

**STATE OF GEORGIA
DEPARTMENT OF CORRECTIONS
ADDITIONAL SCORED RESPONSE DOCUMENT
Attachment K**

GDC is requesting additional information regarding potential value-added technologies, solutions and support. **Contractors are encouraged (but not required)** to provide a complete written response to each of the additional scored items listed in Attachment K of the eRFP. Several of the additional scored items may require Contractor to provide exhibits and/or visual aids which clearly reference the specific eRFP section. All information contained in Contractor's response shall be relevant to the section or specified item of the eRFP. Please note, GDC will not be a "beta test site" for any unproven technology.

**DO NOT INCLUDE ANY COST/PRICING/REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS
ATTACHMENT K – ADDITIONAL SCORED RESPONSE DOCUMENT.**

AS1: Continuous Voice Biometric Technology: Contractor shall provide an overview of its continuous voice biometric technology, detail the enrollment process and the continuous verification of the inmate's voice. This feature must be an integrated part of the ITS and shall include analytical tools and reporting.

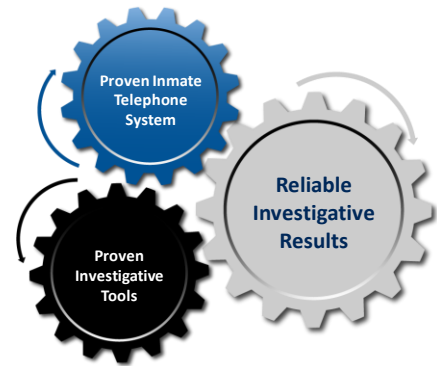
SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Developed by JLG Technologies, now owned and operated by Securus Technologies Inc., Investigator Pro is a powerful evidence-gathering and investigative analysis tool that is proven and in use in facilities nationwide making corrections officers and communities safer every day. Investigator Pro is integrated with SCP and uses unprecedented state-of-the-art technology to "identify" the voices of all inmates speaking on telephone calls and exposes inmates who try to beat the system by hiding their identities using other inmate's Personal Identification Numbers (PINs) to engage in 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." 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."

Investigator Pro Continuous Voice Identification (CVI)

Investigator Pro's advanced voice identification technology was originally developed for the U.S. Department of Defense. The Department of Defense was facing a huge challenge which was to find terrorist phone calls out of the millions of phone calls made every day to and from the United States. The U.S. DOD contracted with a major U.S. technical university with some of the best voice analysis engineers in the world to find a way to detect the phone calls. Over a 12 year period the engineers created a system to automatically monitor and analyze millions of daily phone calls and delivered a cutting-edge solution which today serves to help protect the U.S.



Investigator Pro analyzes inmate call voices immediately after the call has been completed. Alerts are instantly available to investigators in the real time status screen at the completion of each voice analysis. Every second of every call is analyzed. Investigator Pro does not use intermittent verification because this type of identification allows inmates to converse undetected by passing the telephone when the verification is prompted.

The *Investigator Pro* gleans a vast amount of data from the continuous biometric voice identification technology that can provide a wealth of high value intelligence information. The system is easy to use and all training is provided initially and throughout the term of the agreement to ensure your officers get the most value from the system.

As an additional benefit, Securus is the ONLY provider that can take that intelligence and import it into our industry leading THREADS investigative tool so that investigators have a full view of connections between conversations and inmate activities.

When used in unison with our other capabilities such as location based services and managed access services to control and monitor cellular telephone usage, customers are put in the best possible position to provide truly secure inmate communications.

CVI Actionable Intelligence

The Investigator Pro voice biometric identification system goes beyond continuous verification of one inmate's voice. InvestigatorPro continuously verifies the identity of all inmate voices that are speaking on a telephone call. Reporting of this fraudulent activity can easily be found with the QuickFind reporting tool. When accessing the QuickFind dashboard system, investigators will be presented with the "High Target Calls for Review" report showing the PIN that was used, the name or names of inmates whose voice print was identified during the call and name(s) of inmate that did not match the PIN being used. The High Target Calls for Review report provides actionable intelligence by highlighting suspicious calls to make the most of an investigator's time.

The system provides investigators with direct links to these recordings where inmates are attempting to hide their identity and provides the tools to review and annotate those conversations for further use in investigations.

Securus calls our service, Continuous Voice Identification (CVI) because we identify and report each inmate on the call and give you the names of the inmates. We do not just continually verify the inmate's voice during the call. Most of our competitors can only continuously verify the voice of one inmate during the call and cannot report the identity of a second or third inmate that participated on the same telephone call.

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor-intensive to gather and interpret. This breakthrough technology changes the way evidence is gathered, shared, and used in the investigation and prosecution process. The Investigator Pro system provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case-management tool.

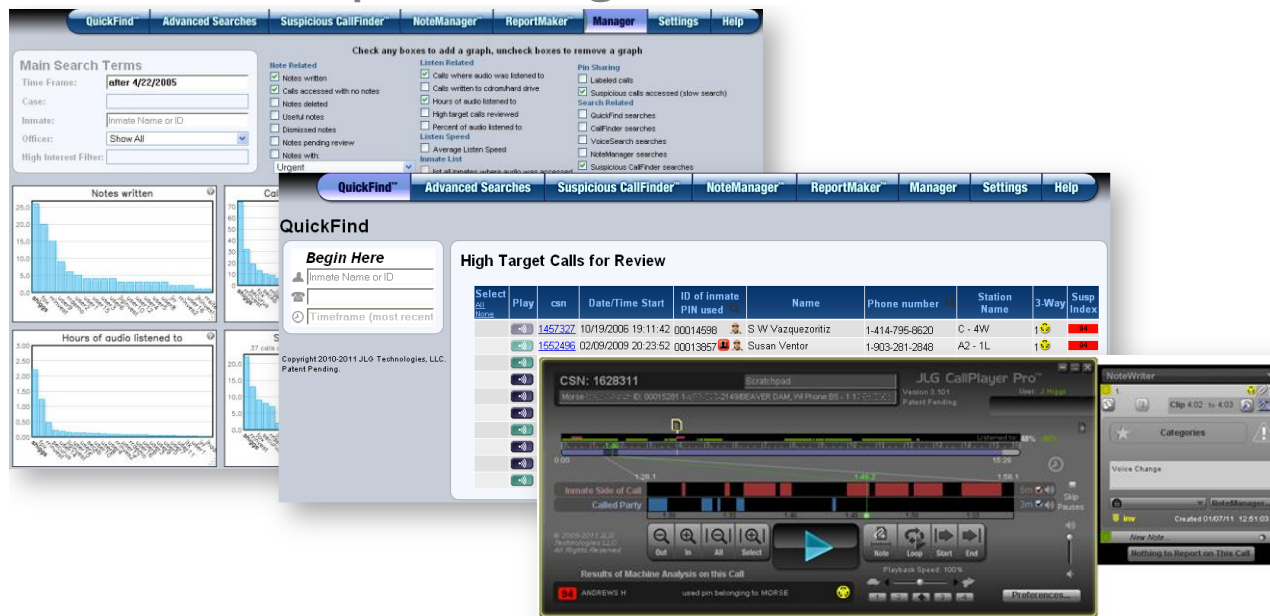
Anatomy of Investigator Pro™

Investigator Pro comes with an advanced Call Player, multiple reports, and even an interactive dashboard – all designed to provide investigators with the tools they need to exposes inmates who try to beat the system by hiding their identities to engage in criminal activity. The modules in Investigator Pro include:

- QuickFind™ – Puts critical information at your fingertips
- Voice Search™ – Find calls where inmate's voice is found
- CallFinder™ – Filter calls based on dozens of criteria
- MyCallReview™ – Return to the calls important to you
- Suspicious CallFinder™ – Find all high-suspicion calls using analytics to make more of an investigators time

- 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



CVI CallPlayer Pro

As displayed in the screen print above, one of the most utilized modules of the CVI system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort by providing playback controls to split audio talk paths, speed up conversations or eliminate pauses.

The system provides the following features:

- Ability to separate recorded voices and select only one voice to play back at a time
- Speed or slow a conversation or single voice within a recording
- User friendly playback module with intuitive buttons
- Saves time, allowing for more productive use of staff time, better distribution of staff resources, and cost savings
- Report feature allows for supervisory oversight, accountability, and assessment of your staff's investigative skills and activities

The use of the Call Player Pro can reduce a ten minute call, with all pauses removed and use of the other tuning adjustments, into a five minute call doubling the use of time spent on recordings.

Enrollment Process

The enrollment process is a vital part of securing a one time, high quality voiceprint from inmates. The two most important elements of any successful voice biometric identification system are *excellent technology* and *supervised voice enrollment*.

Our enrolment process is proven in a large scale DOC environment as Securus very recently implemented Investigator Pro for the State of Pennsylvania Department of Corrections (PA DOC). The PA DOC awarded Securus their ITS contract late in 2014, as part of the transition from their existing vendor GTL and the installation of the Securus SCP and Investigator Pro solution, Securus successfully enrolled over 50,000 PA DOC inmates using the above described enrollment processes. PA DOC was not used as a reference only because the implementation and contract are very recent and did not meet the GDC reference requirement that the client be installed for over one (1) year.

As was performed for the PA DOC, Securus will provide the fully-supervised enrollment of all GDC inmates into the system. Supervised enrollment means that each and every inmate will be required to enroll their voice at an inmate telephone station under the supervision of one of our trained enrollers. The advantage of supervised enrollments is positive ID of each inmate to ensure complete credibility of the enrolled database. Unsupervised or poorly supervised enrollments can jeopardize the integrity of the voice biometric database. This enrollment can be achieved with minimal disruption and can be presented to the inmate as part of the overall new inmate telephone system introduction.

The process begins with extensive preparation by Securus and precedes the actual on-site enrollment by many days. Coordinated facility preparation is the key to success. Once at the facility, and immediately before the enrollment team enters a housing unit, our enrollment administrator will reconfigure that housing units phones from the normal call-out mode and place them into the enrollment mode via remote software. The enrollment team then enters a housing unit, announces instructions to the inmates, and begins the enrollment process. When all inmates have been enrolled, the administrator places the phones back into the normal calling mode. Priority should be given to intake facilities. As inmates are brought into the GDC system, voice biometric enrollment should become part of the intake process. This will ensure that all inmates moving out of the intake/classification facility will already have voice print enrolled prior to entering newly assigned facility and will not require re enrollment. Securus will install dedicated enrollment phones at locations that best meet the needs of GDC at the intake or other State facilities.

Securus is very experienced in voice biometric enrollments as we have enrolled over 250,000 inmates. A typical enrollment takes generally **less than two minutes**. Before the inmate is required to speak into the phone, the enroller checks the inmate's ID tag against the facility's inmate/housing unit location sheets.

The enroller then enters the inmate's PIN from the sheets into the phone keypad and instructs the inmate to say their name (as it appears on the sheets) and a short phrase, followed by a short paragraph of text. By doing this, the enroller ensures that the inmate is who he says he is so that the voice signature is confirmed to be that of the inmate.

Our enrollers are experienced in assisting inmates through the process who cannot read and we will make accommodations in the enrollment process to support any individuals with special needs.

Investigator Pro ICER™ – (Inmate Inter-Communication Evaluation and Reporting)

After developing its Investigator Pro voice identification and crime investigation system now in place in 188 correctional facilities throughout the country, JLG Technologies, since acquired by Securus, furthered its research as a result of requests from corrections investigators to develop an automated way of identifying inmates who are illegally communicating with other inmates using the inmate telephone system. The end resulting solution was ICER our Inmate Inter-Communication Evaluation and Reporting system which uses our biometric systems to analyze and target calls which otherwise would likely never be found.

ICER enables detecting and reporting on inmate-to-inmate phone communications whether occurring within the Department's own facilities state wide, or between inmates in the Department's facilities and inmates in other participating jurisdictional locations or states nationwide.

The Threat

Inmates have been, and continue, to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world.

Until now, communication between inmates (each originating calls from inmate telephones) has essentially gone undetected because there was neither practical technology nor uniform networking capability to identify such communications. Following are highlights of the dangers caused by uncontrolled inmate to inmate communications:

- Through a variety of methods, inmates are circumventing the inmate telephone systems contracted by facilities to communicate with another inmate; whether the other inmate is in the same housing unit, a neighboring housing unit, in a different facility or in a different state. Inmates exploit conference bridges, services such as iPhones, Skype, Google Voice and other kinds of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or even put two speaker-phones in proximity to one another, so that inmates can talk to other inmates.

- Until recently, inmate to inmate communication incidents were only found when accidentally located by correctional staff; however incidents are now known to occur with much wider frequency than previously known. ICER has already identified 1,000's of these events for our partner facilities. Events that would have otherwise gone unnoticed.
- These uncontrolled inmate communications, often conducted by turning cell phones end to end to connect receiver with mouthpiece, have involved criminal activities including coordinating gang-related murders, drug trafficking and racketeering, as well as inmate disturbances at multiple correctional facilities around the country.

Technology and Cooperation Provide Increased Safety

Every day we learn from the news about instances of major crimes being solved because of the increasingly cooperative efforts of state and federal agencies that are now beginning to share case-critical data around the U.S. and the world. In the world of inmate phone calls, we are offering a new technology based on voice biometric analytics and a dedicated cooperative network provided through participating nation-wide correctional administrations. This combined effort will enable all participating corrections facilities and jails throughout the country to receive specific and detailed information on a call-by-call basis when their inmates are using their phone systems to talk to each other – whether the calls are connected between different inmate telephone systems, between pods in the same facility, or between inmates in facilities from Florida to Maine to California. The more agencies that take part in the ICER network and share ICER data, the more inmate to inmate communications events will get caught in the net and be reported.

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 our central data center for analysis.

Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings.

Under normal operations, call signatures are created, transmitted, and received at the data center within seconds of each completed call. Upon arrival, the call signature is immediately analyzed and checked against other call signatures. If an inmate to inmate communication event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report.

The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

ICER Sample Event Report



ICER Event Report

Event Identified On: May 25, 2015

06:15 am (EDT)

PA DOC

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

Inmate	FLOYD, DAMION	MILLER, NATASHA
Agency	PA DOC	PA DOC
Site	Pine Grove SCI, PA	Cambridge Springs SCI, PA
Inmate ID	KD2764	OT7471
Called Number	14105047254	17244716945
Station Name	H2-2	D3H2
Call ID	7686756739	7686756751
Call Start Time	May 24, 2015 07:58 pm (EDT)	May 24, 2015 08:00 pm (EDT)
Time into Recording (H:M:S)	05m:08s (308 sec)	03m:00s (180 sec)
Duration of Event (H:M:S)	10m:44s (644 sec)	10m:44s (644 sec)

The ICER Event Report above is a sample of the reports that are received by Pennsylvania Department of Corrections (PA DOC) on a daily basis. This particular ICER Event Report shows that on May 24, 2015, two inmates from two different PA DOC facilities were found to be talking with each other around 8:00 pm EDT. The first inmate named Damion Floyd called telephone number 410-504-7254 and the second inmate, Natasha Miller called telephone number 724-471-6945 and was connected to Damion Floyd 180 seconds into her recorded session. The conversation between the two inmates lasted a total of 644 seconds. The ICER Event Report automatically generates actionable intelligence for PA DOC investigators on a daily basis. The PA DOC investigators value these leads and listen to each recorded call.

The ICER program is available to all Securus customers. If GDC decides to participate in the ICER program, GDC would receive the same daily ICER Event Reports.

If inmates from separate State run facilities (such as GDC and PA DOC inmates are communicating with each other), investigators at each State DOC would see inmate call data for their own facility (either on the right or left sides of the report). For privacy and security purposes, access to other agency information would require an automated request from the ICER portal to the participating agency, seeking permission to work with that agency to retrieve pertinent data about the second inmate. Where inmates are calling each other within their own facility, all data for both inmates will be displayed automatically.

In Georgia, Securus currently serves 50 County Jail Facilities, including 11 of the 23 Counties which currently house GDC inmates. The enrolment of these facilities and the GDC in ICER will provide the GDC with a unique investigative tool unmatched in the industry.

ICER provides facilities with a detailed report of each detected inmate-to-inmate call event by means of a graphical user interface (GUI), so the facility can review the phone call involved in the inmate-to-inmate call event. ICER has been recently deployed in the Pennsylvania Department of Corrections with great success. We look forward to offering the same level of security to the GDC's facilities.

ICER™ – is a registered trademark of JLG Technologies, a fully owned subsidiary of Securus.

To offer further analysis of inmate calling and to augment the identified suspicious calls found with Investigator Pro, Securus has provided information on our THREADS analytics systems in requirement AS4 of this document.

AS2: Voice-to-Text Technology: Contractor shall provide an overview of its voice-to-text technology specifying whether the technology is capable of converting recordings to text. Contractor shall indicate if this technology includes alert capabilities and if the technology can detect/identify a sequence of numbers communicated by the inmate to the called party and vice versa during the course of a call.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus SCP has the ability to convert recordings to English text from either Spanish or English recordings through our software based Audio Conversion solution or through our Live Operator solution.

Each of these solutions are described below and have been refined to address the challenges of transcription in a correctional environment.

Securus Audio Conversion Solution (AC)

By leveraging the capabilities of speech recognition, Securus provides software and hardware tools that will allow the GDC to quickly and easily find subject matter within the contents of digital audio files and produce transcripts of those files.

The Securus Audio Conversion (AC) Solution will reduce the time and complexity associated with producing transcripts for use in investigations or court proceedings. The Securus solution for transcription is an automated solution that creates transcripts from stored digital audio files of tagged recordings.

