCP for the number of devices we are installing.

Crown will, at its sole cost, arrange for high-speed Internet service, both fixed and wireless, with a minimum system requirement of 80 kilobits per second per audio phone applications and 400 kilobites per second per visitation terminal, and any equipment associated therewith to be provided to the facility. Crown will maintain the high-speed Internet service and any equipment associated therewith. Brown County will provide, at its sole cost, the electricity necessary to run, install and service the high-speed Internet Service and operation of the equipment.



Cidnet Utilization Events

Cidnet Utilization Event



Unlike traditional calling platforms, Cidnet sells data to customers/ inmates for \$0.30 per megabyte of data. That data can be used for multiple Cidnet Utilization Events or CUE. Each CUE has a capped equivalent rate that the event will not exceed. Additionally, this eliminates multiple confusing calling types. CUE services and rates are as follows:

Voice App- Inmate talking on the phone or tablet. This app utilizes 0.6 MB of data or **\$0.18** per full minute of usage.

Video App- Allows inmates and contacts to video visit utilizing the contact's customer balance. This app utilizes 1.33 MB of data or **\$0.40** per 1 full minute of usage. Available on kiosks only.

Mail App- Offers digital messaging for inmates to communicate with friends and family utilizing the Cidnet customer portal. Inmate or contact may be responsible for payment. This app utilizes 0.33 MB of data or **\$0.10** to send a message up to 500 characters.

Games, Books, and Music Apps- Inmates can play games, read books, and listen to music on tablets utilizing their data balance. This app utilizes 0.10 MB of data per hour or **\$0.03 per hour**. Crown will provide each inmate one hour free per 24-hour period. Available on tablets only. This service cost is under review and subject to change.

Cinema App- Inmates can watch movies, TV shows, and documentaries on tablets utilizing their data balance. This app utilizes 1 MB of data or **\$0.30 per 20 full minutes of usage**.

CidLens App- Inmates can utilize our **free learning app** on tablets at no cost to take courses ranging from life skills and vocational training to GED prep.

Letters App- Jail staff can upload mail using any scanner in the facility. There is **no charge** for this service and serves as an alternate to off-site mail scanning.

FUNDING ACCOUNT- Friends and family can visit www.customer.cidnet.net to create an account and fund inmate transactions. Inmates can fund their accounts utilizing the debit function of the commissary platform.

Texas References

Bailey County Jail

405 W. 2nd Street, Muleshoe, TX 79347

Sheriff Richard Wills

Phone: 806-272-4268

Email: rwills@baileytx.us

Bailey County Jail

Callahan County Jail

423 Market Street, Blaine, TX 75742

Jail Administrator: Shirela Menzies

Phone: 325-354-1444

Email: shirela.menzies@callahancounty.org

Nolan County Jail

514 Avenue F Road, Sweetwater, TX 79556

Jail Administrator: Marsha Harris

Phone: 325-235-5487

Email: mharris@nolan.tx.us

Shackelford County Jail

791 Hwy 180 West, Albany, TX 76430

Sheriff Ed Miller

Phone: 325-702-9555

Email: ed.miller@shackelfordcounty.org

Sutton County Jail

401 E. Oak Street, Sonora, TX 76950

Sheriff Duwayne Castro

Phone: 325-387-2288

Email: duwayne.castro@co.sutton.tx.us

Additional Sizeable Maintained Contracts from Statement of Qualification

(d) Facility: Sumner County Jail, Kansas

Contact Name: Lt. Andrew Yoder

Telephone: 620-326-8941

(e) Facility: Young County Jail, Texas

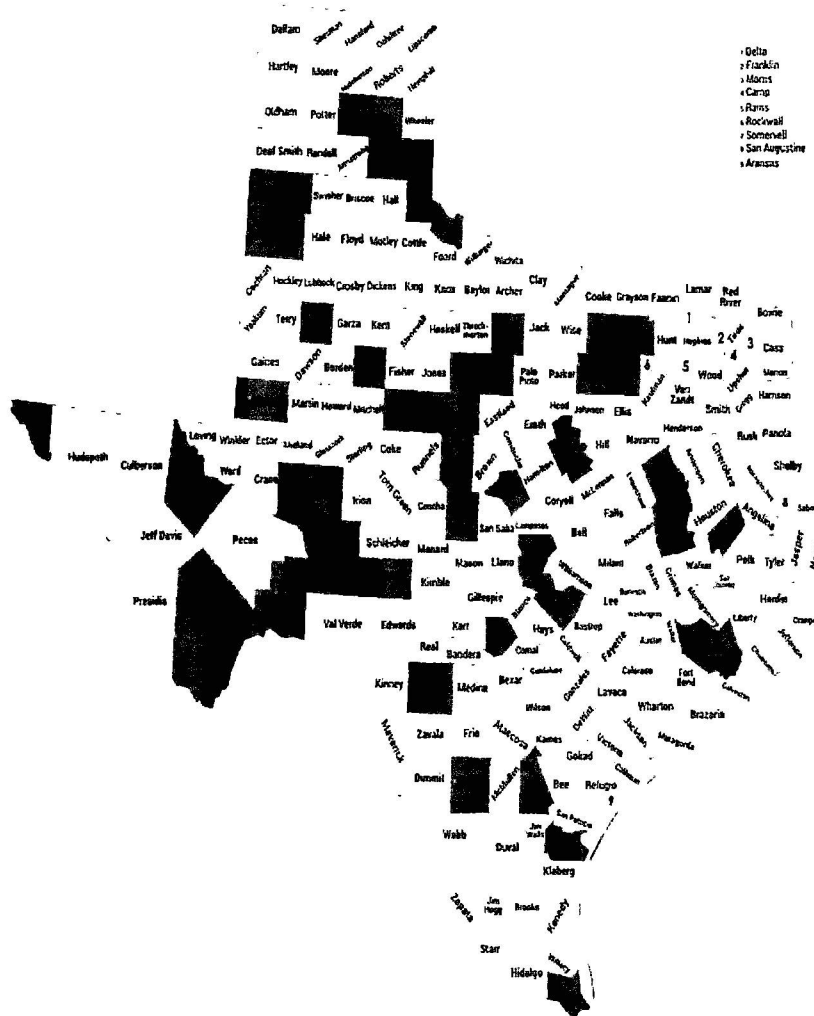
Contact Name: Jail Administrator Beverly D. Johnson

Telephone: 940-549-4512



Corrections Intelligence Data Network

Texas Crown Client Map



Copyright © 1998 by CIDNET



Corrections Intelligence Data Network



cidnet

a solution by



Financial Profile

55% VOICE
25% VIDEO & MAIL

No Cost to Install Equipment
No Cost for Software Configuration & Training
No Cost for Continued Support & Service
No Cost Integrations with JMS / Trust Account

FACILITY COMPENSATION

Crown is offering the above commission percentages based on gross billable revenue generated.

Parameters

Compensation offer is based on a roll cart charging solution. Off-site mail scanning and in-cell charging solution quotes are contained in this document. Provider reserves the right to adjust tablet quantities based on usage and revenue.

BROWN COUNTY SHERIFF'S OFFICE
1050 W Commerce Brownwood, TX 76801
(PHONE) 325-641-2202 / (FAX) 325-641-2481

REQUEST FOR PROPOSAL

BROWN COUNTY, TX is requesting proposals for the good(s) and/or service(s) listed below, subject to the terms and conditions of the Request for Proposal and the accompanying specifications.

At the appointed time proposals will be opened in the presence of the Brown County Commissioner's Court. Proposals arriving to the Sheriff's Office after the appointed date and time will be considered late and will not be opened.

ITEMS AND/OR SERVICES:	INMATE TELEPHONE SYSTEM
RFP REQUEST DATE:	8/4/2025
RECEIPT DEADLINE:	8/29/2025 by 5:00 pm
OPENING DATE:	9/2/2025
OPENING TIME:	9:00 am

 READ, AGREE AND WILL COMPLY.

VENDOR INFORMATION SHEET

Company Name Crown Correctional Telephone, Inc.

Mailing Address 410 W. 19th Street
Clifton, TX 76634

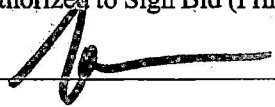
Email Address sales@crownphoneservice.com

Phone Number 254-708-0087

Fax Number 888-557-0769

SIGNATURE

Name & Title Authorized to Sign Bid (Print or Type) Ryan Bartula- President

Signature  Date 8/25/2025

STATEMENT OF QUALIFICATION

The following statements relating to experience and general qualifications of the proposing firm as submitted in conjunction with the Request for Proposal, as part thereof, accuracy of information is guaranteed by the proposing firm and included in the evaluation of the proposals.

Name and Address of Proposing Firm:

Crown Correctional Telephone, Inc.

410 W. 19th Street

Clifton, TX 76634

Telephone: 254-708-0087

Fax Number: 888-557-0769

1. Number of years proposer has been in this business: 18 Years
2. Proposing firm must have satisfactorily completed or currently maintained FIVE (5) contracts of similar size in the last five (5) Years.

(a) Facility: Ford County Jail, Kansas

Contact Name: Sheriff Bill Carr

Telephone: 620-227-4590

(b) Facility: Kendall County Jail, Texas

Contact Name: Lt. Robert Green

Telephone: 830-249-9721

(c) Facility: Scurry County Jail, Texas

Contact Name: Jail Administrator Hannah Counts

Telephone: 325-573-0113



READ, AGREE AND WILL COMPLY. Additional 2 facilities are listed on page 20 with references.

TERMS & CONDITIONS OF THE REQUEST FOR PROPOSAL (RFP)

PREPARATION OF THE RFP

1. Proposing firms are expected to examine any drawings, specifications, terms and conditions, general or special conditions, schedules and all instructions for the purpose of this RFP. Failure to do so will be at the proposer's risk.
2. Each proposer shall furnish the information required in the RFP. The proposer shall print or type their name on the face sheet of the RFP.
3. Erasures or other changes must be initialed by the person signing the RFP.
4. RFP's signed by an agent of the company must be accompanied by evidence of their authority.
5. If unit prices are requested, unit price shall include packing unless otherwise specified. If an error is made in the extension of unit pricing, the unit price will govern. In all cases, the unit cost multiplied by the quantity proposed will determine the extended cost of a line item.
6. Delivery charges are to be prepaid and included the proposed pricing.
7. All items quoted that require utilities shall have local service. Proposer shall submit upon demand, a list of servicing agent's name, address, and phone number.
8. Alternate products for those requested in the bid will not be considered unless authorized by the RFP.
9. The terms, conditions and specifications listed in this proposal constitute the total terms and conditions that will be acceptable. Brown County will not be bound by conditions other than those stated.
10. Quantities shown for each line item are minimal requirements. Brown County reserves the right to purchase additional items against this RFP on an "as needed" basis if pricing remains the same for the period of one (1) year (twelve months) from date of the opening. Brown County reserves the right to issue multiple Purchase Orders by line item(s) at unit prices quoted.
11. Prices quoted shall be firm for a period of ninety (90) days from date of proposal opening.
12. Brown County Government is not subject to taxation. A tax exemption certificate will be provided upon request.



READ, AGREE AND WILL COMPLY.

SUBMISSION OF THE RFP

1. The proposal is to be enclosed in a sealed envelope addressed to Brown County Sheriff's Office Attn: Les Karnes-Phone Proposal at the address on the face sheet of the RFP. The envelope is to include the name and address of the proposing firm and the date and time of the proposal opening. Vendor shall submit One (1) original and Five (5) copies of their proposal.
2. Faxed and/or emailed proposals will not be accepted.
3. All price quotations and related proposal materials must be received in a sealed envelope. Time, date and nature of proposal must be clearly marked on face of sealed envelope.



READ, AGREE AND WILL COMPLY.

LATE RECEIPT OF THE RFP

1. The proposal and modifications or withdrawals thereof received after the time set for opening will not be considered.
2. Proposals must be received by the Brown County Jail prior to 5:00 p.m. on the appointed date. Time will be determined by the clock in Brown County Jail and once its agent or their designee determines the time is 5:00 p.m., no other proposals will be accepted.

CROWN: READ, AGREE AND WILL COMPLY.
CONSTRUCTION TELEPHONE

AWARD OF THE CONTRACT

1. The contract will be awarded to that responsible proposer whose proposal will be most advantageous to Brown County, price and other factors considered.
2. Brown County reserves the right to reject any or all proposals at its sole discretion and to waive informalities and minor irregularities in the proposals received.
3. Brown County may accept any item or groups of items proposed unless the proposer qualifies the proposal by specific limitations. Unless otherwise provided in the schedule, proposals may be submitted for any quantities less than those specified; and Brown County reserves the right to make an award on any item for a quantity proposed at the unit price offered unless the proposer specifies otherwise in the proposal.
4. A purchase order which will be issued to the successful proposer within the time for acceptance specified in the RFP shall be deemed to result in a legal and binding contract without further action by either party.
5. Brown County reserves the right to award this RFP by line item, groups of items, or lump sum RFP, whichever is deemed to be in its best interest.
6. The proposer must state number of business days for completed delivery, after receipt of order (Days ARO). Delivery time quoted after receipt of order (A.R.O.) may be a factor in RFP award.
7. Payment will be made within thirty (30) days after receipt of invoice and/or delivery of materials; whichever is later. Prompt payment discounts will be considered in the evaluation of this RFP.
8. In compliance with this RFP, in consideration of the detailed description attached hereto; and subject to all conditions thereof, the undersigned agrees, if this RFP be accepted, to furnish any or all of the items upon which prices have been quoted in accordance with the specifications applying at the price set opposite each item. The undersigned further agrees, if awarded an order or contract, to enter into a written contract, if requested, specifically agreeing to indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or demands for payment that may be brought against it arising out of the use of any product or article that becomes a part of an order or contract. Proposer further agrees to indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or actions of every nature and description brought against it for, or on account of, any injuries or damages received or sustained by any party or parties, or by employees and servants of the undersigned or agents arising out of or in the course of fulfilling an order or contract.

CROWN: READ, AGREE AND WILL COMPLY.
CONSTRUCTION TELEPHONE

USE OF TRADE NAME/ALTERNATE PRODUCT

1. The use of the name of a manufacturer, brand, model or make used in describing an item does not restrict the proposer to that manufacturer. Others will be considered if they meet or exceed the items specified.
2. All RFP's must meet or exceed the enclosed specifications. Proposer must indicate manufacturer's name, and model number offered. If proposer fails to provide this information, and an award is made, then the proposer shall supply the item(s) as specified. All items supplied by the successful proposer(s) shall be: 1) as per manufacturer's name, model number and description quoted; 2) new and unused; and 3) meet OSHA standards. Remanufactured and/or reconditioned items will be unacceptable. Items delivered not meeting these requirements shall be subject to return and replaced at no additional cost to Brown County Government. Any exceptions to the specifications must be clearly noted and documented. Product literature and manufacturer cut sheets to be included with the RFP for all products quoted other than specified. RFP will be considered incomplete for failing to include required product literature along with RFP and may be rejected.
3. When an alternate manufacturer, brand, model or make is proposed, Brown County will determine if the item proposed does meet or exceed the items as specified.
4. Proposer shall submit sample upon request to properly evaluate product. Sample shall be submitted within five (5) business days of request, and at no additional cost to Brown County.
5. Brown County reserves the right to request any additional information deemed necessary in the evaluation of this RFP. Requested information shall be submitted within five (5) business days from date of request.
6. Brown County and/or federal, state and local agencies must have access to Brown County, documents, papers, and records related to this purchase or contract from the successful vendor(s). This access along with all contract related documents for this RFP award must be available for a minimum of three years from final payment of purchase order and/or contract to comply with federal retention regulations.