AC plays the media file and displays the transcript so that an editor can correct the transcript faster than using standard word-processing techniques. To our knowledge no other software on the market today offers the feature set found in the Securus AC to edit transcripts. This feature is particularly important due to the transcription of recorded calls between inmates from a correctional facility where the quality of recording is subject to the inherent noise of a facility generated telephone call.

The Securus AC search system has been designed for searching audio files across the network. Its audio mining capabilities allows the tool to perform functionality such as:

- Searching the spoken words in audio files.
- Automatically generated text transcripts.
- Playback from the exact time in the file the word is spoken.

The Securus AC provides the most comprehensive search solution by combining the capabilities of the Securus speech conversion appliance and context-sensitive search appliance. With Securus AC, the actual spoken content within audio files is easily found and retrieved at the exact moment in the AC file the word(s) were spoken.

Securus AC Transcription and Translation Features

The AC system will provide the ability for transcribing the inmate recordings from voice to text in English and Spanish as well as other languages. The transcription and translation system has an export or print option to enable the investigator to export print out the transcript or attach to reports for further review.

The AC system will work in conjunction with Securus' patented Word Spotting solution to provide a keyword search function on key phrases with the following features:

- Alert to words of criminal activity within a pre-written dictionary that can be updated as new intelligence is gathered.
- Allows an investigator to search by specific criteria, but not limited to, a certain topic.
- Provide the vendor or investigator with the capability to "add" and "delete" words and phrases from the dictionary.

- Continually add a variety of ethnic and gender based voice identification to keep the system current and accurate.

To our knowledge no other software on the market today offers the feature set found in the Securus AC to edit and manage transcriptions and transcripts.

This feature is particularly important due to the transcription of recorded calls between detainees/residents from a correctional facility where the quality of recording is subject to the inherent noise of a facility generated telephone call.

When coupled with our proposed investigative package include our analytics tool THREADS, the Securus' AC transcription solution provides clarity on conversations uncovered by your investigations.

Live Operator Transcription

As a more effective alternative, Securus uses a live operator trained to monitor inmate communications and to convert the audio recording to text. This method has proven much more accurate than automated "listening" software. By using this system, Securus can ensure that the translation will be able to detect and identify a sequence of numbers communicated by the inmate to the called party or vice-versa during the course of the call. Securus partners with Guarded Exchange, LLC, which also provides call monitoring and investigative services for Securus, to perform this translation function. It has been our experience that customers prefer live translation services over computerized to minimize rework and improve investigative information.

Here is how it works:

The authorized system user simply selects the recording they would like to have transcribed and the system will automatically create a record of the call for transcription and provide a URL, not the recording, to access to the recording. The URL is then sent via email to Guarded Exchange and the fully transcribed message is sent back to the authorized user with notations of suspected actionable information. Normal turnaround is 24 hours, but special situations may be completed in less than an hour. The GDC can set up any form of alert triggers for the transcribed recording including numbers.

The Securus on-site PIN administration personnel can facilitate the process for the GDC.

With regard to references, Guarded Exchange currently provides adhoc transcription and translation services to the State of Missouri.

AS3: Live Monitoring: Contractor shall provide a detailed overview of its services in providing personnel to perform live monitoring of calls to work directly with the GDC investigators for all Facilities.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus has been providing experience, certified, professional personnel to provide live monitoring of calls longer than any other vendor. As such, we have developed tools and processes that are refined and proven to be effective in large scale DOC environments.

We urge caution in this category as the promise of monitoring calls cannot be effectively achieved without experience and full integration with your investigative suite of tools.

Securus has been providing live call monitoring for the State of Missouri Department of Corrections(MO DOC) for the last four years to enhance the investigative effectiveness of the DOC. Effective live call monitoring is a function of the number of personnel available to listen to calls, to the level of comprehensive understanding of what your investigators are looking for in calls and having full integration into your investigative software and systems so that “actionable intelligence” derived from calls can reach investigators in a timely manner.

Securus offers these monitoring services through partner Guarded Exchange (GEX).

Guarded Exchange (GEX)

With our Guarded Exchange partner program, Securus will provide a sufficient number of personnel to listen to and review as many calls as required by GDC. Offender calls to be monitored will be based on the use of proprietary data mining, behavioral analysis and filtering technologies and other proprietary strategies in conjunction with the intelligence gathering priorities established by the GDC.

In providing the monitoring and review of offender calls, Securus, through Guarded Exchange, will incorporate any data mining strategies established by the GDC investigative teams. The monitoring will use a combination of technology from Guarded Exchange and Securus and sufficient personnel for the purposes of collecting intelligence from the SCP ITS.

The use of these, trained personnel, proven strategies, and technologies will identify at a minimum the following:

- Suspicious or suggestive key words or phrases
- Calls that suggest threats to the safety and security of the facility, staff, volunteers, and inmates entrusted to the care of the GDC
- Criminal activity inside and outside of the facility

Upon approval from the GDC, Securus will provide Guarded Exchange with the associated interface to access records that will be required to facilitate direct input into the Guarded Exchange proprietary software for the purposes of this solution.

This extension of the GDC's investigative tools will assist the GDC on a daily basis in meeting your investigative goals and objectives, including assistance with identification of owners of contraband cell phones or additional focused support on high profile cases.

Securus will submit all gathered intelligence upon discovery in a format agreed to by the GDC. Securus will co-chair an account team, consisting of Securus and on-site Guarded Exchange Investigative Specialist(s) to provide daily and/or weekly business meetings with the GDC investigative teams. The purpose of the meetings will be to review the on-going success of the program, make adjustments as necessary and to discuss creative solutions that may enhance the program.

Securus and Guarded Exchange will suggest and recommend programs that have proven successful through our existing monitoring of calling for the Missouri Department of Corrections (MO DOC) where we are currently monitoring over 8,000 hours of calling per month.

The following is an overview of the Guarded Exchange organization:

GEX provides a comprehensive suite of investigative products and is the industry leader in live monitoring of inmate calling. The GEX solution includes the most advanced technology available integrated into a single, cohesive system whose sole purpose is to aid agencies in generating Actionable Intelligence™.

The GEX solution includes:

- Live Monitoring of Calls
- 70 proprietary technologies that allow GEX to data mines through millions of phone calls, emails, financial transactions and other information sources t providing intelligence that counts.
- Licensed Private Investigator Staffing that provide the assurance that trained, professional personnel are the ones aiding in the investigations.
- Proven Experience that can only be achieved through Time Tested Processes and Solutions - GEX has monitored over 1.1 Million Calls and this number grows every day. No other vendor can match Guarded Exchange's experience.

AS4: Data Link Analysis: Contractor shall provide a detailed overview of its data link analysis services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus THREADS

The Securus proposed Secure Call Platform (SCP) ITS solution for the GDC includes THREADS, an integrated Data Link Analysis solution that offers a powerful suite of investigative and analytical tools.

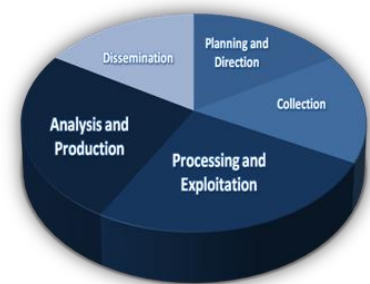
THREADS was first in the market and has been specifically providing data analysis solutions for investigations of inmate telephone calling information, and other uploaded data, longer than any other solution. While many attempts have been made to duplicate the solution, THREADS is exclusive to Securus, proven in real world applications, and is not available from any other vendor.

Securus understands the lifecycle of intelligence and investigating communications data and the challenges investigators, detectives, and corrections facility staff face in both time and resources, such as the following:

- Pulling reports
- Exporting information
- Sending information to someone else
- Contacting other facilities for information
- Combining all the information together
- Receiving information in many different formats
- The daunting task of identifying suspicious behavior in the information provided to uncover focused leads

Even when key information is gathered, investigators have to determine where all of the data will go as well as the time consuming method of analysis.

- What if you had a 24x7 analyst that you didn't have to provide a salary to or benefits?
- How much time and money would be saved?
- What if you had a sense of liability protection knowing access to the data is controlled, logged, tracked, and available to only authorized users?



The Securus THREADS product provides the means to answer these questions. The unique algorithms used within THREADS were designed by real investigators with many years of experience analyzing communications data and training other investigative units on how to analyze data.

THREADS Designers

Robert Lottero and Bryan Shouldice were directly involved in designing how THREADS analyzes data. Mr. Lottero is a top expert in telephonic investigative analysis. He leads a group that currently supports the U.S. Department of State, Diplomatic Security Service (DSS) as a communications intelligence analyst.

Mr. Lottero has been involved in criminal investigations, counter-terrorism investigations, and counter-intelligence operations for almost 30 years, both as a contract analyst and as a sworn law enforcement officer.

He has provided investigative support to the Federal Bureau of Investigation (FBI), Drug Enforcement Administration (DEA), Immigration and Naturalization Service (INS), U.S. Customs, and New York Police Department (NYPD). Mr. Lottero writes a monthly article for the FBI detailing the latest communication/and intelligence techniques that he has developed in his investigative work.

Bryan Shouldice is a 30-year veteran of law enforcement with proven expertise in major case management, intelligence analysis, and international experience in software development and implementation. As a member of the Royal Canadian Mounted Police, Mr. Shouldice conducted major case investigations into all types of criminal activities.

He served as the Executive Case Manager and Intelligence Section Head within the Coordinated Law Enforcement Unit of British Columbia. Mr. Shouldice currently works as an investigative consultant on high-profile cases in the Vancouver Police department.

Managing Investigative Data

Securus understands that during the course of an investigation, the law enforcement community is inundated with data. Data is coming from different sources in different formats with numerous potential leads that can be followed. Each lead potentially creates many more leads to be followed.

We understand investigators are quickly overwhelmed with the amount of information they must analyze as well as the time and resources required to manage, retrieve, and analyze the data to identify those leads that are most likely to uncover important information.

Sources of Information

Corrections Data	External Data
<ul style="list-style-type: none">• Inmate call records• Inmate personal information (such as name, account number, PIN, DOB, and SSN)• Who the inmate is allowed to call versus. who they actually called• Called party billing name and address information• Corrections facility information in proximity to calling behaviors	<ul style="list-style-type: none">• Confiscated cell phones (such as calls, text messages, emails, videos, and contacts)• Cell Phone Managed Access System (MAS) Reports• Public phone records• Events and places of interest• Mail• Lexus Nexus• SS7 information

Because THREADS is integrated into our SCP ITS solution, all GDC inmate calling data such as call records, phone numbers, billing name and address and recording data will be automatically and fully integrated with THREADS.

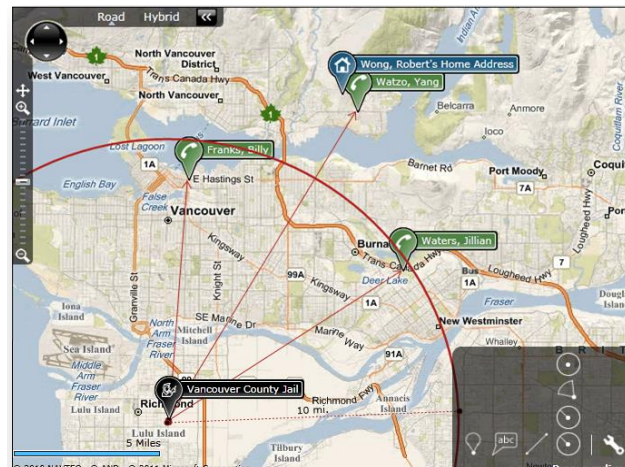
Additionally, virtually any other source of data can be imported into THREADS and analyzed with and against the ITS calling data to automatically build multiple levels within an investigation. Imported data can include reports from managed access systems on cellular telephone alerts. This information can be cross referenced with your inmate calling data and will provide valuable insight into cell phone infiltration and its intended purposes.

THREADS will uncover calling patterns that lead to a high probability an inmate has a cell phone delivering a targeted lead to your officers. That cell phone is confiscated and the information pulled from it using a Cellebrite UFED or similar device. This tool greatly enhances the benefits of a Managed Access System (MAS) by providing an additional method of managing and identifying smuggled cell phones.

This information is then uploaded into THREADS and that valuable data is analyzed with the corrections communication data to uncover an inmate's plot to escape or run an organized crime syndicate from inside the facility.

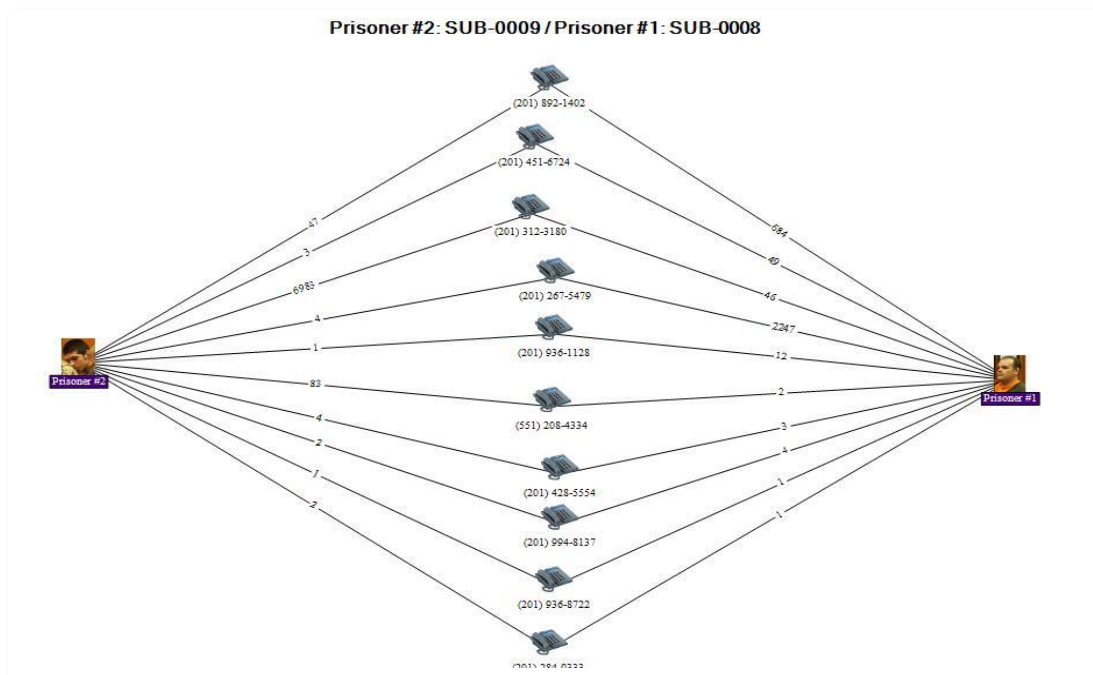
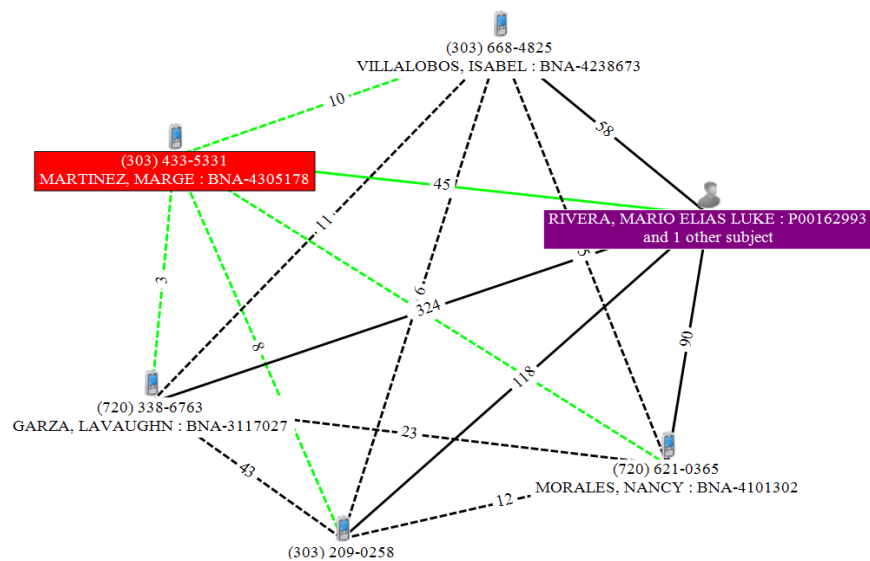
After determining a suspect on the outside of the facility is involved and mapping out the address, the investigator acquires the public phone records and imports that information into THREADS which is again, analyzed with all the other gathered information. This all takes place in one location, with one tool, and is completely integrated with Securus SCP ITS data.

Securus has the most widely used platform in the industry, with approximately 2,600 facilities currently installed on SCP, and over 1 million inmates served, literally petabytes of intelligence data, and over 1 million calls processed per day. This valuable data is integrated directly into THREADS and could be available at the GDC's fingertips.



Powerful, Accurate, Easy to Use

THREADS is a powerful, accurate, easy to use, intuitive tool that will automatically analyze investigative data such as inmate communication records, public phone records, and data from confiscated cell phones to automatically generate focused leads for investigators or passed on to investigative support groups. Leads can include suspicious calling patterns, inner circles, communication events to numbers on a bounce list, associations between multiple inmates, their correlation to called parties, and much more.



Additionally, this powerful software provides dayroom-based analysis that discovers leads irrespective of the PIN number being used by the inmate and common contact reporting showing inmates who are facilitating communications between different areas of the institution.

GDC 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 filter out irrelevant calls such as girlfriends or legal counsel from analysis.