 **READ, AGREE AND WILL COMPLY.**

GOVERNING LAWS & POLICIES

1. The laws of the State of Texas shall govern this contract, and all obligations of the parties are performable in Brown County, Texas.
2. **LICENCES – PROPOSERS ARE REQUIRED TO HAVE A CURRENT BUSINESS LICENSE AT THE TIME RFP'S ARE SUBMITTED. RFP'S FROM VENDORS WITHOUT A CURRENT BUSINESS LICENSE WILL BE DISQUALIFIED. It is the proposer's responsibility to determine if a Brown County Business License is required.**

 **READ, AGREE AND WILL COMPLY.**

INSURANCE

The contractor will maintain, at their expense adequate insurance coverage to protect them from claims arising under the Worker's Compensation Act, from claims for damages resulting from bodily injuries and damage to their property and from claims for damage to any Brown County

property while delivery is being made. A certificate of insurance must be on file in the Purchasing Department before work may begin.

Crown correctional telephone: READ, AGREE AND WILL COMPLY.

EVALUATION CRITERIA

Proposal evaluations will consider the following criteria:

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

Crown correctional telephone: READ, AGREE AND WILL COMPLY.

INMATE TELEPHONES, VIDEO VISITATION AND TABLET SERVICES REQUEST FOR PROPOSAL

PURPOSE: To establish specifications for inmate telephone and video kiosk/tablet services for the Brown County Jail.

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

GENERAL SPECIFICATIONS: Brown County Sheriff's Office is requesting proposals for inmate telephones and any additional services to streamline the operations of the Brown County Jail.

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

SCOPE: The contractor shall provide all labor, supervision, and materials required to install, operate, and maintain all telephone communications equipment necessary for the operation of required telephones, video visitation kiosks/tablets at the specified locations at no charge to Brown County. The contractor shall be responsible for all aspects of the inmate telephone system such as acquisition, installation, operation, service, training, and maintenance. All telephone service related to the inmate telephones and related equipment must be provided at the contractor's own expense and Brown County shall incur no cost for any portion of the installation, service, training, or maintenance throughout the term of the agreement

LENGTH OF CONTRACT: Negotiable.

RESULTING CONTRACT: The contractor acknowledges Brown County can terminate this contract with cause with a written notice presented to the contractor with a minimum of thirty (30) day notice. If the contractor fails to perform up to the conditions of the contract, in Brown County's judgment, Brown County will communicate the problem(s) to the contractor in written form. The contractor will have ten (10) days to rectify the problem(s). If the problem(s) are not corrected or reoccur, Brown County may immediately terminate the contract. The contractor will not be relieved of any obligation of payment of commissions earned up to the date of cancellation. The contractor may be in default or excluded by (but not limited to):

- (i) Failure to pay commissions on time;
- (ii) Failure to provide preventive maintenance on the system;
- (iii) Failure to keep equipment repaired in a timely manner, within twenty-four (24) hours of notification;
- (iv) Charging telephone customers rates in excess of agreed upon rates or above allowable rates as set forth by the FCC.
- (v) Other considerations preventing the proper operation of the inmate telephone

services.

Crown: READ, AGREE AND WILL COMPLY.

EQUIPMENT: This request for proposal shall cover the following equipment at the Brown County Jail:

Inmate Telephones	30
TOTAL INMATE PHONES	
Visitation Phone Pairs	12
Video Visitation Units	
Inmate Units	23
Visitor Units	0
TABLETS/VIDEO KIOSKS	To be
MONEY KIOSKS	<u>considered</u>

The contractor acknowledges that after the initial installation the number of inmate telephones/video kiosks/tablets may be increased or decreased based on need of the facility and industry standards at no cost to the County.

Crown: READ, AGREE AND WILL COMPLY.

MINIMUM REQUIREMENTS OF INMATE TELEPHONES: The contractor is to provide inmate telephones and related equipment at the specified locations as set forth in this proposal. The inmate telephone system shall only allow prepaid calls except for those telephone numbers designated by the Brown County Sheriff's Office. The system shall allow call blocking to prevent calling to the following:

- 911;
- 800, 888, 900, and other toll free numbers;
- 411 or other directory assistance numbers;
- Sheriff's Office numbers including both office and home telephone numbers of personnel;
- Direct dial long distance services;
- Other telephone numbers at the discretion of the Sheriff's Office.

The system shall allow call passing for free calls to the Local Public Defender, Federal public defender, bail bondsmen, or other numbers at the discretion of the Sheriff's Office. The system shall have call timing to preset the maximum call length time. The system shall have fraud protection against switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc. The system shall not be capable of receiving incoming calls. The system shall be of heavy-duty construction and have equipment designed for the correctional environment. Inmate telephones shall not expose screws, bolts, or other fasteners or any other material which can be removed without special security devices. Vendor shall submit detailed information as to the equipment offered.

Crown: READ, AGREE AND WILL COMPLY.

PIN OPERATION: The proposed inmate telephone system shall have the capability to be a PIN based system using a "Prisoner Identification Number" (PIN) for telephone operation. The system shall be designed to operate with or without PINs on a per telephone basis. The PIN system shall have the ability to provide statistical reporting on calls made using the PINs. The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information. PINs will be automated with jail management system.

Crown: READ, AGREE AND WILL COMPLY.

RECORDING OF CALLS: The inmate telephone/video kiosk system shall have the ability to record all telephone calls placed by inmates in the Brown County Jail for the duration of the term of any contract rewarded. The recording system shall allow for recording, archival, and playback of telephone calls. The contractor shall provide all necessary hardware and software required, to access, retrieve, and playback recorded telephone calls.

Crown: READ, AGREE AND WILL COMPLY.

VIDEO VISITATION: The contractor shall provide a Video Visitation system including all components, software, and hardware necessary for the system to function. Please include in your response detailed information as to the system offered.

Video Technical Requirements and Specifications: The following identifies the minimum requirements of the desired Video Visitation system:

1. Base your proposal on 23 fixed wall mounted units.
2. The System must be "State of the Art" technology and web based. The architecture shall be expandable to allow future growth.
3. The System must have the capability to perform real time recording and monitoring of all video visitations during a single session. Proposal should include the storing of recordings up to one year.
4. The System must have the capability to perform off site visitations to laptops, smart phones, etc without the use of third party entities. Account funding options should be handled solely by the provider and it is not preferred by the County to have the inclusion of 3rd parties for such funding options.
5. Visitation Units must be constructed of high impact material including a steel lanyard and security grade handset.
6. Please describe the type of internet connection that will be supplied by the Vendor to effectively operate the Video System. See page # 18
7. Please describe types of services, features and account funding options offered on the video units. See page # 19
8. It is desired by the County that the bid percentage on all services offered, telephone, video kiosks and Tablets, include the units to be provided at no cost to the County, including installation, training and annual maintenance fees and software upgrades for the term of the agreement.

Crown: READ, AGREE AND WILL COMPLY.

TABLETS: Brown County is considering the distribution of Tablets for inmate use in the facility. Please include your tablet solution if available. Define your preferred tablet distribution ratios to inmate, charging station options, tablet replacement pricing, features, applications and any associated costs. It is preferred that the funding of media Apps should be separate from the

telephone or video visitation options. **CROWN:** READ, AGREE AND WILL COMPLY.

See financial offer on page 22.

Media apps are funded along with the telephone and video visitation.

ELECTRONIC MAIL: Brown County is interested in an offsite program to eliminate paper mail that may contain contraband or hazardous materials. It is desired that paper mail be delivered to the vendor, scanned, and sent to the inmate electronically via the video kiosk or tablets. The exclusion of 3rd parties is preferred. Please describe your program and provide at least 3 references currently using this type of mail delivery system. **CROWN:** READ, AGREE AND WILL COMPLY.

MAINTENANCE: The contractor shall provide all maintenance and upkeep of the inmate telephone system, video visitation units and tablets. A twenty-four (24) hour response shall be required on all reported problems. The contractor shall provide a toll free telephone number to report system problems.