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

Identify Inmates with Cell Phones

THREADS can identify inmates who possibly have a cell phone based on calling patterns. For instance, if an inmate makes six calls per day, every day, but then suddenly stops using the inmate telephone system, it is possible they have another form of communication such as a cell phone or are using another inmate's PIN. These anomalies are automatically highlighted and flagged for immediate further review in an easy to read graphic representation.

Graphic Representation

THREADS analyzes data for investigators and provides interactive visualization tools to produce easy-to-understand analytical reports, charts, interactive graphs, maps, and builds a case and presentation view that can be used as evidence in a criminal trial.

Timeline charts and graphical analysis tools make it easy to reveal periods of high-intensity calling and other calling patterns on a graphical and interactive timeline.

THREADS can also identify the inmate even if the calls are masked by another inmate's PIN through integrations with our biometric solution, and eliminates human intervention by receiving actionable intelligence at the push of a button.

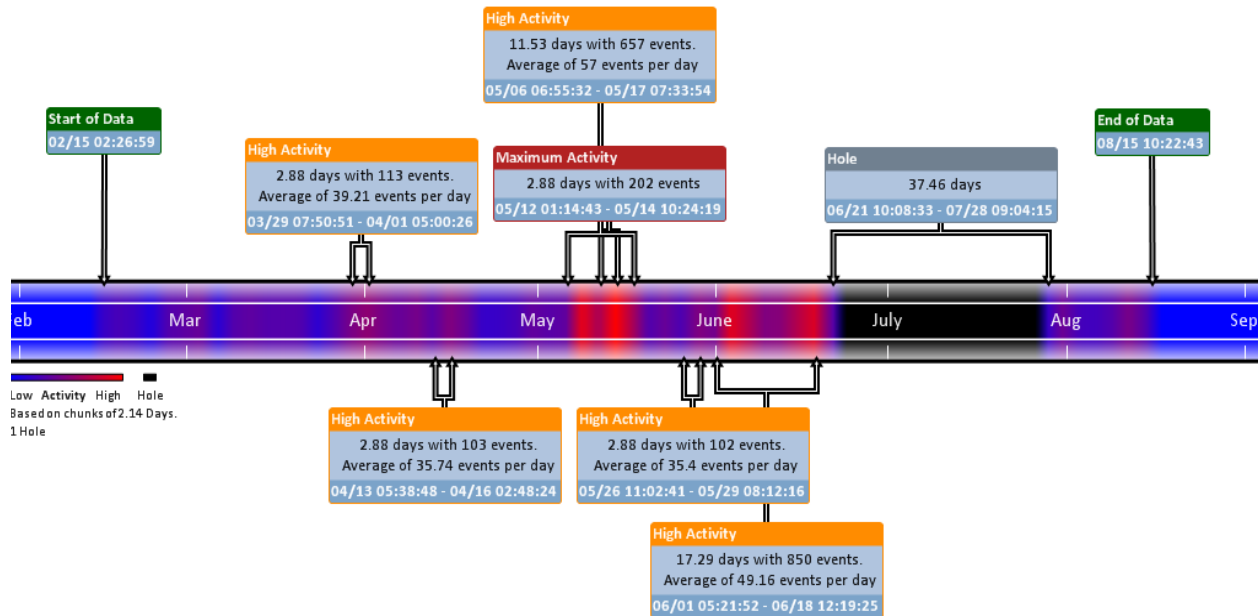
Additionally, THREADS allows system users the ability to establish automated notifications, which will e-mail an investigator when information is found. These notifications can be used in conjunction with our other investigative tools, such as Location Based Services, to curtail illegal cellular phone usage or PIN sharing within GDC facilities.

All information is presented graphically as well as textually such as the example presented in the following figure:

Activity and Hole Detection

Prisoner #1: SUB-0008 3446889

January 27, 2008 04:09 PM - September 04, 2008 04:42 PM



Summary

In Summary, Securus' THREADS is an exclusive investigative technology that no other provider can offer to the correctional industry and is actually proven in law enforcement situations. We welcome the opportunity to demonstrate our systems to the GDC and discuss how we can support your officers and the communities you keep safe.

Investigative Benefits for the GDC Include:

- Cell Forensics Analysis
- Identify Accomplices
- Inmates contact people on the outside indirectly, Identify who they are "really" contacting
- Identify linkages
- Identify an inmate's inner circle
- Identify associated gang members
- Identify inmates communication within jail
- Find unique patterns in communication data
- Combine all the data, including managed access cellular telephone information, into a single system to analyze
- Harvest all of this information with enhanced reporting tools

Securus' THREADS is an exclusive investigative technology that no other provider can offer to the correctional industry and is actually proven in law enforcement situations. We welcome the opportunity to demonstrate our systems to the GDC and discuss how we can support your officers and the communities you keep safe.

AS5: Cell Phone Detection and Managed Access Technologies: If available, Contractor shall provide a detailed overview of its cell phone detection and managed access system/capabilities including a complete description of available equipment, applications, support services and implementation plans for each technology.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus is aware of the significant problem of illegal cell phones being used by GDC inmates. Through our subsidiary Cellblox, Securus has been working with the GDC to deploy Managed Access Services (MAS) at three GDC prisons (Macon, Smith and Telfair). Most recently the Telfair State Prison was upgraded with the latest software resulting in attaining the stated goal of GDC – “make the contraband cell phones useless to the inmates”.

The latest deployment at Telfair included the capability to manage all cell phones, including 4G LTE smart phones, an industry first in a State DOC setting. Securus is in the process of upgrading the Macon State Prison and the Smith State Prison to give both sites the same capability as the Telfair site managing all cell phones and making cell phones useless to inmates. Significant investigative data can be extracted from the MAS database and uploaded directly into the Securus provided THREADS database as further described in the Securus response to AS4 of this Attachment K.

Securus is also aware that the GDC is focusing on the continued deployment of the Cellsense detection systems. The Cellsense system is a viable solution for perimeter security, giving the GDC the ability to detect cell phones and other contraband concealed on the person or in body cavities.

Use of the Cellsense system will result in confiscation and seizure of contraband cell phones from inmates. Significant investigative data can be extracted from the contraband phones (using Cellebrite or like device) and uploaded directly into the Securus provided THREADS database.

Additionally, in the event that the GDC elects to implement live call monitoring, investigative data obtained from both the MAS and Cellsense systems can be made available to Guarded Exchange to assist the Office of Investigations with isolating actionable intelligence and ongoing reporting. Guarded Exchange will take direction from the GDC on meeting your investigative objectives and priorities. This is the same approach being used by the Missouri and Kentucky Departments of Corrections.

Securus Managed Access Solutions

Securus MAS is a combination of a uniquely managed cellular telephone system network and a tightly controlled Distributed Antenna System (DAS). Securus MAS is capable of 2G, 3G, and 4G technologies and protocols used by all U.S. Wireless cell phone carriers.

Securus MAS allows corrections facility representatives to effectively manage contraband cell phones without impacting legitimate wireless communications within the designated areas of the prison.

The Securus Managed Access Solution offers:

- The installation of a combination of a specially managed cellular telephone system network and a tightly controlled Distributed Antenna System (DAS).
- A MAS solution capable of detecting 2G, 3G, and 4G technologies and protocols used by US Wireless cellphone carriers
- The ability to manages mobile devices and applies policy rules as determined by the GDC administrators to either allow or disallow cellular communication
- A fully automated solution which manages all cellular telephone access 24/7-365 days a year
- Complete administrative control capabilities both locally and remotely.
- 24/7/365 active monitoring and support through the Securus Network Operations Center. Total Securus managed solution requiring little or no special training, additional staff or significant commitment of time by GDC personnel

SYSTEM DESCRIPTION

Securus Managed Access Solutions (MAS) is a service that Securus will design and configure, the MAS solution specifically for each facility in which it is installed. The core components remain the same, but each facility implementation is unique based upon the multiple factors such as facility size, design and proximity to general public areas.

Securus' service offering will provide the GDC with a complete design, management and implementation of the system as well as the continued operation and maintenance of the system throughout the life of the contract. Securus MAS is a complete solution, including all aspects from initial design, planning and implementation with continuing support and maintenance throughout the life of the contract. Securus provides the industry's leading service and support organization for this product offering and has familiarity with GDC facilities through our current deployments that are underway within the State.

The Securus MAS is made up of three main systems: the Managed Access Solution (MAS) base equipment, the Distributed Antenna System (DAS) and the remote access service and support system (RAS). The Securus MAS is made up of a subset of cellular telephone specific equipment and special techniques that enables the system to control and manage the contraband cellphones within a prison environment.

The functions of this system are similar to that of a regular commercial cellphone company, but with the distinct difference that the Solution provides a secure, private and managed cellphone network within the prison.

The Securus team deploys all the technology necessary to cover the many different Cellular carriers (AT&T, Verizon, T-Mobile, Sprint etc...) available in the United States. The technologies used by the cellphone companies include the following: 2G, 3G, and 4G.

Our 4G LTE is currently deployed at the State's Telfair facility and is proving effective and moving towards a deployment at all Cellblox sites.

The technology at the highest level is referenced as one of the following 2G, 3G, and 4G, whereby the G stands for Generation: 2nd Generation, 3rd Generation, 4th Generation technologies.

Primary Functionality

The Managed Access Solution is a system made up of cellular telephone base station equipment and a computer controller workstation to provide the secure, private cellular telephone network within the pre-defined areas of a prison and the managed access control of the cellphones within specific, targeted areas of the prison. The rack of equipment that is needed to do this is physically located at each facility. The equipment is similar to what can be found at the bottom of cell towers.

The base station transceivers (BTS) provide the radio links between the cellular telephones and the mobile switching control (MSC) within the workstation.

The BTS receives the uplink radio signals from the cellphones and transmits the radio signals downlink to the cellular telephones. The base station control or (BSC) software is the software to control the base station functionality (tune to this uplink and downlink pair of frequencies or set power output to this level, set radio parameters). The radio link to command and control the cellphones is referred to as a Control Channel.

Control Channels are just that: they handle messages to and from the cellular telephone to control the phone. If a mobile phone attempts to make a voice call, the signal is then sent to a different radio frequency channel pair referred to as a Traffic Channel.

DISTRIBUTED ANTENNA SYSTEM (DAS) Functionality

The Distributed Antenna System (DAS) is the second major system of the Securus MAS. It provides physical antennas mounted in many places within the prison. These antennas send and receive the signals from the cellular phones over fiber optic cabling back to the equipment room or Managed Access Solution control and processing equipment. The DAS is made up of many components to send all these technologies and to cover the many different radio frequencies of the cellular telephone bands and transmit them back to the managed access system. The DAS' primary function is to provide cellular transmission radio signals between the mobile phones and the base station equipment controlling the managed access solution.

Securus provides a secure, private cellular telephone system within the prison, very similar to the cellphone system outside the prison. A typical cellular transmission tower contains antennas at or near the top and base station equipment below, often at ground level. The typical cellular telephone functions by transmitting and receiving signals over the air to the cell towers. Managed access solutions takes that same concept and instead of transmitting and receiving signals to and from the towers, the contraband cellphones within the prison transmit and receive wirelessly to one of the many distributed antennas mounted throughout the prison. This means that instead of having one communications tower the signal transmission is now distributed around the prison over many antennas.

The signals are sent back and forth to the equipment room base station equipment at the prison, versus being sent up and down the tower to the base station equipment typically found below the tower.

The radio frequency (RF) cellphone signals from the distributed antenna is then sent through the radio unit, which converts the radio signal to light and conditions the signals to be sent over a fiber optic cable back and forth to the base station equipment room. Once the signal gets back to the equipment room it again goes through a DAS HUB which converts the light from the fiber back to radio frequency and conditions the signals for the base station equipment to then process.

The DAS allows Securus to control the cellular coverage to only the specific areas of desired coverage (targeted areas) within the prison and eliminates the undesired coverage, such as coverage on public areas outside the prison facilities.

The DAS is a complicated radio frequency distributed system, and is carefully designed to cover all the cellular frequency bands (700 MHz, 850 MHz, 1900 MHz, 1700 MHz, and 2100 MHz) and technologies (CDMA, GSM, UMTS, LTE) necessary to complete a successful implementation of a secure, private phone network within the prison environment.

The Securus MAS is designed to cover all technologies and all frequency bands from all the carriers operating at that particular site. Think of it as the Securus MAS operating as ALL the U.S. cellular carriers ALL at the same time! One of the biggest challenges to successful deployment of a managed access solution is the precise design and control of the radio frequency (RF) parameters and the power needed to control the prison cellular network while also maintaining specific areas of coverage and eliminating other areas within the very difficult RF environment of a prison. The construction of a secure facility, often with rebar, concrete and other harsh RF materials, will likely cause absorption, reflection or multipath propagation issues. Subject Matter Experts (SME) at Securus use the RF-harsh environmental components and make them work FOR us to assist in managing the coverage areas and very precisely measuring the signals at all possible locations and points within the facility, which helps to provide a robust coverage design in the prison.

IMPLEMENTATION APPROACH

Securus' team has involvement in three deployed MAS systems within the Georgia DOC currently, Macon and Telfair are operational, with Smith close to being finalized. Securus has significant real world implementation experience, and thanks to Georgia DOC can demonstrate active competence in MAS technology, implementation, and deployments. The recent inclusion of LTE technology at Telfair State Prison completes the conclusion of the technologies available today as all technologies are covered and all communications via cell phones are being denied service, including voice, data, and messaging.

Securus' extensive experience installing and maintaining MAS solutions has helped us develop installation and cut-over procedures that will minimize disruptions and errors, and maximize the GDC's satisfaction.

Our approach is to establish the needs and requirements of the customer and then systematically meet those needs through a logical, procedural order sanctioned by the customer. The phases of our approach include project initiation, project planning, project execution, project monitoring and project closure.

The MAS system initially identifies and captures all phones in the restricted areas by transmitting cellular signals that appear to the mobile phone as its original carrier's network. In order to provide service for facility-approved phones in restricted areas, phones are divided into two categories: authorized (White List) and unauthorized (Black List).

Authorized phones are maintained in a secure "white list" database that is managed by corrections administrators and implemented by Securus.

All other phones are unauthorized – denoted as the black list – and no longer able to be used by inmates: immediately stopping illegal use of cell phones by inmates.

Most significantly our approach includes:

- **Define Project Success** - Goals & Objectives Up Front with Corrections
- **Approach with perspective** - Each Facility is Unique
- Receive authorization letter from GDC to commercial mobile carriers

Overview of Project Requirements

- **Design and Layout** - Gain access to and review blueprints and as built drawings
- **Site Survey** - Perform initial site survey of buildings and property
- **MAS Coverage** - Identify target MAS coverage areas
- **Radio Frequency (RF) Environment Scan** – Identify RF bands, carriers present, cell tower locations and wireless protocols during initial site survey

- **Server Room and Infrastructure** – Identify and agree upon server room to support environmental requirements, rack space, electrical circuits and power for ongoing operations, UPS, cabling, conduit/raceway, data circuits, security and other data center type needs
 - Other Mechanical Rooms – Identify mechanical rooms to consolidate remote antenna units and fiber connectivity back to main server room
 - Conduit and Fiber Runs – Identify conduit, raceways and fiber requirements to be used from the server room to the antenna sites and identify where cabling and electrical is required
- **Antennas** – Identify secure location options for placement of antennas
- **Scope of Work (SOW) and Project Implementation Plan** – Provide SOW and project implementation plan to include timelines and sign off by both parties
- **Project Meetings** – Conduct regularly scheduled project meetings in person or via telephone conference calls to review project status and milestones
- **System Installation** – Construct and deliver turnkey MAS system, including:
 - Hardware and software to scale and manage CDMA, GSM, UMTS and LTE protocols
 - Software to detect allowable and non-allowed cell phones
 - Ability to provide E911 service to all cell phones
 - Authorized access to real time calling activity and reporting of subscriber information such as IMSI and IMEI and other available data
 - Permits, licensing and other agreements to construct and provide MAS
 - Enable connectivity from server room to antenna sites
 - UPS power back up
 - System testing and commissioning
 - Acceptance testing and other agreements signed off by wireless carriers
- **Maintenance and Ongoing Support Services** – Provide technical resources to maintain and monitor system 24/7/365

Maintenance:

Securus offers service and support that is second-to-none and all of our services are maintained within Securus, not subcontracted out, so our customers can hold our feet to the fire over service and support issues. This allows us to support our customers as *partners* to solve the ever expanding contraband cellphone problems.

Securus MAS is remotely monitored 24/7 – 365 days a year for the life of the contract from Securus' Network Operations Center (NOC) in Dallas.

The remote capabilities of the Securus system allow for live monitoring of the system and the RF power output by the MAS. It also allows Securus to monitor the RF environmental changes around the facility and control all components within the system remotely.

If permitted by the GDC, Securus will permanently place a minimal number of remote mobile handsets securely around the prison to allow remote testing.

These measures are taken to minimize the burden on the GDC manpower resources and in most cases the system can be repaired or maintained without a visit to the site.

Securus will conduct a site visit at a minimum of once a month for physical examinations, testing and to address any support issues and will provide a report to the GDC once per calendar quarter on any maintenance issues.

Summary

Securus recognized the need within the industry to identify and disable contraband cell phones within correctional facilities. Over an extended period of time, Securus worked with several vendors reviewing the multiple solutions available in the market. In the end, Securus determined that a Managed Access System (MAS) approach was the most effective solution. The solution will allow for the ability to completely disable targeted cell phones within a specific geographic area while allowing other cell phones to maintain complete functionality.

Once that determination was made, Securus quickly discovered that many of the companies that had developed MAS solutions had reached a point where they no longer had the financial ability and/or resources to finalize and bring their solution to the market. Nor did these companies have the resources in place for customer service, maintenance and technical support necessary to provide an overall successful program.