CROWN: READ, AGREE AND WILL COMPLY.

DAMAGE TO EQUIPMENT: Brown County shall not be liable for loss, damage, destruction, or misuse of any telephone or video equipment as set forth in this proposal.

CROWN: READ, AGREE AND WILL COMPLY.

UPGRADES: The contractor shall be solely responsible for required hardware and software upgrades to ensure proper operation of the inmate telephones and video units for the period of the contract and any subsequent extensions. The system must allow Jail personnel the ability to access data from the phone system from any computer in the department.

CROWN: READ, AGREE AND WILL COMPLY.

COMPLIANCE: All installation shall meet applicable federal, state, or local codes. The contractor shall have and maintain insurance to cover general liability to provide the contracted services.

CROWN: READ, AGREE AND WILL COMPLY.

COMMISSIONS: Commissions shall be paid monthly no later than sixty (60) days following the last day of the month in which calls generating the commission were made. All commissions shall be paid by check to Brown County and shall include a report detailing the following:

- Date of report and time period covered;
- Total billed revenue;
- Statement of accuracy signed by representative of contractor;

The contractor shall calculate commissions as a fixed percentage based upon the gross revenues for each telephone. Brown County will bear no responsibility for fraudulent calls or theft of service. Fraudulent, stolen, or lost funds shall not be deducted from revenue paid to Brown County. Brown County will bear no responsibility for unbillable or uncollectible calls or such uncollectibles known as "bad debt".

CROWN: READ, AGREE AND WILL COMPLY.

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

CROWN: READ, AGREE AND WILL COMPLY.

RATES: Each vendor shall provide a detailed rate table for local, intrastate and interstate calls. Rates for video visitation and Tablet usage shall be included also.

CROWN: READ, AGREE AND WILL COMPLY.

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

- Company name, address, telephone number, & chief executive officer;
- Parent company name, address, telephone number, & chief executive officer;
- Contact person's name, address, & telephone number for purposes of this proposal;
- Company history, current status, & length of time in business;
- Qualifications & experience including ability to perform the requested services;
- Overview of telecommunications experience including inmate telephone services;
- Company financial statement showing income and earnings for the most recently closed year;
- Minimum of FIVE (5) inmate telephone accounts currently operational in TX or surrounding states including Center name, address, and contact person & telephone;
- Sample Contract that the Vendor will propose to the County.

Crown: READ, AGREE AND WILL COMPLY.

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

Crown: READ, AGREE AND WILL COMPLY.

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

Crown: READ, AGREE AND WILL COMPLY.

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

Crown: READ, AGREE AND WILL COMPLY.

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

Crown: READ, AGREE AND WILL COMPLY.

Solutions Services Agreement

Brown County Jail



This Agreement ("AGREEMENT"), submitted as of this date of **August 29, 2025** ("Submitted Date") between the **Brown County Sheriff's Office**, with an address of **1050 W. Commerce, Brownwood, TX 76801** herein referred to as "PARTICIPANT" and Crown Correctional Telephone, INC, a Texas S Corporation, with an address of 410 W 19th Street Clifton, TX 76634 herein referred to as "PROVIDER." PARTICIPANT and PROVIDER are sometimes referred to individually as a "PARTY" or collectively as the "PARTIES."

RECITALS

WHEREAS, the PARTICIPANT has requested, and PROVIDER has submitted, a proposal for the installation of hardware and software as outlined in Exhibit A of this AGREEMENT, attached hereto ("Exhibit A"), herein referred to as "SERVICES" and PARTICIPANT has agreed to accept the terms of the proposal presented;

WHEREAS, the SERVICES will be installed and operated in the PARTICIPANT'S facility and/or facilities, herein referred to as "FACILITY";

WHEREAS, PROVIDER shall provide the hardware, as set forth on Exhibit A (the "EQUIPMENT"), and will use that EQUIPMENT to operate PROVIDER'S proprietary software platform, as set forth on Exhibit A (the "SOFTWARE" and, together with the EQUIPMENT, the "SYSTEM") in PROVIDER'S performance of the SERVICES;

WHEREAS, PROVIDER will deliver the EQUIPMENT and provide the PARTICIPANT with a limited license to use the SOFTWARE, and the PARTICIPANT will accept the EQUIPMENT and make use of the SOFTWARE and the SYSTEM, in each case, pursuant to the terms and subject to the conditions set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein, the parties, agree as follows:

TERM: This AGREEMENT shall have a term of **five (5) years** commencing on **the date of completed installation** ("Effective Date") and terminating **sixty (60)** months thereafter (the "Initial Term"). The date of completed installation shall be defined as the date of the first billable event utilizing the inmate calling platform. Upon completion of the Initial Term, this AGREEMENT will automatically renew for additional **twelve (12)** month terms, beginning on the day after the last day of the Initial Term's expiration (the "Extended Term"), unless PARTICIPANT notifies PROVIDER in writing at least sixty (60) days prior to expiration of the Initial Term or successive Extended Terms of their intent not to participate in the Extended Terms. The Extended Term(s) shall be upon the same terms and conditions as this Agreement, unless otherwise changed and agreed upon by both PARTIES in writing.

TERMINATION: PROVIDER acknowledges PARTICIPANT can terminate this AGREEMENT with cause with a written notice presented to the PROVIDER with a minimum of thirty (30) day notice. If the PROVIDER fails to perform up to the conditions of the AGREEMENT, in PARTICIPANT'S judgment, PARTICIPANT will communicate the problem(s) to the PROVIDER in written form. The PROVIDER will have ten (10) days to rectify the problem(s). If the problem(s) are not corrected or reoccur, PARTICIPANT may immediately terminate the AGREEMENT. The PROVIDER will not be relieved of any obligation of payment of commissions earned up to the date of cancellation. The PROVIDER may be in default or excluded by (but not limited to):

- (i) Failure to pay commissions on time;
- (ii) Failure to provide preventive maintenance on the system;
- (iii) Failure to keep equipment repaired in a timely manner, within twenty-four (24) hours of notification;
- (iv) Charging telephone customers rates in excess of agreed upon rates or above allowable rates as set forth by the FCC.
- (v) Other considerations preventing the proper operation of the inmate telephone services.

REVENUE SHARING: The PARTICIPANT shall receive a revenue share as set forth in Exhibit B ("Revenue Share") on gross revenues generated from the SERVICES. PROVIDER shall pay the PARTICIPANT its Revenue Share monthly on or about the 25th day starting after the initial traffic month to allow for a billing cycle to be completed. If a regulatory authority or government entity makes significant changes to the Provider's ability for payment of site commissions to a correctional facility or decreased rates charged by a Provider, these changes will be made in accordance with new rules. No other changes to the agreement will be required. Additionally, if any regulatory authority or government entity deems that any Enhanced Service offered by PROVIDER on EXHIBIT A-SCOPE OF WORK is an impermissible in-kind payment, payment/ continuance of those services will become the responsibility of the PARTICIPANT.

INSTALLATION: Prior to the Effective Date, PROVIDER will (i) deliver the EQUIPMENT to the FACILITY, (ii) load the SOFTWARE onto the EQUIPMENT, (iii) install the EQUIPMENT in designated locations within the FACILITY, (iv) reuse/extend existing data cables to necessary

locations, (v) provide additional integration and provisioning services as necessary to prepare the SYSTEM for functional operation, and (vi) provide PARTICIPANT'S staff updated training on administrative SYSTEM features and functionality (collective, the "SYSTEM INSTALLATION SERVICES").

EXCLUSIVITY: For the duration of this AGREEMENT (which includes any extensions hereto, including the Extended Term), the PARTICIPANT agrees to use PROVIDER as the exclusive provider of the SERVICES listed in Exhibit A for the FACILITY and agrees not to use, purchase, lease or accept any software, equipment, or system, similar to the SOFTWARE, the EQUIPMENT, or the SYSTEM for use at the FACILITY.