Securus selected Cellblox because their solution had positive proven on-site results and a unique design. Securus purchased the company and immediately engaged all our corporate resources. The end result is a MAS solution that has been refined without financial restrictions and has the backing of Securus in-house development staff, technical support and client services.

The GDC has been witness to the transformation with our existing successful installations within the State. We are willing and ready to further expand our solution within the GDC and will continue to engage our wealth of resources to ensure the solution meets and exceeds the requirements of the GDC.

Location Based Services (LBS)

As is detailed within our response to the GDC, our proposed Securus Secure Call Platform (SCP) ITS includes the integrated proprietary software solution Location Based Services or LBS. LBS will further assist the GDC with detection of cell phones.

With LBS, the GDC can determine the true location of a cellular phone being called by any inmate who is using the SCP ITS. LBS will provide the following benefits to your facility:

- Provide the called party's true location at the time of an inmate's call via a link in the call detail record (CDR)

- Establishes a “Geo-Fence” perimeter around a location to notify investigators when an inmate calls a cell phone that is within a predefined distance of the facility (the Geo-fence)
- Identifies the real-time location, on-demand, of a suspect’s cell phone (with appropriate warrant documentation)
- Aid the community in exigent circumstances such as Amber or Silver Alerts

Location Based Services

Securus’ Location Based Services provides correctional facilities, investigators, and law enforcement with the following benefits:

- Cell phone location at call acceptance and call end
- Geo-fence perimeters or unlimited, custom boundaries that allow users to identify call termination locations within that fence
- Covert alerts that provide real-time notifications to investigators of call termination within a Geo-fence
- Call Detail Record (CDR) mapping of call terminations to wireless points
- Real-time location identification
- On-demand location identification

SCP Reports generated from the CDRs contain an icon that identifies calls to a wireless numbers to ensure these call can be recognized. LBS provides an additional link that maps the location of a wireless number when the inmate placed the call.

Geo Fencing

With Geo-Fencing, the GDC can set up a perimeter around any or all GDC facilities that identifies when an inmate calls a cell phone that is located within that perimeter at the time of the call. Geo-Fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts or introduction of contraband. Securus can establish Geo Fences around all GDC facilities at the time of installation to immediately alert officers to calls to cellular telephones by inmates within those perimeters.

Geo Fence Management

GEO Fence Management
Add New

FILL IN SEARCH CRITERIA
(Use * for wild card / partial searches)

Description: Address: Shared: Status:
Created By: Created Date: Last Modified By: Last Modified Date:

Search Reset EXCEL PDF CSV

	DATE CREATED	STATUS	RADIUS	CREATED BY	TIME REMAINING	LAST MODIFIED BY	LAST MODIFIED DATE	SHARED
<input type="checkbox"/>	02/03/2015 15:05:56	Active	1 Miles	isawcp	N/A	isawcp	02/06/2015 10:54:19	N
<input type="checkbox"/>	02/03/2015 16:22:02	Active	1 Miles	isawcp	N/A	isawcp	02/03/2015 16:22:40	N
<input type="checkbox"/>	02/06/2015 15:24:25	Active	0 Miles	isawcp	N/A	isawcp	02/06/2015 11:28:36	N
<input type="checkbox"/>	02/08/2015 23:51:50	Active	0.1 Miles	isawcp	N/A	isawcp	02/08/2015 23:53:21	N
<input type="checkbox"/>	03/04/2015 14:54:29	Active	0 Miles	blacker	N/A	Stalom2	03/26/2015 11:22:29	Y
<input type="checkbox"/>	03/19/2015 11:03:15	Active	5 Miles	Money2	N/A	Money2	03/19/2015 11:03:15	Y
<input type="checkbox"/>	04/06/2015 11:42:15	Active	0.5 Miles	isawcp	N/A	isawcp	04/06/2015 11:43:41	N
<input checked="" type="checkbox"/>	05/22/2015 09:13:40	Active	0.5 Miles	isawcp	N/A	isawcp	05/22/2015 09:13:40	N

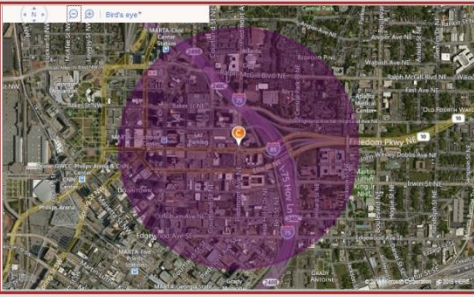
Select Option

GEO FENCE INFORMATION (7 inactive Registered Fences)

Description: Georgia Department of Corrections
Address: 220 Piedmont Ave NE
City: Atlanta
State: GA
Zip Code: 30333

Radius: 0.5
Measurement: MI
Latitude: 33.759780
Longitude: -84.382221

Status: ACTIVE
Shared: N
Start Date: 05/22/15
End Date: 05/22/15



Covert Alert connects a call to an authorized remote number for dialed numbers, phones, inmates PIN, or Geo-Fence perimeters that are under surveillance. Authorized personnel can monitor a call from any designated location, while the call is in progress.

The investigator enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate that meets the Covert Alert trigger criteria, it automatically routes to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

Covert Alert on Geo Fence Perimeter

MANAGEMENT (1545)

247,300, 17100 • 247,301, 17101 • 44 Phone Groups • 44 Routes

Custody Accounts
Bartons for Accountant (104)

GENERAL ACCOUNT INFORMATION (7 inactive Registered Fences)

Account ID: 10011
Name: JIM BOY JAMES
DOB: 11/11/1980
DOB: 11/11/1980
First Name: JIM
Status: ACTIVE

Gender: Male
Language Prof: N/A
Wearing Mask: No
Visual Contact: None Detected
RAB List: N/A
PMA: 10011

Activation Date: N/A
Monitoring Date: N/A
Release Date: N/A
Alert Level: N/A
Alerting Type: None Detected

Supervision: N/A
Alert Status: N/A
Alert Level: N/A
Word Spelling: N/A
ACFE Action: N/A
RAB List: N/A

Call Reflector: None Detected
S-Way Reflector: 10011
New Call Ref: 0 Minutes
Calling Restrictions: None Detected
RAB List: N/A

Geo Fence

Select Geo Fence Perimeter to Apply to a Covert Alert

Geo Fence

Additional Fence 2
Alpha Fence 1
Beta Fence 1
Gamma Fence 2
Delta Fence 1
Epsilon Fence 1
Zeta Fence 1
Eta Fence 1
Theta Fence 1
Iota Fence 1
Kappa Fence 1
Lambda Fence 1
Mu Fence 1
Nu Fence 1
Xi Fence 1
Omicron Fence 1
Pi Fence 1
Rho Fence 1
Sigma Fence 1
Tau Fence 1
Upsilon Fence 1
Phi Fence 1
Chi Fence 1
Psi Fence 1
Omega Fence 1

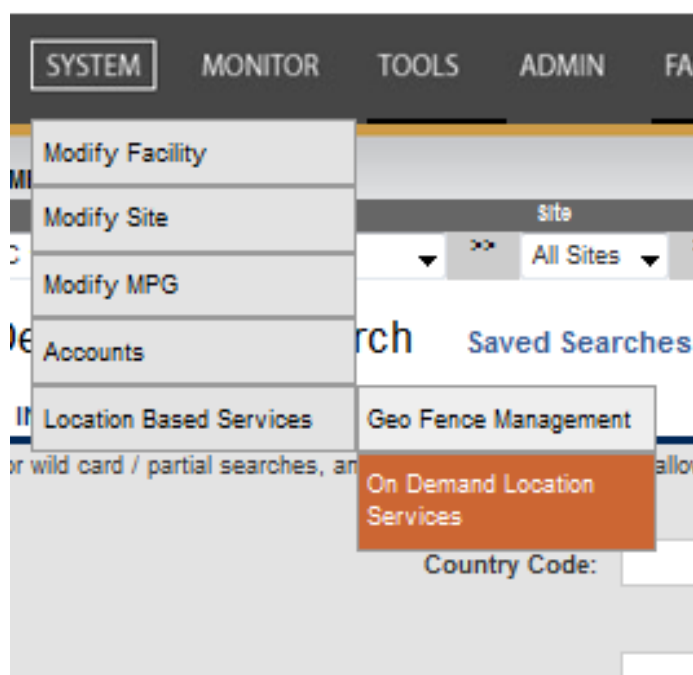
Real-Time Location Services

Real-time cell phone location identifies the location of a suspect's cell phone, in real-time, regardless of whether a call is in progress. This feature will aid investigators, with appropriate warrant documentation, in locating persons of interest faster and requiring fewer resources. This tool has also been beneficial in assisting in Amber or Silver Alert situations.

As is displayed in the screen prints to follow, to use Real-time Location Services, the authorized GDC user simply selects the real-time on-demand function within the SCP LBS module. The system will be configured to then require that the user upload the appropriate Search Warrant information and accept the associated terms and conditions. The warrant is permanently attached to the search record for future reference. The user then inputs the cellular number that is to be tracked and within seconds, the approximate location of the cell phone will be displayed on a graphical map of the area.

Securus LBS Real-Time Location Services has been directly responsible in aiding law enforcement in tracking the location of and arrest of multiple suspects. The GDC will be provided this solution as part of the SCP ITS.

User Selects On-Demand Function of the SCP LBS Module



User then inputs the cellular number that is to be tracked and uploads the appropriate warrant documentation

SECURUS
Secure Call Platform

jhiggs@SECUR.TX | [Help](#) | [Log Out](#)

Facility Routing Number: **99001**

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL REVERSE BNA LOOKUP

MANAGEMENT LEVEL
Facility
Securus Demo Site

On Demand Location Services

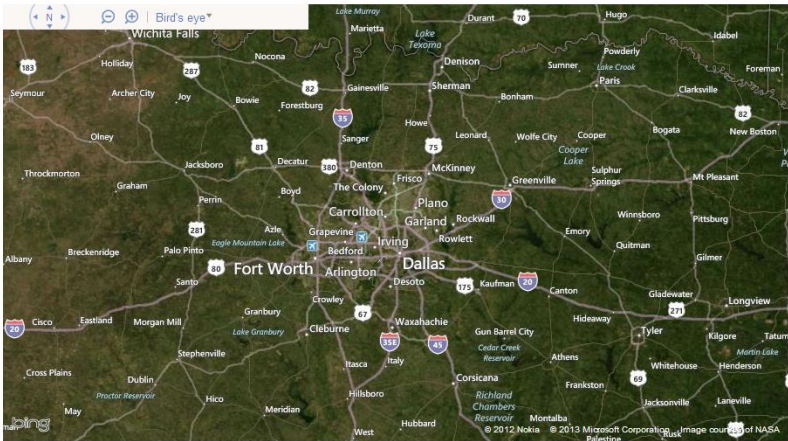
PLEASE ENTER THE REQUIRED DETAILS (* Indicates Required Fields)

* File Name: Browse...

* Phone Number: Example: 2145556666

* Received Authorizations: ☐ LBS CONSENT - DEFAULT CONSENT DESC «BR»By checking this box, I hereby certify the attached document is an official document giving permission to look up the location on this phone number requested.
Click to Certify: ☐

Get Location



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LBS Real Time Location Solution immediately displays the approximate location of the cellular telephone on a graphical map

SECURUS
Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL REVERSE BNA LOOKUP

MANAGEMENT LEVEL
Facility
Securus Demo Site

On Demand Location Services

PLEASE ENTER THE REQUIRED DETAILS (* Indicates Required Fields)

* File Name: Browse...

* Phone Number: Example: 2145556666

LBS CONSENT - DEFAULT CONSENT DESC «BR»By checking this box, I hereby certify the attached document is an official document giving permission to look up the location on this phone number requested.

* Received Authorization: ☐

Click to Certify: ☐

Get Location

Phone Number	Address	Latitude	Longitude
8179070658	14269 Inwood Rd, Farmers Branch, TX 75244	32.94350055555556	-96.82728583333333

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AS6: Additional Resources: Contractor shall identify any additional resources, if any, it recommends to support the inmate telephone environment at GDC in addition to the requirements in Section 16.1 of Attachment B – Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

In addition to four (4) full time Administrative Staff as required by the GDC in Attachment B – Item 16.1, Securus will dedicate seven (7) full time in-state Service Technicians assigned to support the GDC ITS.

Upon contract award, Securus will hire the four (4) full time Administrators as well as four (4) additional Service Technicians as Securus already has three (3) GA based Service Technicians that will support the account. With GDC approval, Securus will offer full time positions to the existing vendor's personnel for these positions. In the event that they decline or do not meet Securus employee requirements, Securus will hire personnel through our internal human resources organization. All new hires will be subject to review and approval of the State as well as full background checks.

To provide complete tech coverage for the GDC, Securus will divide the State into four (4) separate Tech Regions. Securus will ensure that the new technicians each live in one of the four (4) Tech Regions.

The existing three (3) Securus Service Technicians are currently strategically located throughout the State and working within close proximity to each of the four (4) regions. These three existing technicians will provide overlay support for the new technicians and their current locations will allow them to provide coverage in each region. The existing Securus Service Technicians are located at the addresses as provided under each of their names.

Douglas Pulliam
Hell's Hollow Rd.
Blue Ridge, GA 30513
(706) 455-2934

Glen McNeal
115 Tiburon Ct.
Lithonia, GA 30038
(404) 643-1490

Ron Shinholster
6507 Michael Dr.
Lizella GA 31052
(478) 955-0029

As stated above, Securus will extend offers to four of the existing vendor technicians to join the Securus team. The prerequisite being that they must live in one of the four (4) tech regions. In the event that they do not accept the position or do not live in one of the regions, Securus will hire new technicians that do live in the appropriate locations. The overall goal being to ensure that travel time to any one facility no more than two (2) hours as required by the GDC.

The optimal locations for each of the technicians would be general areas of Marietta GA, Milledgeville GA, and Jessup GA. These locations would ensure that each technician is located on average within 40 to 70 miles from the facilities and no further than 100 miles.

Upon contract award, Securus will work with the GDC to finalize the Technician Regions as noted below to ensure proper coverage and compliance with GDC goals and objectives.

Additional On-site Personnel Resource Recommendations

In addition to the personnel, as described above, that will be provided as part of our proposed ITS solution, Securus is willing to support and hire any number of full-time Securus employees to support and meet any other personnel resources that the GDC may have related to the management of the ITS, existing MAS service or related activities. Additional personnel could be added under the ITS contract to support on-site investigations, forensic lab staffing personnel and any inmate program management solutions that are currently supported by GDC personnel.

To that end, Securus recommends that upon contract award, a meeting take place between the GDC and Securus executive personnel to further discuss all GDC Inmate programs and we will provide the GDC with a proposal for additional personnel to support those programs.

Non-Personnel Efficiency Support Solutions:

As a means to enhance staff efficiency without the addition of additional personnel, Securus has detailed below our In Pod Multi Function Devices, Securus Video Visitation (SVV), ConnectUS and Automated Information Services (AIS) capabilities. These technology resources allow the automation of repetitive manual tasks which can help staff work more efficiently and increase the services offered to the inmate population.

In Pod Multi-Function Devices

Securus is able to provide visitation capabilities through multiple inmate Hardware devices to deliver access to offsite or onsite visitation as well as other Self-help capabilities. All of these automation tools are accessible through a hardened terminal which supports more visitations than any other provider. We have developed multiple solutions, and methods to deploy the hardware, to adapt and offer services in any facility environment.



ConnectUs™

ConnectUs™ is Securus' new inmate platform for how inmates access communication services. It facilitates on-demand access via our hardened terminals to an unlimited set of applications through a common and user friendly interface. ConnectUs is the software that completely manages what an inmate can or cannot do and is flexibility to meet the needs of the GDC.

The ConnectUs software enables users to perform multiple operations, similar to a smartphone. Inmates can place a telephone call or join a video visitation session, read a digital inmate handbook, submit a grievance, watch a tutorial video or place a commissary order. ConnectUs provides an "app store" environment where new functionality can quickly and easily be developed and delivered to the inmate. All completely based on the GDC's preferences and operational requirements.

In addition, ConnectUs manages which applications are available, when they're available, and to whom they are available. It ensures that a scheduled visit is not interrupted by another inmate placing a telephone call or placing a commissary order.

And, ConnectUs makes it possible for other vendors to easily create and publish an application for use by your inmates.

Inspired Design

ConnectUs is a collection of intentional details that add up to an impressively powerful inmate communication platform that consolidates all inmate activities into a single unified interface. With a customized mix of applications, your facility can deliver an experience that keeps pace with today's technology, while making life better for your staff. This attention to detail is very important to Securus – and you'll see that trend throughout ConnectUs and its applications. Securus went through painstaking detail and user testing to ensure that the overall touch screen interface is easy to use, intuitive, and requires no training. We set out for ConnectUs to provide operational efficiencies that will expand services and automation – not create more work for your staff.

ConnectUs Home Screen



ConnectUs Functionality

1. Conflict Resolution

ConnectUs' unique feature, Conflict Resolution, automatically prioritizes scheduled communication events higher than non-scheduled activities. If a scheduled event such as a video visit is scheduled to begin in 10 minutes and another inmate wants to use the phone, ConnectUs will automatically notify the inmate attempting to place the telephone call of the maximum call duration is reduced in order to not conflict with the scheduled visit. Similarly, if a visit is scheduled to begin NOW, the Telephone Calling Application will be disabled in order to allow the video visit to take place. Conflict Resolution should be a staple in every inmate interface platform. Facilities cannot afford to be without this feature today. This feature keeps a necessary boundary between users which will avoid terminal monopolies. We manage usage conflicts so your staff does not have to.

ConnectUs has a Flexible Application Display that allows applications to be displayed, or not displayed, based on time of the day or day of the week. As an example, you could have your Inmate Handbook Application available during non-calling hours.

ConnectUs can either completely hide or grey out any icon based on your schedule. This gives you the flexibility and control to turn on and off the applications you want on your time.

3. Date/Time

ConnectUs allows inmates to continually maintain awareness of the date and time so that they can manage their schedules and not miss or be late to scheduled communication events.

4. Multi-Language

ConnectUs supports the ability to display applications in multiple languages – allowing inmates to use the system in their preferred language and enhancing your facility's support of non-English speaking inmates.

5. Digital Bulletin Board

This bottom of the display is the Digital Bulletin Board. This allows the GDC to display clear and consistent communication to inmates across all facilities.



The Digital Bulletin Board can display important messages to inmates, which could include visitation schedule changes, general policy changes or even pod-specific information. It also allows Securus to display messages to educate inmates on new products and services. Content can be modified based on the location of the terminal.

6. Multi-Tasking

ConnectUs allows an inmate to use multiple applications at the same time. They could be on the phone with their loved one while reading the inmate handbook and relaying details of the facility rules to the caller, or placing a commissary order, or submitting a grievance. The ability to multi-task saves the inmate time to do more in less time.

ConnectUs Applications

Inmate Telephone Application

Inmates can speak to loved ones using our Securus Call Platform (SCP). Our internally developed SCP platform delivers the latest in inmate calling technology and will improve call quality, provide more effective investigative tools, reduce inmate grievances, improve call uptime, drive greater flexibility and ensure scalability for future growth. New technologies are applied immediately through quarterly upgrades provided at no cost to you.

With ConnectUs inmates can reach out from the same kiosk they use to conduct a video visitation or submit a grievance. All communications are 100 percent monitored and completely secure just as if they were placed through an inmate telephone and the multi-purpose device allows more to be done with less hardware.



Video Visitation Application

Nothing beats the ability to “see” a loved one, and Securus Video Visitation makes that and much more possible. While a family member visits from the comfort of their home or office, an inmate visits from their pod, eliminating the need for officers to transport the inmate within the facility.

SVV is a fully Web-based visitation system that allows family, friends, attorneys, and public officials to schedule and participate in video visitation sessions with an inmate – from any PC connected to the internet.



The benefit of having all inmate communications provided by Securus will maximize revenue for phones and video visitation, while making investigations easier for investigators.

Benefits

- Security
- Controlled Access
- Minimal Disruption
- Easy User Experience
- Multi-purpose device allows more to be done with less hardware

Inmate Request Form Application

Valuable time is lost every day when officers have to manually process inmate requests. Worse yet, every request must be hand written with no easy way to maintain accurate records, which creates unnecessary liability for your facilities and leaves inmates feeling like no one listens to their requests.

Through ConnectUs, inmates are allowed to electronically fill out and track their request while providing staff with a simple way to review, respond, and process requests. Two-way communication with inmates couldn't be easier.

Benefits

- Customize to allow any number of forms to be made available electronically
- Define custom routing of forms to ensure the correct person is notified and has access to the form
- Enables two-way communication that allows inmates to submit a request and for facility staff to provide an electronic response
- Documents and archives all communication

Grievance Application

Grievance administration is often one of the most complicated and manually laborious processes in a facility, while also being a process of great legal susceptibility that can get a facility in the most trouble if proper procedures aren't followed. Certain inmate rights must be adhered to, facilities must respond within strict timelines, and all actions must be properly documented. Failure to do so comes with large penalties and fines.

Grievance Application is a form submission and routing tool that allows inmates to electronically submit grievances and other forms to correctional staff, which can then electronically prioritize, route, and respond to the submissions.

Benefits

- Create multiple inmate forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from facility staff to validate that the response was received
- Eliminate manual administration/paper-handling of all forms

How the Grievance Application Works

- First, Securus will create any number of customized forms specific for the GDC's facilities. You may have a different grievance form for medical issues than you do with operational issues for example.
- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.
- ConnectUs can also accommodate a custom appeals process. If inmates are allowed to appeal a grievance response, the form can automatically be routed to a different member on your staff tasked with managing appeals.
- Inmates conveniently access the Grievance Application through ConnectUs, where they can view and manage existing submissions or create new requests.
- GDC staff will use Securus' centralized communication platform, SCP, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure you are meeting all necessary compliance standards. In addition, you will have a customized Dashboard within SCP that will allow you to process all forms more quickly and easily than ever.

The screenshot shows the ConnectUs web application interface. At the top, there's a header with 'CONNECTUS', 'LP 1', 'TUE 3/25/2014', '2:52 PM', and 'ENGLISH'. Below the header, a large box asks 'WHAT WOULD YOU LIKE TO DO?' with two buttons: 'Create a New Grievance' and 'View/Update Grievance'. Below this is a 'Grievance Search' section with various filters and a search bar. At the bottom, there's a table titled 'My Pending Grievances' showing a list of grievances with columns for ID, Date, Status, and Actions. To the right of the table is a 'Days in Status Summary' chart showing a distribution of grievances by status duration.

ID	Date	Status	Actions
210	11/18/2013 00:00:00	Pending	View, Edit, Delete
211	11/18/2013 00:00:00	Pending	View, Edit, Delete
212	11/18/2013 00:00:00	Pending	View, Edit, Delete
213	11/18/2013 00:00:00	Pending	View, Edit, Delete
214	11/18/2013 00:00:00	Pending	View, Edit, Delete
215	11/18/2013 00:00:00	Pending	View, Edit, Delete
216	11/18/2013 00:00:00	Pending	View, Edit, Delete
217	11/18/2013 00:00:00	Pending	View, Edit, Delete
218	11/18/2013 00:00:00	Pending	View, Edit, Delete
219	11/18/2013 00:00:00	Pending	View, Edit, Delete
220	11/18/2013 00:00:00	Pending	View, Edit, Delete

Commissary Application

ConnectUs-enabled devices continue to be of great use even when telephone and visitation hours have passed. Inmates can place commissary orders from the same devices they use to place a call or view the inmate handbook. Securus has multiple integration options to display a third-party vendor's application or integrate directly with your systems. Publishing a commissary application can have an immediate impact on your bottom line.

Benefits

- Eliminate the need to have multiple types inmate terminals or kiosks
- Increase efficiency by fully automating the commissary ordering process
- Maintain control of the integration and ensure that inmates are not able to access unsecure IP addresses once in the third-party application

Inmate Handbook Application

The Inmate Handbook Application allows a digital version of the State's inmate handbook to be placed on ConnectUs. This provides inmates with access to information without ever having to physically print and distribute a single piece of paper. The GDC can choose to publish digital versions of other important documents in addition to the Inmate Handbook. Additionally, any .PDF document your facility wants to display can be done with this Application. For example a Re-entry manual or MRSA prevention tips, etc. Each .PDF document can have a unique icon and label.

Benefits

- Reduces/Eliminates printing/distribution costs
- Reduces staff workload as handbooks do not need to be replaced/redistributed
- Provides instant, electronic updates to documents

Video Education Application

ConnectUs provides the ability to upload any MP4 video that an inmate can view at any time. Everything from a video version of your inmate handbook, a facility orientation video, training video, PREA video, message from the Commissioner or Warden or a video tutorial on how to use ConnectUs is possible. Each MP4 video can have a unique icon and label.

Benefits

- Communicate information to all inmates, even those that are unable to read
- Provides a form of communication that is often easier to comprehend, ensuring your message is understood
- Provides educational videos that help eliminate staff involvement

Prepared for What's Next

Through routine updates the ConnectUs platform always remains up to date. The platform has been built to handle whatever's next, and even better, can be customized to meet the GDC's needs over time. In fact, using standard application programming interfaces, this innovative platform enables almost limitless integration with virtually any app, whether it exists today or not.

ConnectUs Unlimited Applications Display



While technology and procedures evolve, Securus' mission and approach have not needed to, because we are built on a foundation of continuously and proactively seeking out and delivering valuable solutions to our customers. Every communication connection we build is designed to improve the safety of your staff, inmates, and constituents while making life simpler for inmates and their family members. This thinking permeates all we do. Other competitors try to replicate what we do, but our forward-thinking approach just can't be found anywhere else.

The engineers, technologists, designers, and thinkers at Securus have spent countless hours developing Securus' new inmate interface that can effortlessly connect GDC inmates to everything they need.

Automated Information Services 2.0

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that automatically provides general facility information and inmate-specific information to detainees and outside callers over the phone.

In addition to this core functionality, AIS can be configured to enable friends and family to open or fund a prepaid telephone account and fund an inmate's trust account over the phone. These additional funding options make it easier and more convenient for family to contribute funds while also increasing communications through voicemail capabilities. All of this functionality is available around the clock, which means constituents can always get the information they need when they need it; without inconveniencing staff.

AIS can automate information, such as:

- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
 - Facility location
 - Directions
 - Hours
 - Mailing policies
 - Visitation policies
 - Money deposit policies

AIS provides unmatched secure access into facility and inmate information. This information is pulled from the GDC's various management information systems (MIS), including your offender management system and court systems every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and touchtone and speech recognition interface. Family and friends can access AIS by calling your normal telephone number; inmates access their information by dialing a speed-dial code from any inmate telephone or multi function device.

By implementing AIS, the GDC will:

- Improve the efficiency of your facility—gain satisfied inmates and family members while reducing the workload on your staff to focus on other responsibilities
- Use the phone system you already installed—no need for additional hardware or wiring
- Answer 90 percent of inmate questions now made to corrections officers
- Reduce constituent calls to your facility between 80 and 90 percent—automated system provides 24-hour access that eliminates the most common calls

- Realize a 200 percent increase in “answered” calls—constituents who traditionally hang up because of extended wait times are much happier
- Gain a reliable system that has a 99.9 percent uptime service level agreement
- Receive a usage summary emailed to your facilities or central office every month
- Increase funding events by allowing another method for funds into your facility

AIS saves facilities time and money, and helps serve constituents better. Automating friends, family, and inmate requests allows facility personnel to focus on their primary responsibilities and work more efficiently.

AS7: Electronic PAN Form Submission: Contractor shall indicate if it has the capability to process inmate PAN forms electronically, eliminating paper processes at the GDC Facilities. Contractor shall also indicate if its electronic PAN form submission services includes a verification process allowing GDC to electronically approve or deny a telephone number to be added to an inmate’s PAN list.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

The Personal Allowed Number (PAN) feature of the SCP provides multiple processes for PAN management up to and including our Inmate Managed PAN functionality. This capability allows inmates to enter, and update, inmate PAN lists without paper processes.

This feature allows inmates to automatically manage phone numbers on their allowed call list such as adding a new number, removing a number, checking the status of a phone number, or hearing, which phone numbers are on their list from any inmate telephone. The process can be set to match policy requirements of GDC. For example, GDC could establish a schedule through which the Inmate is only allowed to make changes to his PAN at a pre-scheduled time such as every 30 days. Following an Inmate’s addition of a number to his/her PAN, the automated system conducts a real time Billing Name and Address (BNA) lookup on the phone number. If a valid BNA is found, the automated system calls the phone number requesting to be added and asks the called party if they wish to be placed on the specific inmates PAN list.

The system then places the number in an approval queue where an authorized GDC employee, or Securus on-site administrator, will establish if the number meets GDC requirements. Upon review and approval the number is then released for inmate calling.

SCP also allows for the following PAN management processes. All management processes are currently available and are in use at various Securus clients based on the customer’s operational preferences.

- **Auto Pan** – Allows the first “X” amount —amount is defined by the GDC— called numbers to be added to the inmate’s PAN list automatically. The amount of numbers allowed is configurable and the system will not allow the inmate to exceed that number.

This is the most popular method of PAN administration. No staff time is required for this process and numbers are loaded immediately to maximize revenue potential.

- **Manual PAN Entry** – Authorized GDC personnel or Securus provided on-site system administrators have the ability to accept calling lists from inmates, verify the phone numbers, and enter them into SCP's user interface.

This form of PAN administration allows a hands-on approach to approval and control of each number added to an inmate's allowed number list.

- **Adding PANs by System Integration** – SCP allows for the importing of personal allowed numbers through our E-Imports application to automatically add number, associate relationships, and deactivate numbers.

No staff time would be required to administer this process. This is a specialized form of PAN administration, based on specific integration requirements of a facility.

Additional PAN Features

The SCP allows administrators to use the following additional features to maximize efficiency, control, and inspection of PAN lists:

- Global Allowed List
- Automated List Refresh
- Verified/Not Verified PAN
- Speed Dial for PANs
- Associate PANs to PINs
- PAN Management Report
- PAN Change Log Report
- PAN Frequency Report

The following table provides descriptions of each PAN features and their primary benefit to the GDC.

PAN Features

PAN Feature	Primary Benefit	Description
Global Allowed List	Efficiency	Certain phone numbers, such as attorney numbers, can be allowed by all inmates by including them on SCP's "global allowed list."
Automated List Refresh	Efficiency	With this automated feature, PAN lists can be configured to refresh every month on a certain day, such as the first of every month.

PAN Feature	Primary Benefit	Description
Verified/ Not Verified PAN	Safety and control	This optional feature flags numbers added to the inmate's PAN list as "verified" or "not verified". If the PAN is "not verified", the inmate has the ability to call the number for a configurable number of days before it is blocked. Once the threshold number is reached and the number is blocked, a facility administrator must verify the number and if appropriate—allow calls to that number again.
Speed Dial for PANs	Safety and control	Setting up speed dial numbers for PANs is a preventative measure that reduces an inmate's ability to steal or use other PINs or PANs.
Associate PANs to PINs	Safety and control	PANs are associated with specific PIN numbers. Restrictions can be applied to PIN numbers giving facilities control of when and where an inmate can place a call, how long they can talk per call, and how many calls they can make by day, week, or month.
PAN Management Report	Efficiency	This user friendly, interactive report provides a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate Managed PAN System, it is indicated on this report. Users can select from over twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.
PAN Change Log Report	Safety and control	PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.
PAN Frequency Report	Safety and control	Shows phone numbers that appear in multiple PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appears in PAN lists more than four times (more than four inmates). This report also allows users to create a detail report with specific detail for each call.

AS8: Other Services and Technologies: GDC is interested in learning about other current (commercially) available services and technologies from Contractor that may complement and/or enhance the use of Contractor's ITS. Please limit your response to three pages or less.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Inmate Tablets

Securus is offering our inmate tablet program that provides enhanced opportunities for the GDC in communication (through the ability to make secure inmate telephone calls), education, reentry, and religion, while also creating an additional method for the GDC to generate revenue through entertainment-based content. Inmates can have their own tablet device, which is ruggedized for the corrections environment and "locked down" to prevent access to unauthorized areas. Our tablet is patent pending, and we are confident it is the most secure tablet on the market that will allow facilities to expand services without expending additional manpower.

Our tablet will provide the GDC with multiple charging solutions, one of which is patent pending, and adaptable to almost any facility operation. Our deployments are designed to adapt to your environment to deliver the benefits of a tablet platform without creating operational challenges.

Benefits for Inmates

Inmates can use Securus' Inmate Tablet for the benefits they deliver on a daily basis, including improving themselves, preparing for release, and staying out of trouble.

Other features are included, such as:

- Entertainment
 - Music downloads
 - Games
- Education
 - Increase GED acquisition rates
 - Begin skilled labor certification
 - Parenting classes
 - Religious participation opportunities
 - Law library access
 - Discovery documents

Benefits for Facilities

The GDC will benefit from these tablets in a number of ways, including:

- Reduce recidivism
- Increase programs for inmates
- Automate grievance filing
- Allow commissary ordering

Securus is excited about the future of tablet deployments and welcomes the opportunity to discuss this further with the GDC.

S.T.O.P. Electronic Monitoring

Satellite Tracking of People LLC, a Securus owned company, provides GPS and RF monitoring equipment and services to more than 400 government agencies, including the State of Georgia, and independent service providers who are responsible for supervising adult and/or juvenile defendants, parolees and/or probationers in the community. For more than nine years government agencies across the U.S. have used BLUtag, the original one-piece GPS monitoring device to track and record the locations and movements of adult and juvenile enrollees in their local communities, which is longer than any other provider of a one-piece GPS monitoring device. We also offer optional auxiliary equipment to expand BLUtag's monitoring capabilities in impaired environments.

Satellite Tracking of People LLC also provides optional Monitoring Center services to help agencies streamline the workload of their agents and the management of events. The flexible service allows agencies to use this service during specific hours of the day (e.g., overnight hours), on specific days (e.g., weekends and holidays) or with specific events (e.g., equipment tamperers). Agencies provide our Monitoring Center staff with the protocols for properly managing events.

Securus can provide further information about the S.T.O.P. Electronic Monitoring system upon request from the GDC.

JOBview 2nd Chance

Securus has partnered with JOBview 2nd Chance providing inmates with the necessary technology and skills necessary to obtain a 30-60 day head start on finding a job. We understand that one of the most important aspects of reentry is providing the tools and training necessary for exiting inmates to obtain employment.

JOBview 2nd Chance is hardware and software that allows people returning to the community from prisons and jails to search for statewide and nationwide jobs without direct access to the internet. JOBview 2nd Chance is "prison-ready" because the user does not have access to the internet. Job listings are accessed through a secure to the JOBview datacenter via a virtual private network. Jobs can only be searched using an interface which controls and limits what the user can see and do. Job descriptions, along with job application requirements and instructions, can, if permitted by the GDC, be printed directly from the device to assist the user with later follow-up. The JOBview program is self-service, requires no user training, and can be enhanced with educators or reentry specialists at your facility.