EQUIPMENT TITLE: PROVIDER shall retain title to the EQUIPMENT and the SYSTEM, provided by PROVIDER, during the Initial Term and the Extended Term of this AGREEMENT. The PARTICIPANT agrees to make reasonable efforts to ensure that none of the EQUIPMENT is damaged by misuse or neglect, including, without limitation, by misuse by the inmates.

NO COST SERVICE & MAINTENANCE: PROVIDER will, at its own expense and without charge to PARTICIPANT, service and maintain the EQUIPMENT in each FACILITY within the scope of work provided in the Software and Hardware Service Level Agreement, as set forth on Exhibit C hereto (the "Service Agreement"). To the extent that PARTICIPANT requests PROVIDER to provide any additional labor or services which are outside the Service Agreement's Scope of Work or required as a result of misuse of the SYSTEM by PARTICIPANT or inmates, then PROVIDER at its option shall have the right to require reimbursement for such services at its Standard Service Rates. As of the Submitted Date, PROVIDER's Standard Service Rates are \$60/hour, but PROVIDER reserves the right to increase its Standard Service Rates at any time. PROVIDER will service and maintain the EQUIPMENT in each FACILITY pursuant to the Software and Hardware Service Level Agreement, as set forth on Exhibit C hereto (the "Service Agreement").

RATES: Inmates, friends and family, and visitors of the FACILITY shall be charged rates as outlined in the Revenue Share and Usage Rates in Exhibit B ("Rates") attached hereto ("Exhibit B"). PROVIDER reserves the right to change the Rates upon thirty (30) days' notice to PARTICIPANT.

SOFTWARE LICENSE: PROVIDER hereby grants to the PARTICIPANT a non-assignable and nonexclusive license to use the SOFTWARE for the limited purpose of providing the SERVICES outlined in Exhibit A to inmates at the FACILITY. Access is granted to the PARTICIPANT to view or monitor records relative to the SERVICES in accordance with the Terms of Use accepted by the FACILITY'S inmates and visitors.

DISCLAIMER: PROVIDER MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE SOFTWARE, EQUIPMENT, OR SERVICES, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY OR (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE. ADDITIONALLY, PROVIDER DOES NOT WARRANT THAT ITS SOFTWARE, EQUIPMENT, OR SERVICES WILL BE FREE FROM ERROR OR BE UNINTERRUPTED DURING THE INITIAL TERM OR EXTENDED TERM.

AGREEMENT DOCUMENTS: The attached Exhibit A, describing the Scope of Work, is made part of this AGREEMENT, and is incorporated herein by this reference. The attached Exhibit B, describing Revenue Share and Usage Rates, is made part of this AGREEMENT, and is incorporated herein by this reference. The attached Exhibit C, describing the Software and Hardware Service Level Agreement, is made part of this AGREEMENT, and is incorporated by this reference.

NO THIRD-PARTY BENEFICIARIES: The PARTIES do not enter into this AGREEMENT for the benefit of any person other than the PARTIES to this AGREEMENT, nor do they intend that any person be or become a third-party beneficiary to this AGREEMENT.

NON-ASSUMPTION OF LIABILITY: Neither PARTY shall be liable to anyone for the acts or failures to act of either PARTY, its agents, or employees. Further, notwithstanding anything herein to the contrary, neither PARTY shall be liable to the other, or to an inmate or inmate's family, for any incidental, indirect, special, consequential, or other damages or for lost profits even if advised in advance of the possibility of such. If PROVIDER is unable to perform due to events beyond its control, PROVIDER shall be relieved of its obligations so affected only for as long as such circumstances prevail.

FORCE MAJEURE: PROVIDER shall be excused from performance under this AGREEMENT to the extent such performance is prevented by any act of government or regulatory action, war, civil disobedience, terrorism, labor strike, or failure of a third party to perform. In addition, PROVIDER shall be excused from performance due to the failure, fluctuation, or outage of electrical power, heat, air-conditioning, internet service or equipment failure, or similar event beyond its reasonable control; provided, however, that PROVIDER shall use reasonable efforts to return to full performance as expeditiously as possible. PROVIDER reserves, but shall not unreasonably exercise, the right to renegotiate the terms of this AGREEMENT upon sixty (60) days advance written notice to PARTICIPANT when any government body, or its regulatory agents, change service rates, adopt restrictive regulations, or mandate operations by law, or where

the inmate population or capacity of the FACILITY materially changes. PARTICIPANT acknowledges that the services provided by PROVIDER are subject to federal, state, and local regulatory requirements, and PROVIDER must perform in compliance therewith.

INDEMNIFICATION BY CONTRACTOR: PROVIDER will indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or demands for payment that may be brought against it arising out of the use of any product or article that becomes a part of an order or contract. Proposer further agrees to indemnify, protect, defend and hold harmless Brown County Government, it's servants and employees from all claims, suits or actions of every nature and description brought against it for, or on account of, any injuries or damages received or sustained by any party or parties, or by employees and servants of the undersigned or agents arising out of or in the course of fulfilling an order or contract.

SEVERABILITY: If any provision of this AGREEMENT is declared illegal, void, or unenforceable, the remaining provisions shall not be affected but shall remain in full force and in effect.

LIABILITY LIMITATION: Notwithstanding anything to the contrary in this AGREEMENT, neither PROVIDER nor PARTICIPANT shall be liable to the other for any indirect, incidental, special, or consequential damages, loss of profit or income, or loss of data, regardless of cause. PROVIDER'S total liability to PARTICIPANT is to provide the EQUIPMENT, SYSTEMS, SERVICES, and Revenue Share to PARTICIPANT as is required by this AGREEMENT, and in no event shall PROVIDER'S aggregate liability arising out of or related to this AGREEMENT, whether arising out of or related to breach of contract, tort (including negligence) or otherwise, exceed an amount equal to: (i) the gross revenues generated from the SERVICES during the twelve (12) months preceding the applicable claim against PROVIDER, less (ii) the Revenue Share paid from PROVIDER to PARTICIPANT during such same twelve (12) month period.

NOTICES: All notice or other communications required or permitted to be given under this AGREEMENT shall be in writing and shall be deemed to have been duly given if delivered personally by hand, via overnight courier, or mailed certified mail, return receipt requested, postage prepaid on the date posted, and addressed to the appropriate PARTY at the following addresses or such other address as may be given in writing to the PARTIES:

PARTICIPANT notice of other communications required or permitted PROVIDER notice of other communications required or permitted	
1050 W. Commerce, Brownwood, TX 76801 Attn: Sheriff Vance Hill	410 W 19 th Street, Clifton, TX 76634 Attn: Ryan Bartula

GOVERNING LAW AND VENUE: The laws of the State of Texas shall govern this AGREEMENT, and all obligations of the parties are performable in Brown County, Texas.

ASSIGNMENT AND SUBCONTRACTING: This AGREEMENT, and the covenants and agreements contained herein, shall be binding upon and inure to the benefit of successors and assigns of the PARTIES hereto and may not be assigned by either PARTY hereto without the prior written consent of the other PARTY. Any attempt to assign this AGREEMENT in violation of this paragraph is void and of no effect.

CONFIDENTIAL INFORMATION: All non-public, confidential or proprietary information of PROVIDER, including but not limited to specifications, samples, patterns, designs, plans, drawings, documents, data, business operations, customer lists, pricing, discounts, or rebates, disclosed by PROVIDER to PARTICIPANT, whether disclosed orally or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated or otherwise identified as "confidential" in connection with this AGREEMENT is confidential, solely for the use of performing this AGREEMENT and may not be disclosed or copied unless authorized in advance by PROVIDER in writing. Upon PROVIDER'S request, PARTICIPANT shall promptly return all documents and other materials received from PROVIDER. PROVIDER shall be entitled to injunctive relief for any violation of this Section. This Section does not apply to information that is: (a) in the public domain; (b) known to PARTICIPANT at the time of disclosure; or (c) rightfully obtained by PARTICIPANT on a non-confidential basis from a third party.