JOBview 2nd Chance provides non-duplicate access to nearly 1 million job listings. This access contains job listings from virtually all job databases in the United States including Monster.

Inmate Benefits:

1. Get a 30-90 day head start on a job search
2. Browse state and nationwide jobs that are current and updated nightly
3. Start thinking about jobs before release; putting their mind on something positive
4. See what skills and specific requirements they will face well ahead of release
5. Match educational programs to the types of jobs they qualify for and will encounter
6. Practice electronic job searching which is technology they will commonly see upon release
7. Job listings of interest can be printed and used for reference after a kiosk session

GDC Benefits:

1. No incremental job-seeker training costs because the user interface is self-explanatory
2. Staff no longer needs to find and print job listings for their transitioning inmates
3. Job listings are available for all types of jobs and levels of experience in cities nationwide
4. Turnkey service; Securus takes care of everything
5. No long-term contracts with other vendors

DO NOT INCLUDE ANY COST/PRICING/REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS ATTACHMENT K – ADDITIONAL SCORED RESPONSE DOCUMENT.

Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (Georgia Department of Corrections) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

75-2722144

Federal Work Authorization User Identification Number

8/22/1997 in Delaware

Date of Authorization

Securus Technologies, Inc.

Name of Contractor

Inmate Telephone Services

Name of Project

Georgia Department of Corrections

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____(city), _____(state).


Signature of Authorized Officer or Agent

Robert E. Pickens, President

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

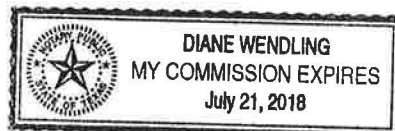
ON THIS THE 4th DAY OF June, 2015.



NOTARY PUBLIC

My Commission Expires:

July 21, 2018



Appendix C - Litigation Summary

(Attachment I: M14)

Attachment I: M14

Contractor must disclose any litigation Contractor was a party to within the last two (2) years related to the provision of services similar to those described in this RFP, and provide a status of the litigation and, if finally resolved, a description of the outcome of such litigation.

Contractor shall also disclose any litigation or judgments Contractor was a party to within the last two (2) years that could potentially impact Contractor's ability to perform under an awarded Contract. Please confirm submission of this attachment.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Evercom Systems, Inc. and Securus Technologies, Inc. related cases

In response to disclose any litigation Contractor was a party to within the last two (2) years related to the provision of services similar to those described in this RFP, and provide a status of the litigation, and, if finally resolved, a description of the outcome of such litigation, Securus Technologies, Inc. ("Securus"), formerly known as Evercom Systems, Inc. ("Evercom"), collectively (the "Contractor") has been subject to various legal proceedings from time to time that arise in the ordinary course of business operations. Securus submits the ultimate disposition of this litigation will not have a material impact on its financial condition or our ability to perform under the proposed contract.

In the 12th Judicial District Court of Walker County, Texas

Cynthia Sue Lane, et al. v. TDCJ, Securus, et al.

Case Status: Closed

An inmate was electrocuted in October 2009 while assisting a telephone vendor in electrical work preparing for installation of inmate telephone service at the Huntsville Wall Unit of Texas Department of Criminal Justice. In September 2011 the surviving family filed a negligence suit against the facility, Securus and other vendors. A Final Judgment was entered in July 2014 and all parties executed a Confidential Settlement and Release Agreement. After 30 days the Judgment will become nonappealable.

In the United States District Court for the Northern District of Texas, Dallas Division

T-Netix, Inc. v. Value-Added Communications, Inc. v. Securus Technologies, Inc.

Case Status: Closed

In August 2012 Value-Added Communications, Inc. ("VAC") filed Motion to Reopen Case to Present Application for Order to Show Cause why the Contractor, its affiliated entities and named individual employees and representing counsel should not be Held in Contempt of Court for Violation of the Court's March 3, 2006 Protective Order. The brief was filed under seal pursuant to the order dated March 3, 2006. A Show Cause Hearing was held before the Magistrate in February 2013. The Magistrate found "no cause" and has recommended that the matter be dismissed against all parties. After a hearing held in October 2013 the Magistrate Judge issued a recommendation the following November, recommending that the District Court deny VAC's request for contempt against the Contractor, their affiliates and counsel. VAC has objected to the Magistrate's recommendation and Securus filed a response to same in December 2013. A Memorandum Opinion and Order was issued by the Court on April 3, 2014 denying the motion for contempt. VAC has 30 days to file a notice of appeal. The Contractor has not received any notice of appeal in this matter; therefore, this matter is closed.

In the 72nd Judicial District Court Small Claims Court of Michigan

Brooke West v Securus Technologies, Inc.

Case Status: Closed

Securus received service of process in early July 2013 regarding a small claims lawsuit wherein Plaintiff alleges Defendant charged incorrect amounts for calls billed to her prepaid account. Both parties attended a hearing in July 2013 presenting this cause to the Court. The Court entered a Judgment for the Defendant against the Plaintiff and dismissed the case with prejudice in August 2013. The Court noted the Plaintiff did not prove that Defendant overcharged. This matter is closed.

In the United States District Court for the Northern District of Texas, Dallas Division

*Securus Technologies, Inc. v. Global Tel*Link Corporation*

Case Status: Open

Securus filed a patent lawsuit in August 2013 against Global Tel*Link Corporation ("GTL") alleging Defendant has infringed on multiple Securus patents. GTL filed an answer and counterclaim against Securus asserting that Securus is infringing on three of GTL's patents.

GTL has filed several motions and the Contractor filed an Amended Complaint in November 2013. Earlier in 2014 the Judge ordered the parties to mediate before a U.S. Magistrate Judge. The parties concluded no settlement during mediation and on July 10, 2014 the Judge granted GTL's summary judgment. In August GTL opposed Securus' motion to reconsider or clarify the Court's summary judgment. An Agreed Protective Order was entered by the Court in October 2014 and the Court has also entered a pretrial scheduling order based on the parties' Joint Report with a tentative trial date of February 2016. The case has recently gone through discovery and depositions.

In the United States District Court, Eastern District of Texas, Sherman Division

Howlink Global LLC v. Securus Technologies, Inc.

Case Status: Closed

Howlink filed Complaint against Securus in September 2013 alleging Securus violates US patent no. 8,477,766 B2. Securus answered Plaintiff's Complaint in December 2013 denying allegations of and asserting invalidity of the patent-in-suit. A case management conference took place in March 2014 and the parties exchanged discovery requests, however, Howlink dismissed this matter without prejudice in May 2014.

In the United States District Court for the Eastern District of Texas, Marshall Division

Securus Technologies, Inc. and T-Netix, Inc. v Ally Telecom Group, LLC and Network Communications International Corporation

Case Status: Closed

Securus filed Complaint in September 2013 against Defendants alleging patent infringement on specific patents. All parties have reached a confidential settlement in this matter and a settlement agreement was fully executed effective January 1, 2014. The Court dismissed the case with prejudice on January 13, 2014.

In the Circuit Court of the 20th Judicial Circuit, In and For Lee County, Florida

Securus Technologies, Inc. v. Millicorp

Case Status: Closed

Securus filed suit in October 2013 against Millicorp seeking damages and injunctive relief for their continued disparaging remarks about Securus and breach of contract.

A mediation conference was held in January 2014 and the parties reached a confidential settlement agreement. The parties agree to dismiss with prejudice all the claims in the lawsuit and the parties shall bear their own attorneys' fees.

In the United States District Court for the Eastern District of Virginia

In the United States District Court, Northern District of Texas

*Global Tel*Link Corporation v Securus Technologies, Inc.*

Case Status: Open

In October 2013 GTL filed suit in Virginia asserting that Securus is infringing on four of GTL's patents. Securus filed an amended counterclaim in early January 2014 expanding its invalidity assertions. A change of venue hearing was held in effort to move this case to Texas and on March 5, 2014 the Court granted Securus' Motion to Transfer Venue, therefore, closing the Virginia case. The case has been re-filed in Texas jurisdiction and the case has recently gone through discovery and depositions.

In the Judicial Superior Court of Hartford, Connecticut

*David P. Taylor 272912 v. Donald deFronzo, Commissioner Connecticut Department of Administrative Services, Mark Raymond, Chief Information Officer, Bureau of Enterprise Systems Technology, James Dzurenda, Commissioner, Connecticut Department of Corrections, Three State Defendants in their Official & Individual Capacities, Global Tel*Link Corporation, Securus Technologies, Inc.*

Case Status: Open

Securus received service of process in October 2013 regarding a Complaint signed by the Plaintiff in August. The Plaintiff, a British citizen, incarcerated in the Connecticut Department of Corrections ("DOC") alleges discrimination regarding state contracts for DOC inmate telephone services. He also alleges that he and his family in England are also being subjected to unfair trade practices and an illegal tax on phone tariff. All parties reached a confidential settlement agreement with a Withdrawal, Stipulated Dismissal and General Release during a pre-trial conference required by the Court in November 2014. All dismissal documents have been fully executed and filed with the Court; however, Plaintiff filed a Motion to Reinstate Claims in January 2015. Securus' counsel attempted to file objection to the motion and it was rejected by the Court precisely because Securus has been removed from the case. According to the Court Clerk, until the Court grants Plaintiff's Motion to Reinstate Claims, Securus is not permitted by the Court to file anything, including an objection to this motion. A hearing was held in January 2015, but not as to any motion implicating Securus.

The Court Clerk advised Securus' counsel not to attend as the Court would not be hearing the motion to reinstate claims on that date. It appears the motion is still pending; therefore, Securus awaits further advisement from the Court.

In the United States District Court for the Northern District of Texas, Dallas Division

*Securus Technologies Inc. v Global Tel*Link Corporation and Brian Oliver*

Case Status: Open

Securus filed suit in May 2014 against GTL and Brian Oliver for maliciously published numerous false, misleading, disparaging and defamatory statements about Securus' products, services, intellectual property, and business practices. Securus seeks an award of damages and an injunction requiring GTL to retract its remarks and refrain from publishing them again in the future. In June 2014 Securus filed an Unopposed Motion to Leave to File Under Seal Plaintiff's Unredacted Original Complaint and Jury Demand. In response to Securus' Complaint the Defendants filed a Motion to Dismiss. Securus filed opposition to that motion. On October 1, 2014 Defendants filed a Motion for Leave to File a Supplemental Brief Under Seal in support of their Motion to Dismiss. Securus also opposed that motion. An Agreed Protective Order has been entered by the Court and the case is currently going through discovery.

In the United States District Court for the Western District of Texas, Austin Division

Austin Lawyers Guild; Carl Gossett, David Grassbaugh, Mark Sampson, and Francis Williams, for themselves and those similarly situated; and the Prison Justice League v. Securus Technologies, Inc.; Travis County Sheriff's Office, and Greg Hamilton, in his official capacity; Travis County District Attorney's Office and Rosemary Lehmberg, in her official capacity; and Travis County Attorney's Office, and David Escamilla, in his official capacity

Case Status: Open

Securus received formal service of process in May 2014 regarding a class action lawsuit filed by Plaintiffs alleging Defendants unlawfully record attorney-client privileged communications between inmates and their defense counsel in Travis County, Texas facilities. Travis County and Securus filed motions to dismiss this action in June 2014. Settlement discussions took place in July and the Court granted Plaintiffs' request for additional time to respond to Motions to Dismiss. Plaintiffs also filed an amended Complaint in July 2014 and a joint proposed scheduling order was submitted in October 2014. A pre-trial conference was recently held in February. On March 23, 2015 the Court denied Securus' Motion to Dismiss, certain county entities are dismissed and a few Plaintiff claims are dismissed without prejudice. Plaintiffs can refile their dismissed claims and other co-defendants remain in the case.

In the Chancery Court for Anderson County, Tennessee

Terry Frank, in her official capacity as County Mayor for Anderson County, Tennessee, and Anderson County, ex rel. Terry Frank, Petitioner v. Blossman Gas, Inc., Securus Technologies, Inc., and Nicholas Jay Yeager, individually and in his official capacity as Anderson County Law Director

Case Status: Open

Securus received formal service of process on May 21, 2014 regarding this declaratory judgment (“DJ”) action seeking an opinion as to the validity and enforceability of Securus’ contract with Anderson County, Tennessee, and whether the Purchasing Agent has authority to ratify the Securus contract. The Plaintiff’s Amended Petition alleges the Securus Amendment (to the contract) did not exist in the files of the Purchasing Agent, it was not extended by the Purchasing Agent, it was approved as to form by the County Law Director, and although the Amendment was purported to be signed on behalf of Anderson County Chief Jailer, the Captain’s name was actually signed by the County Law Director. Accordingly, it is the County’s position that the Securus contract was not competitively bid, was not executed by the Purchasing Agent, and was not executed in accordance with law. Securus’ counsel has filed an appearance in this DJ action and has been in contact with the Mayor’s attorney. Plaintiff served Securus in September 2014 with its Motion for Judgment on the Pleadings with a scheduled hearing date in October 2014. The October hearing was postponed in response to the current judge having recused herself from the case due to a conflict of interest. Securus has filed a response to the Motion and expects the case to proceed through discovery. A replacement Chancellor from outside of the County has been appointed to hear all future matters. Securus awaits further instructions from the Court regarding a hearing date.

In the United States District Court for the Northern District of Texas, Dallas Division

*Global Tel*Link v Securus Technologies, Inc., et al.*

Case Status: Open

GTL filed suit against Defendants in July 2014 asserting claims for false advertising under the Lanham Act and common law defamation. GTL complains of certain statements contained in two press releases previously released by Securus. Defendants waived service of process through its counsel of record, who accepted official service of process on behalf of Defendants. Securus filed a Motion to Dismiss in September 2014. In October 2014 GTL filed opposition to the Defendants’ Motion. Securus responded in early November 2014 by filing Defendants’ Reply in Support of Motion to Dismiss and Alternative Motion for a More Definite Statement. All of the filings related to Defendant’s Motion to Dismiss were filed under seal. An Amended Scheduling Order was issued in late January 2015.

The case is currently going through discovery and a protective order is currently being negotiated. Mediation is tentatively scheduled in May 2015 and a jury trial no later than June 2015.

United States District Court for the Western District of Arkansas

Susan Mojica v Securus Technologies, Inc.

Case Status: Open

A case was filed in August 2014 by Plaintiff, individually and on behalf of all others similarly situated, bringing class action under the Federal Communications Act, 47 U.S.C. § 201, *et seq.*, (the “FCA”) and the common law of unjust enrichment seeking damages, costs of suit, and other relief, against Securus for its alleged unjust and unreasonable conduct from January 1, 2000, through the present (the “Class Period”). During the Class Period, Plaintiff alleges Defendant charged exorbitant rates and fees-up to 100 times normal market rates for telephone calls to and from inmates pursuant to exclusive contracts with correctional facilities throughout the United States. The suit alleges that the Federal Communications Commission has ruled these charges to be “unreasonably high, unfair, and far in excess of the cost of providing service,” – this, of course, is not true. Securus filed a Motion to Dismiss in response to the initial Complaint in October 2014. Securus also filed a Motion to Stay Discovery (and Memorandum in support of same) in November 2014. Securus’ Motion to Stay All Discovery was granted by the Court in December 2014. A Joint Case Management Hearing was held in January 2015. After hearing oral argument, the Court denied Securus’ Motion to Dismiss, Strike, or Stay, or in the Alternative, Motion for More Definite Statement. The case is currently going through discovery and depositions.

Connecticut Superior Court – Small Claims Session

Mark Joseph Chicano #109992 v Securus Technologies, Inc.

Case Status: Open

Securus received formal service of process in October 2014 regarding a small claims lawsuit filed by an inmate currently incarcerated in a Connecticut correctional facility. The Complaint was executed by the inmate in June 2014 and file-marked by the Court in July 2014. The Plaintiff claims Defendant owes him funds related to a prepaid account. Securus provided a timely response and was represented by counsel at a hearing in December 2014. The trial followed in late January 2015. The Judge continued the trial for another 60 days and ordered Securus to submit a brief showing the disposition of funds Chicano sent to Securus. The Judge advised he would review the records and send notice to Securus if he thought another hearing was necessary.

Securus' counsel submitted the responsive brief required by the Judge and attended the hearing in late April. The Contractor awaits further instructions from the Court.

In the United States District Court, Northern District of Texas, Dallas Division

*Securus Technologies Inc. v Global Tel*Link Corporation*

Case Status: Open

Securus filed suit in December 2014 against GTL asserting claims for patent infringement regarding multiple patents. Securus reserves the right to amend its Complaint to add additional patents in light of its investigations. GTL has filed an answer and counterclaim against Securus asserting that Securus is infringing on two of GTL's patents. Securus filed an answer to GTL's counterclaim in early February 2015 and recently served initial disclosures. Securus' counsel is currently preparing responses to the Court's scheduling order with tentative due dates in May.

United States District Court, District of Minnesota

Samantha Smith and Daniel Boyd, on behalf of themselves and all others similarly situated v. Securus Technologies, Inc.

Case Status: Open

Securus received formal service of process in February 2015 regarding a Class Action Complaint filed by two Minnesota residents (collectively "Plaintiffs") who bring this action for damages, and other legal and equitable remedies, resulting from the alleged illegal actions of Defendant in contacting Plaintiffs on their cellular telephones without their prior express consent within the meaning of the Telephone Consumer Protection Act, 47 U.S.C. § 227 et seq. ("TCPA"). The Complaint states Plaintiffs do not have accounts with Securus, and allegedly received several unauthorized calls between the dates of November 28, 2014 and December 1, 2014 on their cellular telephones from automatic dialing equipment and further, that as part of some of the calls, Defendant left a message using an artificial or prerecorded voice. Plaintiffs seek statutory damages, injunction, attorneys' fees, court costs and respectfully demand a jury trial. Securus has engaged counsel who has prepared a timely response to the Complaint.

In the 431st Judicial District Court of Denton County, Texas

Derrick Matthew Rice v. Denton County, Texas; Will Travis, in his Official Capacity as Sheriff of Denton County, Texas; Securus Technologies, Inc.; and The Texas Commission on Jail Standards

Case Status: Open

In the latter part of March 2015 Securus received formal service of process through its registered agent regarding a case filed against multiple defendants by an inmate who is currently incarcerated. The inmate's allegations are based on the facility's decision to offer video visitation and is requesting relief through the Court to re-establish "in-person" or "face-to-face" visits. Plaintiff has requested a permanent injunction pursuant to Section 65.011 of the Texas Civil Practice and Remedies Code which prohibits Securus from in any manner interfering with Defendant Denton County's compliance with Section 291.4, and specifically, the restoration of "in-person" or "face-to-face" visits between confined inmates and their respective family members and friends. Securus has engaged counsel who will prepare a timely response in the matter.

In the 431st Judicial District Court of Denton County, Texas

Elizabeth Paige Young, Penny Giccati, and Ashley Giccati, on Behalf of Themselves and All Others Similarly Situated v. Securus Technologies Holdings, Inc.

Case Status: Open

Securus received formal service of process in late March 2015 wherein Plaintiffs, who are family members of incarcerated inmates, are requesting class action based on statements made in the Petition and the number of persons adversely affected by the prohibition of in-person visitation of inmates in Denton County Correction Facilities. The Plaintiffs list 10 counts of allegations in the Petition and seek relief from the Court regarding damages and cost of suit based on laws provided in the Texas Antitrust Act. This matter is in its early stages and the Contractor expresses no opinion or evaluation of an unfavorable outcome or estimate of the amount or range of any potential gain.

In the Los Angeles County Superior Court, Van Nuys, CA

Shabnam Vafae v. Securus Technologies, Inc.

Case Status: Open

In early April 2015 Securus received formal service in a small claims matter wherein Plaintiff alleges the Defendant owes her money based on consumer protection stated within the Telephone Consumer Protection Act. Plaintiff alleges she received repeated/harassing calls to her cellular phone from an auto-dialer.

Securus is currently investigating the allegations internally and has engaged counsel who will prepare a timely response to the Complaint.

By this response, the Contractor has used its best efforts to provide a thorough statement based upon records accessible to the Contractor. The descriptions are intended to fully satisfy the request for a statement explaining the litigation of the Contractor, while recognizing that certain outside persons having access to this publicly available document could use information for inappropriate purposes, unintended by the requesting party. If any additional specifics are required related to matters described herein the Contractor will certainly accommodate any such reasonable request.

Appendix D - Contract Penalties (Attachment I: M15)

Attachment I: M15

Contractor must disclose all instances in which liquidated damages or performance penalties were assessed against a Contract within the last five (5) years, including the incident/issue and amount assessed. Please confirm submission of this attachment.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus has not had any instances in which liquidated damages or performance penalties were assessed against a Contract within the last five (5) years.

Appendix E - SOG Tariff (Attachment I: M16)

Attachment I: M16

Contractor shall attach a copy of its telecommunications service tariff for the State of Georgia and other documentation showing compliance with calling rate caps required by the Georgia Public Service Commission. Please confirm submission of this attachment.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

The following documents are included in this Appendix:

- Public Service Commission Certificate
- Georgia Tariff
- Secretary of State Certificate

Public Service Commission Certificate

COMMISSIONERS:

LAUREN "BUBBA" McDONALD, JR., CHAIRMAN
STAN WISE
ROBERT B. BAKER, JR.
CHUCK EATON
H. DOUG EVERETT



FILED

DEC 28 2010

DEBORAH K. FLANNAGAN
EXECUTIVE DIRECTOR

REECE McALISTER
EXECUTIVE SECRETARY
G.P.S.C.

Georgia Public Service Commission

(404) 656-4501
(800) 282-5813

244 WASHINGTON STREET, S.E.
ATLANTA, GEORGIA 30334-1701

DOCKET# 5750

FAX: (404) 656-2341
www.psc.state.ga.us

DOCUMENT# 133030

AMENDED

**CERTIFICATE OF AUTHORITY TO
RESELL INTEREXCHANGE TELECOMMUNICATIONS SERVICES**

IN RE: Application of Evercom Systems, Inc. for Name Change to
Securus Technologies, Inc.

Certificate No. R-0281

Approved: November 5, 1996

Docket No. 5750-U

Amended: December 21, 2010

Effective: 12-22-10

WHEREFORE, it is

ORDERED, that the above numbered certificate is hereby amended to reflect the name change of Evercom Systems, Inc. to Securus Technologies, Inc., whose principal business address is 14651 Dallas Parkway Suite 600, Dallas, Texas 75254, to resell interexchange telecommunications services at the address shown on the application. This certificate is hereby issued subject to the conditions as adopted by the Commission in Docket No. 3488-U, 3913-U and any further amendments or supplements thereto.

ORDERED FURTHER, that pursuant to O.C.G.A. § 46-5-168(b)(2) the Commission's jurisdiction shall include the authority to grant, modify, impose conditions upon, or revoke a certificate. Therefore, the certificate granted herein shall be subject to revocation if the Company fails to notify the Commission of any change in its contact address on file with the Commission, fails to comply with Commission requirements or orders, or violates any applicable law or Commission rule.

ORDERED FURTHER, that if the Company desires to do business in Georgia under any name which does not appear on this certificate, the Company shall submit an application for amendment to its certification stating the name under which it plans to conduct business.

Docket No. 5750-U
Amended Certificate No. R-0281
Page 1 of 2

ORDERED FURTHER, that all ordering paragraphs as contained in the Certificate Order approved November 5, 1996, that are not modified by this Order, as well as all amendments and supplements filed in this docket remain in full force and effect.

ORDERED FURTHER, that the Company shall contribute to the Universal Access Fund pursuant to O.C.G.A. § 46-5-167 and Docket No. 5825-U.

ORDERED FURTHER, that all statements of fact, law and regulatory policy contained within the preceding sections of this Order be adopted as findings of facts and conclusions of law, and conclusions of regulatory policy of the Commission.

ORDERED FURTHER, that jurisdiction over this matter is expressly retained for the purpose of entering such further order or orders as the Commission may deem just and proper.

ORDERED FURTHER, that any motion for reconsideration or rehearing in this docket shall not have the effect of staying this Order of the Commission, except insofar as the Commission may otherwise provide.

BY ORDER OF THE GEORGIA PUBLIC SERVICE COMMISSION, this 21st day of December 2010.



Reece McAlister
Executive Secretary

DATE: 12-22-10



Lauren "Bubba" McDonald, Jr.
Chairman

DATE: 12-22-10

COMMISSIONERS:

LAUREN "BUBBA" McDONALD, JR., CHAIRMAN
STAN WISE
ROBERT B. BAKER, JR.
CHUCK EATON
H. DOUG EVERETT



FILED

DEC 28 2010

EXECUTIVE SECRETARY
G.P.S.C.

DEBORAH K. FLANNAGAN
EXECUTIVE DIRECTOR

REECE McALISTER
EXECUTIVE SECRETARY

(404) 656-4501
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Georgia Public Service Commission
244 WASHINGTON STREET, S.W.
ATLANTA, GEORGIA 30334-5701
AMENDED
DOCKET # 5915
DOCUMENT # 133031
**CERTIFICATE OF AUTHORITY TO PROVIDE INSTITUTIONAL
TELECOMMUNICATION SERVICES**

FAX: (404) 656-2341
www.psc.state.ga.us

IN RE: Application of Evercom Systems, Inc. for Name Change to
Securus Technologies, Inc.

Certificate No. P-031

Approved: February 18, 1997

Docket No. 5915-U

Amended: December 21, 2010

Effective: 12-22-10

WHEREFORE, it is

ORDERED, that the above numbered certificate is hereby amended to reflect the name change of Evercom Systems, Inc. to Securus Technologies, Inc., whose principal business address is 14651 Dallas Parkway Suite 600, Dallas, Texas 75254, to provide institutional telecommunication services at the address shown on the application. This certificate is hereby issued subject to the conditions as adopted by the Commission in Docket No. 3922-U and any further amendments or supplements thereto.

ORDERED FURTHER, that pursuant to O.C.G.A. § 46-5-168(b)(2) the Commission's jurisdiction shall include the authority to grant, modify, impose conditions upon, or revoke a certificate. Therefore, the certificate granted herein shall be subject to revocation if the Company fails to notify the Commission of any change in its contact address on file with the Commission, fails to comply with Commission requirements or orders, or violates any applicable law or Commission rule.

ORDERED FURTHER, that if Company desires to do business in Georgia under any name which does not appear on this certificate, the Company shall submit an application for amendment to its certification stating the name under which it plans to conduct business.

ORDERED FURTHER, that all ordering paragraphs as contained in the Certificate Order approved February 18, 1997, that are not modified by this Order, as

Docket No. 5915-U
Amended Certificate No. P-031
Page 2 of 2

well as all amendments and supplements filed in this docket remain in full force and effect.

ORDERED FURTHER, that the Company shall contribute to the Universal Access Fund pursuant to O.C.G.A. § 46-5-167 and Docket No. 5825-U.

ORDERED FURTHER, that all statements of fact, law and regulatory policy contained within the preceding sections of this Order be adopted as findings of facts and conclusions of law, and conclusions of regulatory policy of the Commission.

ORDERED FURTHER, that all statements of fact, law and regulatory policy contained within the preceding sections of this Order be adopted as findings of facts and conclusions of law, and conclusions of regulatory policy of the Commission.

ORDERED FURTHER, that jurisdiction over this matter is expressly retained for the purpose of entering such further order or orders as the Commission may deem just and proper.

ORDERED FURTHER, that any motion for reconsideration or rehearing in this docket shall not have the effect of staying this Order of the Commission, except insofar as the Commission may otherwise provide.

This certificate shall remain in effect until further order of the Commission.

BY ORDER OF THE GEORGIA PUBLIC SERVICE COMMISSION, this 21st day of December 2010.



Reece McAlister
Executive

DATE: 12-22-10



Lauren "Bubba" McDonald, Jr.
Chairman

DATE: 12-22-10

COMMISSIONERS:

LAUREN "BUBBA" McDONALD, JR., CHAIRMAN
STAN WISE
ROBERT B. BAKER, JR.
CHUCK EATON
H. DOUG EVERETT



DEBORAH K. FLANNAGAN
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FAX: (404) 656-2341
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GEORGIA PUBLIC SERVICE COMMISSION

PAYPHONE SERVICE PROVIDER REGISTRATION CERTIFICATION

DATE: December 21, 2010

TO: Securus Technologies, Inc.
Curtis Hopfinger
14651 Dallas Parkway Suite 600
Dallas, TX 75254

The Georgia Public Service Commission hereby acknowledges and accepts your registration as a Payphone Service Provider in the State of Georgia.

For identification purposes, your registration acceptance has been assigned PSP ID Number 0117pp.

ΣΣΣΣΣΣ

In accordance with GPSC Rule 515-12-1-.31(1)(s), all Payphone Service Providers shall provide to the Commission a list of all payphone access lines maintained in the State of Georgia. The first list is due thirty (30) days from the above date. Thereafter, the list shall be updated annually with such update being due on or before January 31 of each year. Such information may be filed under the Trade Secret provisions of this Commission.

All PSPs are also required to state under oath the total number of payphones currently deployed within the State of Georgia. Such information shall not be filed under the Trade Secret provisions of this Commission. This total shall be updated annually with such update being due on or before January 31 of each year.

Georgia Tariff

SECURUS TECHNOLOGIES, INC.

Georgia Public Service Commission Tariff No. 1

Original Sheet No. 1

***Cancels and Replaces Evercom Systems, Inc.
Georgia Public Service Commission Tariff No. 1 in its entirety***

Institutional Telecommunications Services

TITLE PAGE

This tariff applies to intrastate telecommunications services furnished by Securus Technologies, Inc. ("Securus") between one or more points in the State of Georgia. This tariff is on file with the Georgia Public Service Commission ("Commission"), and copies may be inspected, during normal business hours, at the Company's principal place of business at 14651 Dallas Parkway, Suite 600, Dallas, Texas 75254.

This tariff (Securus Technologies Inc., Georgia Public Service Commission Tariff No. 1) cancels and replaces in its entirety to Evercom Systems, Inc. Tariff No. 1 on file with the Georgia Public Service Commission.

ISSUED: September 21, 2010

EFFECTIVE: October 21, 2010

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

CHECK SHEET

This tariff contains sheets 1 through 28, inclusive, each of which is effective on the date shown thereon.

<u>Sheet</u>	<u>Revision</u>
1	Original
2	Eleventh*
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	First
18	Original
19	Fifth*
19.1	Original
20	Original
21	First
22	First
23	Original
24	Third
24.1	Third
24.2	Original
25	Original
26	Second*
27	Original
28	Original

*Indicates new or revised sheets

ISSUED: February 5, 2014

EFFECTIVE: February 12, 2014

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

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ISSUED: September 21, 2010

EFFECTIVE: October 21, 2010

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

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ISSUED: September 21, 2010

EFFECTIVE: October 21, 2010

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

TARIFF FORMAT

Sheet Numbering: Sheet numbers appear in the upper right hand corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 11 and 12 would be Sheet 11.1.

Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current sheet version on file with the Georgia Public Service Commission (Commission). For example, 4th Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.

Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.
2.1
2.1.1
2.1.1.A
2.1.1.A.1
2.1.1.A.1.(a)
2.1.1.A.1.(a).I
2.1.1.A.1.(a).I.(i)
2.1.1.A.1.(a).I.(i).(1)

Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet is included. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the addition. All revised sheets in a given filing are designated by an asterisk (*) on the Check Sheet. The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the Commission.

ISSUED: September 21, 2010

EFFECTIVE: October 21, 2010

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

EXPLANATION OF SYMBOLS – CODING OF TARIFF REVISIONS

When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised sheet (s) through the use of the following symbols:

C – Change in Regulation, but No Change in Rate or Charge

D – Delete or Discontinue

I – Change Resulting in an Increase in Rate or Charge

M – Moved from Another Tariff Location Without Change

N – New

R – Change Resulting in a Reduction in Rate or Charge

T – Change in Text, but No Change in Rate or Regulation

Z – Correction

ISSUED: September 21, 2010

EFFECTIVE: October 21, 2010

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

1. DEFINITIONS

For the purpose of this tariff, the following definitions will apply:

Authorized Code – A pre-defined series of numbers to be dialed by the Inmate User or Authorized User upon access to the Carrier's system to identify the caller and validate the caller's authorization to use the services provided.

Authorized User – A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Carrier's services under the terms and regulation of this tariff.

Collect Calls – Calls billed not to the originating telephone number, but to the called telephone number upon acceptance, via an automated interface, of the call for which charges are billed.

Commission – Used throughout this tariff to mean the Georgia Public Service Commission.

Common Carrier – A company or entity providing telecommunications services to the public.

Company – Securus Technologies, Inc., a Delaware corporation.

Customer – The person or entity responsible for the payment of charges for services offered under this tariff.

Debit Account – An account that is established with an initial payment by an Inmate User for prepaid debit service. The Inmate User is provided with a prepaid balance, Authorization Code, and instructions for accessing the Company's services.

Debit Card – A card issued by the Company which provides the Customer or Authorized User with a Debit Account, an Authorization Code and instructions for accessing the Carrier's network. Customers purchase usage on a prepaid basis.

ISSUED: September 21, 2010

EFFECTIVE: October 21, 2010

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

Debit Card Call – A service whereby the Customer or Authorized User dials all of the digits necessary to route and bill a call placed from a location other than his/her residence or normal place of business. Service is accessed via a “1-800” or other access code dialing sequence. Usage charges for Debit Card Calls are deducted from the Customer’s Debit Account on a real time basis.

Inmate User – A person incarcerated in a facility serviced by the Carrier who is authorized by the Customer to be connected to and utilize the Carrier’s services under the terms and regulations of this tariff.

Local Access and Transport Area (LATA) – The term “Local Access Transport Area” denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192.

Measured Charge – A charge assessed on a per minute basis in calculating the charges for a completed call. Measured Charges are specified as a rate per minute which applies to each minute, with fractional minutes of use counted as one full minute.

Service Charge – A non-measured (fixed) charge which is added to a Measured Charge in calculating the total tariff charges due for a complete call.

Station – Any location from which calls may be placed or received.

Telecommunications – The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

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EFFECTIVE: October 21, 2010

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

2. APPLICATION OF TARIFF

- 2.1 This tariff contains the regulations and rates applicable to intrastate telecommunications services provided by the Company between points within the State of Georgia. The Company's services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.
- 2.2 The services offered by the Company subject to this tariff consist of furnishing Collect Calls through store and forward technology incorporating an automated operator and the resale of transmission services of other carriers. No toll charges will be applied to any calls between two telephones within the same county.
- 2.3 Because the services offered hereunder are provided to inmates of a correctional facility or similar institution, special stipulations may apply. These stipulations are designed to preserve the integrity and security of the facility, the safety of the public and to reduce fraud and harassment. When deemed appropriate by the facility administration, these include: providing outward only calls, providing 0+ Collect Calls only for local, intraLATA toll and interLATA toll calls and blocking access to all other types or forms of calls; blocking access to local Directory Assistance (411), long distance Directory Assistance (555-1212), 911 calls, toll free numbers including 1-800, 700, 900, 950, 10XXX and any other telephone numbers the facility administration directs; limiting hours during which telephone service is available to inmates; and/or limiting call duration to a time interval established by the facility administration.
- 2.4 Service furnished by the Company may be connected with services or facilities of other authorized Common Carriers and with private systems, subject to the technical limitations established by the Company. The services of the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services, but do involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying Common Carriers who may be subject to the jurisdiction of this Commission.