SOLE AND EXCLUSIVE AGREEMENT; MODIFICATION; WAIVER: This AGREEMENT represents the sole and exclusive agreement between the PARTIES hereto, and this AGREEMENT shall not be changed, modified, or amended except by a written agreement executed by the PARTIES. No waiver by PROVIDER of any of the provisions of this AGREEMENT is effective unless explicitly set forth in writing and signed by PROVIDER. No failure to exercise, or delay in exercising, any right, remedy, power, or privilege arising from this AGREEMENT operates, or may be construed, as a waiver thereof. No single or partial exercise of any right, remedy, power, or privilege hereunder precludes any other or further exercise thereof or the exercise of any other right, remedy, power, or privilege.

SURVIVAL: Provisions of this AGREEMENT which by their nature should apply beyond their terms will remain in force after any termination or expiration of this AGREEMENT including, but not limited to, the following provisions: Confidential Information, Governing Law and Venue, and Survival.

COUNTERPARTS: This AGREEMENT may be executed in one or more counterparts, each of which is to be deemed an original, and all of which constitute, collectively, one AGREEMENT.

IN WITNESS WHEREOF: This AGREEMENT has been executed by each of the PARTIES by their duly authorized legal representatives.

X_____

PARTICIPANT Authorized Representative

Printed Name: _____

Title: _____

Acceptance Date: _____

X_____

PROVIDER Authorized Representative

Printed Name: Derrick Ploutz

Title: Director of Sales

Acceptance Date: _____

Exhibit A - Scope of Work

INSTALLATION OF EQUIPMENT: PROVIDER will furnish, test, and install all equipment to support the operation of the SOFTWARE and SERVICES at the FACILITY. Equipment needs will be determined and mutually agreed upon after the signing of this AGREEMENT. PROVIDER reserves the right to add any additional equipment upon request from the FACILITY during the term of this AGREEMENT. Requests submitted by PARTICIPANT for additional equipment must be made in writing and if PROVIDER chooses to approve the request and install the requested equipment, the additional equipment will be included in the Scope of Work and once installed becomes subject to the terms and conditions of this AGREEMENT.

Equipment	Facility Locations	Total Quantity
Cid Voice Device	Housing Units, Booking, and Visitation	30
ADTRAN Gateway and Network Switch	Primary Network Room	TBD at Site Survey
CID Kiosks	Housing Units and Visitation	23
CID Tablets	Housing Units	1:1 Ratio- 150
Belkin Charging Stations with Cart(s)	Control	4
Wireless Access Points	Housing Units	TBD at Site Survey

Optional Enhanced Services	Description	Cost Covered By
FastCase Law Library Subscription	Law Library Accessible to Inmates on Kiosks and Tablets	PROVIDER
TextBehind Mail Scanning (Optional)	Off-Site Mail Scanning	PARTICIPANT at passthrough cost commission deduction of \$643.50 per month

INTERNET: In the event that it is agreed that the Internet will be provided by the PARTICIPANT, PARTICIPANT will, at its sole cost, arrange for high-speed Internet service, both fixed and/or wireless, with a minimum system requirement of 80 kilobits per second per audio phone applications, and any equipment associated therewith to be provided to the FACILITY, and the PARTICIPANT will maintain the high-speed Internet service and any equipment associated therewith. The PARTICIPANT will provide, at its sole cost, the electricity necessary to run, install and service the high-speed Internet Service and operation of EQUIPMENT.

PROVIDER WILL provide Internet for the SYSTEM and SERVICES as indicated.

PARTICIPANT WILL provide and bear the cost of all ELECTRICAL CONNECTIONS for the SYSTEM and SERVICES as indicated.

TABLETS: In the event that it is agreed that tablets will be deployed at PROVIDER'S cost and a tablet is lost and can't be located or recovered, PARTICIPANT will be responsible for an invoice payment of \$250 before a replacement tablet will be shipped. Additionally, PROVIDER reserves the right to adjust tablet quantities based on usage and revenue.

Exhibit B - Revenue Share on Bandwidth Utilization

Revenue Share

The following table outlines the monetary rates borne by those using the communication services related to PROVIDER systems. PROVIDER has outlined the Revenue Share payments to be made to PARTICIPANT on the gross billed revenue generated from PROVIDER SERVICES.

Cidnet Service	Rate	PARTICIPANT Cash Revenue Share
Voice	\$0.30 per megabyte	55%
Video	\$0.30 per megabyte	25%
Mail	\$0.30 per megabyte	25%

Exhibit C - Software and Hardware Service Level Agreement

Crown Correctional Telephone offers 24/7/365 support by calling 1-888-639-6789.

Support and maintenance will be provided through phone support, remote access, remote testing, and on-site labor. Phone support, remote access, and remote testing of EQUIPMENT are available between 8:00 a.m. and 10:00 p.m. CST on business days. To the extent that any service window described herein is not practicable given the security protocols at the applicable facility, the parties will work together to address the problem in a timely manner.

Maintenance/repair calls from the facility will be resolved in the manner outlined in this section (subject to the limitations set forth above):

"Major Emergency" shall be defined as an occurrence of any one of the following conditions:

- A failure of any hardware that prohibits system operation.
- A failure of network equipment due to inclement weather, lightning storms, etc. that prohibits system operation.

For a "Major Emergency", PROVIDER will attempt to respond to the service problem within thirty (30) minutes of the initial trouble report by the facility through the use of remote testing or access. If the system is not accessible for remote access, PROVIDER will dispatch a qualified technician on-site at the facility.

"Minor Failure" shall be defined as a system failure or problem other than a "Major Emergency" item as listed above.

For a "Minor Failure" PROVIDER will attempt to respond to the service problem within four (4) hours of the initial trouble report using remote testing or access or, if the Routine Service is an issue/defect, the issue/defect will be resolved using the Support Ticket Process described below. In the event of minor failure, PROVIDER will ship necessary parts for facility staff or PROVIDER technicians to conduct maintenance or repairs.

SUPPORT TICKET PROCESS: All service and support activities are managed through the PROVIDER Ticketing System. PARTICIPANT agrees to use the ticketing system as a means to contact PROVIDER when requesting service and support related to the operation of the SYSTEM. When a ticket is submitted by an employee at the Facility, PROVIDER will observe the following process.

1. When the ticket is submitted by the Facility, an automated email notification will be sent to the PROVIDER group support email and the email of the assigned Solutions Advisor.
2. The ticket is assigned to PROVIDER Facility Support Representative, and the status is changed from 'Pending' to 'In-Progress'.
3. Support Representative analyzes the contents of the ticket and classifies it as a Major Emergency or Minor Failure.
4. Activities necessary to fulfill support requests are conducted within the confines of PROVIDER's ability to provide a solution. This includes but is not limited to answering questions, gathering additional information, troubleshooting issues, testing equipment, dispatching field technicians, and conducting service labor. Once the necessary labor is conducted to the satisfaction of the Facility, the status of the ticket is manually changed from 'In-Progress' to 'Complete'.
5. The completed ticket is reviewed by PROVIDER's Administrative Support Team for quality assurance purposes. If the ticket meets or exceeds the quality expectations based on subjective criteria, the ticket status is changed from 'Complete' to 'Closed'. If the ticket does not meet or exceed the quality expectations based on subjective criteria, the ticket status is changed from 'Complete' to 'In-Progress' and additional support activities listed in step 4 are conducted.
6. All closed tickets are archived in the PROVIDER system for review.

Crown Correctional Telephone Inc.

Balance Sheet

As of December 31, 2024

CONFIDENTIAL

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Crown Extraco	1,914.20
PNC Bank	4,683.02
Security Savings Bank-Monmouth, IL	2,319.32
The First National Bank of Central Texas	568.29
Total Bank Accounts	\$9,484.83
Other Current Assets	
A/R - Compass Bank	0.00
A/R - Extraco	0.00
A/R - MR Comm	0.00
A/R - Officer Glenda	0.00
A/R - Officer Ryan	0.00
A/R - Paychex	2,493.65
A/R - Sterling LLC	0.00
Loan KW Bartula Prop LLC	398,030.67
Uncategorized Asset	0.00
Total Other Current Assets	\$400,524.32
Total Current Assets	\$410,009.15
Fixed Assets	
Accumulated Depreciation	-1,950,058.00
Computer	53,132.30
Equipment	295,554.53
Equipment - Phone	1,066,915.71
Furniture & Fixtures	38,807.42
Leasehold Improvements	18,100.00
Machinery & Equipment	3,923.75
Trailers	5,699.99
Vehicles	597,436.28
Total Fixed Assets	\$129,511.98
Other Assets	
Earnest/Option Money	0.00
Less Amortization	-5,708.00
Vehicle Warr(Exp)	0.00

Crown Correctional Telephone Inc.

Balance Sheet

As of December 31, 2024

CONFIDENTIAL

	TOTAL
Vehicle Warr(Ford)	4,115.00
Vehicle Warr(FordB)	7,240.00
Total Other Assets	\$5,647.00
TOTAL ASSETS	\$545,168.13
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
Chase Credit Card	24,197.09
Total Credit Cards	\$24,197.09
Other Current Liabilities	
401K	0.00
A/P - Brook	0.00
A/P - C/S	0.00
A/P - G Bartula 2021	0.00
A/P - G Bartula 2022	0.00
A/P - G Bartula 2024	2,052.92
A/P - Managed Coin	857.15
A/P - Officer	85,000.00
A/P - Sterling Commissary	6,112.45
Line of Credit - Extraco	93,068.10
Line of Credit - Compass	0.00
Line of Credit - PNC	65,960.80
Payroll Liabilities	
CS	0.00
Healthcare	0.00
Total Payroll Liabilities	0.00
Payroll Tax Payable	
Federal Withholding Payable	0.00
Fica Tax Payable	0.00
IL W/H	0.00
KS W/H	245.18
Total Payroll Tax Payable	245.18
Total Other Current Liabilities	\$253,296.60
Total Current Liabilities	\$277,493.69

Crown Correctional Telephone Inc.

Balance Sheet

As of December 31, 2024

CONFIDENTIAL

	TOTAL
Long-Term Liabilities	
N/P - #12 Extraco(2020 Ford Ranger)	0.00
N/P - #20 Ford(2023 Ford Bronco Slvr)	38,315.84
N/P - SBA/PPP Loan	0.00
N/P - # 7 Extraco(Red 19 Ford Ranger)	0.00
N/P - #10 2021 Chev/Silv	16,364.95
N/P - #11 2020 Ford Cargo	19,856.87
N/P - #13Extraco(2021 Ford Transit)	10,388.63
N/P - #14 Extraco(2021 Ford Cargo Van)	22,156.43
N/P - #15 Extraco(2022 GMCwht)	24,107.45
N/P - #16 2022 Ford Bronco(slv)	31,837.10
N/P - #17 Extraco (2023 Ford Transit)	44,483.04
N/P - #18Extraco (2023 Ford Bronco)	35,328.28
N/P - #19 FMC(2023 Ford F-150)	49,218.60
N/P - #5 Ford 2017	0.00
N/P - #6 Extraco(18 FordE350)	2,921.83
N/P - #8 Extraco(Blk 19 Ford Ranger)	8,046.72
N/P - #9 Extraco Bank (2020 Wht Van)	4,242.35
N/P - Extraco(Chev)	0.00
N/P - Ford(Exp)	0.00
Total Long-Term Liabilities	\$307,268.09
Total Liabilities	\$584,761.78
Equity	
Common Stock	1,000.00
Distributions - Glenda Bartula	-2,052.92
Distributions - Ryan (c/s)	-18,000.00
Distributions - Ryan (Spousal)	0.00
Distributions - Ryan Bartula	-21,005.50
Opening Balance Equity	0.00
Retained Earnings	-10,928.94
Net Income	11,393.71
Total Equity	\$ -39,593.65
TOTAL LIABILITIES AND EQUITY	\$545,168.13

Crown Correctional Telephone Inc.

Profit and Loss

December 2024

CONFIDENTIAL

TOTAL

DEC 2024

JAN - DEC 2024 (YTD)

Income

Calling Cards	58,881.36	1,256,686.11
CIDNET - Cinema Income	1,196.95	8,004.07
CIDNET - Mail Income	21,658.62	163,680.36
CIDNET - Video Income	22,687.01	187,059.74
CIDNET - Voice Income	208,463.23	1,480,212.15
CIDNET -Tablet Income	43.10	156.54
Collection Fees(M/C IN/KS)	-431.65	1,101.55
Commission Income	7,647.03	45,731.46
Employee Leasing - Sterling	658,491.51	658,491.51
Kiosk Income	1,661.01	107,506.73
Managed Coin	22,407.40	302,289.02
Management Fees		193,605.64
Operator Services Commissions	71,395.30	1,778,089.90
Service/Fee Income	26,103.61	519,660.39
TX Sales Tax	-1,508.00	-20,344.23
Total Income	\$1,098,696.48	\$6,681,930.94

Cost of Goods Sold

Calling Card/Debit Time Expense	56,864.40	1,190,346.70
Commissions & fees	206,920.53	2,327,825.84
Service Fees	28,689.74	304,479.42
Total Cost of Goods Sold	\$292,474.67	\$3,822,651.96

GROSS PROFIT	\$806,221.81	\$2,859,278.98
---------------------	---------------------	-----------------------

Expenses

Advertising	2,475.00	20,375.03
Advertising/Promotional	33,113.17	66,622.25
Amortization Expense	1,622.00	1,622.00
Bank Charges	28.00	470.18
Contract Labor	600.00	7,038.33
Depreciation	256,214.00	256,214.00
Donations		5,077.50
Dues & Subscriptions	1,893.09	28,972.90
Employee Benefits	2,288.90	28,362.97
Equipment Rental	1,175.00	39,681.52
Filing Fees	2,936.91	26,675.15
Fuel	7,247.05	90,177.74
Install Equipment	366.42	4,915.03
Insurance	-372.04	5,787.30
Insurance - Auto	7,878.69	9,318.21
Insurance - Health	10,189.14	76,178.21
Insurance - Liability	3,315.49	102,025.11

Crown Correctional Telephone Inc.

Profit and Loss

December 2024

CONFIDENTIAL

TOTAL

	DEC 2024	JAN - DEC 2024 (YTD)
Interest Expense	2,303.57	28,121.04
Library Expense	1,451.50	8,913.50
Meals and Entertainment	78.89	14,161.55
Mobile Phone		244.42
Office Expenses	4,704.28	70,292.35
Payroll Service	1,242.58	15,984.44
Per Diem Meals		1,728.00
Permits & Licenses		332.74
Phone Bills	25,340.72	186,751.67
Professional Fees	1,475.00	24,737.30
Rent	16,000.00	64,000.00
Rent - KS	500.00	6,000.00
Repair & Maintenance - Bldg	302.24	3,570.49
Repair - Vehicles	2,840.16	31,941.27
Replacement Parts	236.53	10,015.83
Salaries	93,069.68	1,121,640.35
Salaries - Officers (Glenda)	1,880.82	22,348.56
Salaries - Officers (Ryan)	6,203.14	73,707.96
Salaries - Sterling	562,261.69	0.00
Shipping, Freight & Delivery	492.64	5,183.41
Small Equipment	2,034.23	21,968.98
Supplies		3,242.64
Suspense	0.00	0.00
Taxes - CO		15.00
Taxes - ID		20.00
Taxes - IN		5.00
Taxes - KS		46.00
Taxes - KY		183.00
Taxes - MI		5.00
Taxes - MS		25.00
Taxes - MT		4.00
Taxes - NC		200.00
Taxes - NE		6.00
Taxes - NJ		1,080.00
Taxes - OH		24.00
Taxes - OR		150.00
Taxes - Payroll	49,345.44	91,301.07
Taxes - Property	20,336.27	38,274.26
Taxes - SC		25.00
Taxes - TX Franchise		8,596.00
Taxes - VA		2.00
Taxes - WI		25.00

Crown Correctional Telephone Inc.

Profit and Loss

December 2024

CONFIDENTIAL

	TOTAL	
	DEC 2024	JAN - DEC 2024 (YTD)
Taxes - WV		52.00
Tools		2,191.17
Travel	11,477.31	171,703.07
Travel Meals	6,918.38	48,364.34
Uniforms	220.35	2,612.08
Utilities	958.71	15,828.57
Total Expenses	\$1,142,644.95	\$2,865,137.49
NET OPERATING INCOME	\$ -336,423.14	\$ -5,858.51
Other Income		
Gain on Sale of Vehicles		17,252.22
Total Other Income	\$0.00	\$17,252.22
NET OTHER INCOME	\$0.00	\$17,252.22
NET INCOME	\$ -336,423.14	\$11,393.71



ELIMINATE CONTRABAND FOUND IN POSTAL MAIL

Jails constantly face the challenge of intercepting contraband-laced letters mailed to inmates. The Cidnet Letters app solves this problem by creating physical or digital copies of an inmate's mail. We offer a few different viable options to duplicating and delivering an inmate's mail based on your preference and tolerance of risk. Keep your officers safe, protect your agency from liability, and run a more efficient jail with Cidnet Letters, included in this proposal at no cost.

EXTERNAL MAIL SCANNING



Cidnet offers offsite mail scanning solutions through a third party service (TextBehind) that require very little to no staff involvement. All postal mail will be directed to a PO Box at a secure processing facility to be scanned in a secure environment. Once a letter has been scanned, it can either be delivered to the inmate in print or digital form. If printed, an exact full color high-quality copy, is mailed to your facility for delivery to the inmate by your correctional officers. This gives inmates something tangible to keep while ensuring no contraband infiltrates your facility walls. If digitally delivered, the mail will be accessible to the inmate by logging in to a tablet or kiosk. Mail can be stored for a predetermined period of time and then destroyed, or shipped back to the facility for record keeping purposes. Crown is offering this service at a pass through commission deduction of \$643.50 per month. Kendall County is the only Crown client utilizing this service, and their contact information can be found on page 25 of this proposal.



New Postal Mail Policy Effective Date: _____

As of the date listed above, this correctional facility will implement a new postal mail policy to digitally deliver an incarcerated person's postal mail. This facility will no longer handle any postal mail/letters sent to inmates at our physical address. **Any non-legal letter** sent by a friend or family member to an inmate must be mailed to the following address. Please do not abbreviate information.

YOUR NAME
YOUR STREET ADDRESS
YOUR CITY, STATE, ZIP

INMATE'S FULL NAME, INMATE ID
CORRECTIONAL FACILITY'S FULL NAME, STATE
P.O. BOX 247
PHOENIX, MD 21131

Letters sent to this address will be photocopied and digitally delivered. The incarcerated population has access to touchscreen kiosks and tablets where they can access anything sent to them in the postal mail. Please note that any envelope without complete information as specified above will be rejected and discarded, without exception. In addition, any letter containing legal mail, money orders, personal checks, gift cards, or cash will be returned to the sender. For questions regarding how to fund an incarcerated person's account please contact the facility directly for more information.

Thank you for your compliance with this policy as we are dedicated to maintaining a safe correctional environment for both our employees and the incarcerated population.



For questions regarding sending a letter to an inmate please scan the QR Code or visit: <https://textbehind.com/help-topics> and review the information in Section 6 - Mail Delivery.



Office of the Secretary of State

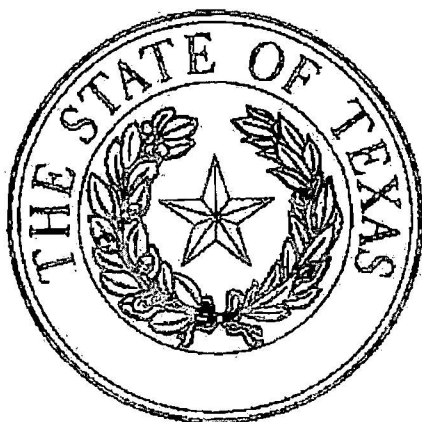
The undersigned, as Secretary of State of Texas, does hereby certify that the attached is a true and correct copy of each document on file in this office as described below:

CROWN CORRECTIONAL TELEPHONE, INC.
Filing Number: 800849113

Certificate of Formation

July 25, 2007

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on November 27, 2024.



A handwritten signature of Jane Nelson in cursive script.

Jane Nelson
Secretary of State

FRANCHISE TAX ACCOUNT STATUS

This record as of April 25, 2025 at 18:47:19

CROWN CORRECTIONAL TELEPHONE, INC.

Texas 32033407522

Taxpayer
Number:

Mailing 410 W 19TH ST
Address: CLIFTON, TX 76634 - 2402

Right to ACTIVE
Transact
Business in
Texas:

State of TX
Information:

SOS ACTIVE
Registration
Status
(SOS status
updated each
business day):

Effective SOS 07/25/2007
Registration
Date:

Texas SOS File 0800849113
Number:

Registered WILLIAM RYAN BARTULA
Agent Name:

Registered 410 W 19TH STREET
Office Street CLIFTON, TX 76634
Address:

Public Information Report for Year 2024

Title	Name and Address
SECRETARY	GLEND A BARTULA 1365 EUBANKS COMBINE, TX 75159
DIRECTOR	GLEND A BARTULA 1365 EUBANKS COMBINE, TX 75159
TREASURER	GLEND A BARTULA 1365 EUBANKS COMBINE, TX 75159
PRESIDENT	WILLIAM RYAN BARTULA 410 W 19TH STREET CLIFTON, TX 76634
DIRECTOR	WILLIAM RYAN BARTULA 410 W 19TH STREET CLIFTON, TX 76634
DIRECTOR	WILLIAM RYAN BARTULA 410 W 19TH STREET CLIFTON, TX 76634

July 18, 2025

CROWN CORRECTIONAL TELEPHONE INC
WILLIAM R. BARTULA PRESIDENT
410 W 19TH STREET
CLIFTON TX 76634

RE: Project No. 57427 - Texas Pay Phone Provider REGISTRATION 2025

Permit will expire on July 31, 2026

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

This letter constitutes your proof of registration to provide pay telephone service in Texas. Retain this letter for your records, as a copy must be provided the carrier that will connect your service to the network. Your permanent tracking number, which should be included with any correspondence or submissions to the Commission relating to pay telephone service, is **(PP070002)**.

To retain your registration, you must reregister annually with the Commission by July 31 of each calendar year. Please note the expiration date as you will NOT receive a reminder from us! A Pay Telephone Service Provider that fails to reregister will be removed from the list of registered providers posted on the PUC web site under Utility Directories and is subject to disconnection. Registration information is posted on the Commission's web site under Industry – Communications – Registration & Reporting:

<http://www.puc.state.tx.us/industry/communications/business/pp/pp.aspx> You are advised to monitor this site for any changes in the rules, required form, and registration process.

Pay telephone service in Texas is governed by statute, regulation, and tariff. Tariffs are established by the local exchange carrier or carriers that serve your pay telephone(s). Applicable tariffs can be obtained from your local provider. The statutes are: The Public Utility Regulatory Act of 1999 (PURA) and the Federal Telecommunications Act of 1996. The Commission's substantive rules governing pay telephone service are: §26.102 and 26.341 – 26.347. Copies of PURA and the Commission's rules may be purchased from Central Records by calling (512) 936-7180 or downloaded from the Commission's web site:

<http://www.puc.state.tx.us/agency/rulesnlaws/subrules/telecom/Telecom.aspx>

Sincerely,

Josephine Gonzalez
Josephine Gonzalez
Licensing and Compliance Analyst
Josephine.gonzalez@puc.texas.gov