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- 2.5. The rates and regulations contained in this tariff apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other Common Carrier for use in accessing the services of the Company.
- 2.6. The Company's obligation to furnish service hereunder is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and contractual rights necessary for the provision of the service.
- 2.7. The Company's Debit Services are offered for Customer use 24 hours a day, seven days a week to all valid terminating locations specified in this section.

Access to the Company's Debit Services is via a toll-free number. The Customer must input a valid Authorization Code in addition to the destination number with area code.

Purchase of a Debit Card or establishment of a Debit Account entitles the consumer to access the Carrier's network for a preset amount of usage. Usage will be debited from the available card or account balance in full-minute increments on a real-time basis. Customers will be interrupted with an announcement when the account balance is about to be exhausted.

Debit Cards are valid from one year of the date of issuance. Unused prepaid balances may be used by the Inmate User or Authorized User following release from the correctional facility only through the Company's network by dialing a special toll-free access number which automatically connects the call to the Company's network. Unused prepaid balances are not refundable nor may Debit Cards be replenished upon depletion.

Unlike a deposit or advance payment, the Debit Card account balance is not held against future payment as all service is available for immediate consumption.

For Debit Accounts, the prepaid balance may be replenished by depositing funds into the account via the facility administrator. Debit Accounts are considered dormant if there is no activity for 180 days. Inactive accounts will be removed from the database. Following their release from the correctional facility, the Inmate User may request a refund from the facility administrator.

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For Customer accounts provided with a renewal option, Customers may renew or increase the available usage balance within an account by making additional payments to the Company or the Company's authorized agents.

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3. GENERAL REGULATIONS**3.1. Use of Service**

- 3.1.1. The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
- 3.1.2. The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 3.1.3. The use of the Company's services without payment for service or attempting to avoid payment for service is prohibited.
- 3.1.4. The Company's services are available for use twenty-four hours per day, seven days per week, except as set forth in Section 2.3 of this tariff.
- 3.1.5. The Company does not transmit messages pursuant to this tariff, but its services may be used for that purpose.
- 3.1.6. The Company's services may be denied for nonpayment of charges or for other violations of this tariff.

3.2. Liability of the Company

- 3.2.1. The Company shall not be liable for loss or damage sustained by reason of any failure in or breakdown of facilities associated with the Company's services or for any interruption or delay of services, whatever shall be the cause of such failure, breakdown, or interruption and whether negligent or otherwise and however long it shall last. In no event shall the Company's liability for any services exceed the charges applicable under this tariff for such service.

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- 3.2.2. The Company shall be indemnified and saved harmless by any Customer or by any other entity against claims for libel, slander, or the infringement of copyright arising from the material transmitted over its services; and against all other claims arising out of any act or omission of a Customer or of any other entity in connection with services provided by the Company.
- 3.2.3. The Company shall not be liable for any act or omission of any entity furnishing facilities or services connected with or provided in conjunction with the services of the Company.
- 3.2.4. The Company shall not be liable for any personal injury or death of any person or persons, or for any loss or damage sustained by reason of acts, mistakes, omissions, errors or defects in providing its services, whatever shall be the cause and whether negligent or otherwise.
- 3.2.5. The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or other entity from any and all loss, claims, demands, suits, or other action or any liability whatever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity or any other property whether owned or controlled by the Customer or others, caused or claimed to have been caused, directly or indirectly, by any act or omission of the Customer or others or by any installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of facilities of equipment provided by the Company. No agents or employees of any other entity shall be deemed to be the agents or employees of the Company.
- 3.2.6. The Company shall not be liable for any failure of performance due to causes beyond its control including, without limitation, acts of God, fires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppages or other labor difficulties and any law, order, regulation or other action of any governing authority or agency thereof.

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3.3 Responsibilities of the Customer and Inmate User

- 3.3.1. The Customer is responsible for payment of applicable charges set forth in this tariff.
- 3.3.2. The Customer is responsible for compliance with applicable regulations set forth in this tariff.
- 3.3.3. The Inmate User is responsible for establishing its identity as often as necessary during the course of a call.
- 3.3.4. The Inmate User is responsible for identifying the station, party, or person with whom communication is desired and/or made at the called number.

3.4 Cancellation or Interruption of Services

- 3.4.1. Without incurring liability the Company may immediately discontinue services or may withhold the provision of ordered or contracted services:
 - 3.4.1.A. For nonpayment of any sum due the Company for the services, provided that such sum is more than thirty (30) days past due and the Company has provided five (5) days written notice to the correctional facility,
 - 3.4.1.B. For violation of any of the provisions of this tariff,
 - 3.4.1.C. For violation of any law, rule, regulation or policy of any governing authority having jurisdiction over the Company's services, or
 - 3.4.1.D. By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.

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- 3.4.1.E. With live or automated verbal notification when the available prepaid calling balance is depleted to a level insufficient to place a one-minute call to the location of least cost.
- 3.4.2. Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff regulations and the proper installation and operation of the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.
- 3.4.3. Service may be discontinued by the Company without notice, by blocking traffic to certain countries, cities, or exchanges, or by blocking calls using certain authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its services, and as set forth in Section 2.3 of this tariff. The Company will restore service as soon as it can be provided without undue risk, and will, upon request by the Customer affected, assign a new authorization code to replace the one that has been deactivated.
- 3.4.4. The Company may refuse to provide service without prior notice when the called party refuses to accept the charges or has subscribed to billed number screening, prohibiting acceptance of such calls.

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4. RATE DETERMINATION**4.1. Distance Measurements**

The airline mileage between two cities can be calculated using the vertical (V) and horizontal (H) coordinates of the serving wire centers associated with the Company's POP locations. The method for calculating the airline mileage is obtained by reference to AT&T's FCC Tariff according to the following formula:

Formula:
$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

In the above example, the V1 and H1 correspond to the V&H coordinates of "City 1" and V2 and H2 correspond to the V&H coordinates of "City 2".

4.2. Call Timing

Timing of each Collect Call begins when the called party accepts responsibility for the charges and ends when either party hangs up, as determined by standard industry methods in use for ascertaining answer and disconnect, including hardware answer supervision in which the LEC sends a signal to the switch or the software utilizing audio tone detection, or as determined by standard industry methods generally in use for ascertaining answer and disconnect as determined by the underlying Common Carrier for the Company's services, where answer supervision is available. The Company will not knowingly bill for uncompleted calls.

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Dallas, Texas 75254

5. PAYMENTS AND CHARGES**5.1. Billing Arrangements****5.1.1 Charges for services hereunder may be:**

5.1.1.A. billed directly by the Company,

5.1.1.B. included on the Customer's regular home or business telephone bill, pursuant to billing and collection agreements established by the Company or its intermediary with the applicable telephone company.

5.1.2 When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies by regulatory bodies having jurisdiction apply.

5.1.3 The Company's bills are due upon receipt. Amounts not paid within 30 days from the due date of the invoice will be considered past due. If a Customer presents an undue risk of nonpayment at any time, the Company may require that Customer pay its bills within a specified number of days and make such payments in cash or the equivalent of cash. In the case of any Customer who elects to post a deposit pursuant to Section 5.5, the Company may deduct any past due amounts from the deposit.

5.1.4 Customers with questions about invoices may contact the Company directly at 14651 Dallas Parkway, Suite 600, Dallas, TX 75254. If written notice of a dispute as to charges is not received by the Company within thirty (30) days of the date a bill is issued, such charges shall be deemed to be correct and binding on the Customer.

(T)

ISSUED: December 5, 2012

EFFECTIVE: December 12, 2012

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
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Institutional Telecommunications Services

5.1.5. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect, any charges owed the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.

5.2. Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated, the Company may refuse to provide service.

Services offered pursuant to this tariff are provided to inmates of correctional facilities, in accordance with institutionally authorized programs. The Company may request that facilities adopt, as part of the institutionally authorized program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls to certain telephone numbers when the amount charged to such telephone number (a) exceeds a predetermined amount or (b) becomes past due.

5.3. Contested Charges

For consideration of any disputed charge, a Customer must submit in writing to the Company, within thirty (30) days of the date the bill is issued, the call details and bases for any requested adjustment. The Company will promptly investigate and advise the Customer as to its findings and disposition. If the Customer is dissatisfied with the findings and disposition, the Customer may appeal to the Commission at 244 Washington Street, S.W., Atlanta, Georgia 30334 or call the Commission at 404-656-4501.

5.4. Returned Check Charge

A charge of \$25, or applicable state returned check charge whichever is more, may be applied if a check or draft presented for payment of service is not accepted by the institution on which it is written.

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5.5. Deposits

No advance deposits are required; provided, however, that in the event that any Customer wishes to exceed any maximum credit amount that may be predetermined by the Company, that Customer may do so by first posting a deposit with the Company in an amount such that the level of credit sought is equal to 90 percent of the deposit amount. The Company shall pay simple interest at a rate no less than the rate required for basis telephone service deposits.

5.6. Taxes and Regulatory Charges

All federal, state and local taxes and regulatory charges (e.g. excise tax, gross receipts tax, sales tax, municipal utilities tax) for Collect Calls are billed as separate line items and are not included in the quoted rates.

5.6.1 Georgia Universal Access Fund Surcharge – Securus will comply with, and require its Customers to comply with, the Commission's Universal Access Fund Requirements as set forth in O.C.G.A. Section 46-5-167 or any Commission order, rule, or regulation adopted or promulgated hereunder. The surcharge will be shown as a separate line item on the Customers' monthly invoice and will read: GA UAF, GA Univ. Access Fund or GA Universal Access Fund. The rate of the surcharge will be equal to the contribution factor established by the Commission.

5.7. Transaction Processing Fee

A convenience fee of up to \$9.95 is applicable to credit and debit card payments submitted to the Company via the Securus automated system or via the Securus call center. A convenience fee in the amount of \$7.95 is applicable to credit and debit card payments submitted to the Company via the the Securus website. These fees do not apply to payments mailed to the company or submitted via a customer's online banking service. (N)(I)
(N)(T)
(T)
(T)

5.8. Location Validation Fee

At facilities where applicable, a four percent (4%) per-call surcharge will be applied to the base rate of all call types. The base rate of a call is set forth in Sections 6 and 8 and does not include any applicable taxes that may apply to the call. The Location Validation Fee is applied to calls originating from facilities that have elected to utilize Securus' Location Based Services technology and recovers the cost of verifying the geographic location of the called party for security purposes pursuant to Correctional Institution contracts. The Location Validation Fee will not be assessed on End Users who are billed for services through their LECs.

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ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
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14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

5. PAYMENTS AND CHARGES (Continued)

(N)

5.9 State Cost Recovery Fee

Securus reserves the right to impose a State Cost Recovery Fee of up to five percent (5%) administered as a per-call surcharge applied to the base rate of all intrastate calls originating from facilities in order to partially recover expenses incurred with regard to operating as a regulated entity within the state. The base rate of a call is set forth in Sections 6 and 8 and does not include any applicable taxes that may apply to the call. Costs include, but are not limited to, such items as expenses associated with billing, collecting and remitting state USF as applicable, complying with mandatory state filings and reporting obligations, state regulatory fees, expenses for state regulatory proceedings and compliance, portions of local and state property taxes associated with intrastate calling and other non-income-tax related tax costs associated with intrastate calling and compensating other carriers for terminating calls within the state using their facilities. The State Cost Recovery Fee will not be assessed on End Users who are billed for services through their LECs.

(N)

6. RATES AND CHARGES

(M)

This section sets forth the rates and charges applicable to the Company's intrastate telecommunications service offering. Long distance charges consist of a variable Measured Charge for usage, depending on the duration and distance of the call, plus a non-measured (fixed) Service Charge, depending on the type of billing selected (i.e. collect, prepaid calling).

6.1. Local Rates and Charges

Local calls are based on an amount equal to the coin charge of the local exchange carrier for local calls, plus applicable Operator Service Charge as set forth below.

Operator Service Charge – Local

Collect	\$2.20
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ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
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Institutional Telecommunications Service

6.2. IntraLATA Rates and Charges**a. Measured Charge – IntraLATA**

0 – 16 Miles:

Each Minute Day:	\$0.0000
Each Minute Evening or Night/Weekend:	\$0.0000

16+ Miles:

Each Minute:	\$0.1900
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b. Operator Service Charge – IntraLATA

Collect (Each Call):	\$2.00
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ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
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6.3. InterLATA Rates and Charges

Measured Charge – InterLATA

0 – 16 Miles:

(N)

Each Minute Day: \$0.0000

Each Minute Evening
or Night/Weekend: \$0.0000

16+ Miles:

(N)

Each Minute: \$0.1900

Operator Service Charge – InterLATA

Collect (Each Call): \$2.00

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ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
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14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

6.4. Prepaid Inmate Calling – Local, IntraLATA and InterLATA

a.	Local		
	Each Call:	\$2.70	
b.	IntraLATA*		(T)
	Per Call Surcharge:	\$2.00	
	Per Minute:	\$0.1900	
c.	InterLATA*		(T)
	Per Call Surcharge:	\$2.00	
	Per Minute:	\$0.1900	
	* No per minute rates applies to an IntraLATA or InterLATA call within miles 0-16.		(N) (N)

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Institutional Telecommunications Services

7. PROMOTIONS**7.1. General**

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area.

7.2. Demonstration of Services

From time to time the Company may demonstrate service for potential customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type and duration of service provided will be at the Company's discretion.

7.3. Comparable Pricing Promotion

The Company will, at its discretion, match certain standard or promotional offerings of other interexchange carriers or resellers in order to acquire new Customers or retain existing Customer accounts. The Customer must demonstrate to the Company's satisfaction that 1) an alternative service offering is valid and currently available from a competing interexchange carrier or reseller and 2) the Customer intends to either subscribe to or remain subscribed with the competing interexchange carrier or reseller.

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ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
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Dallas, Texas 75254

8. CONTRACT SERVICES**8.1. General**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract maybe based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services for other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering to the first contract Customer as specified in each individual contract.

8.1.1 RESERVED FOR FUTURE USE(D)(T)
|

(D)

ISSUED: November 4, 2013

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14651 Dallas Parkway
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8. CONTRACT SERVICES**8.1. General****8.1.2 Contract Offering 2**

The standard rates found in Sections 6.1-6.3 are applicable to traditional collect. The following rates are applicable to AdvanceConnect calls. All call types are limited to fifteen (15) minutes each.

Call Type	Per Minute	Per Call
Local	\$0.0600	\$1.50
IntraLATA*/InterLATA	\$0.2200	\$1.50

* No per minute rates applies to an IntraLATA or InterLATA call within miles 0-16.

(T)

8.1.3 Contract Offering 3

The standard rates found in Sections 6.1-6.3 are applicable to traditional collect.

Inmate Debit and AdvanceConnect calls will be offered at 10% off the standard rates found in Sections 6.1-6.3.

All call types are limited to fifteen (15) minutes each.

8.1.4 Contract Offering 4

The following rates are applicable to traditional collect and AdvanceConnect calls. Calls are limited to twenty (20) minutes each

Call Type	Per Minute	Per Call
Local	N/A	\$2.70
IntraLATA/InterLATA	\$0.1900*	\$2.00

* No per minute rates applies to an IntraLATA or InterLATA call within miles 0-16.

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ISSUED BY:

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Institutional Telecommunications Services

8. CONTRACT SERVICES

(N)

8.1. General**8.1.5 Contract Offering 5**

The following rates are applicable to traditional collect and AdvanceConnect calls.

Call Type	Per Minute	Per Call
Local	N/A	\$1.95
IntraLATA/InterLATA	N/A	\$1.95

8.1.6 Contract Offering 6

The following rates are applicable to traditional collect, AdvanceConnect, Prepaid Calling Cards and Debit calls.

Call Type	Per Minute	Per Call
Local	N/A	\$2.00
IntraLATA/InterLATA	N/A	\$2.00

(N)

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EFFECTIVE: November 11, 2013

ISSUED BY:

Curtis Hopfinger, Director - Regulatory & Government Affairs
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Institutional Telecommunications Services

9. AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after October 20, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

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9. AdvanceConnect Accounts (Continued)

Wireless Administration Fee – a monthly fee of up to \$3.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the Wireless Administration Fee will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the Wireless Administration Fee will apply going forward.

(I)

ISSUED: February 5, 2014

EFFECTIVE: February 12, 2014

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

10. Prepaid Calling Cards

(N)

Where offered by the Confinement Facility, Inmates may purchase a Prepaid Calling Card. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account. The Company's system automatically informs the Inmate User of the Prepaid Balance remaining on the Prepaid Calling Card, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User will be interrupted with such an announcement.

Prepaid Calling Card services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number which automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

(N)

ISSUED: June 11, 2012

EFFECTIVE: June 18, 2012

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Institutional Telecommunications Services

11. Inmate Debit Accounts

(N)

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

(N)

ISSUED: June 11, 2012

EFFECTIVE: June 18, 2012

ISSUED BY: Curtis Hopfinger, Director - Regulatory & Government Affairs
Securus Technologies, Inc.
14651 Dallas Parkway
Dallas, Texas 75254

Control No. K731290

STATE OF GEORGIA

Secretary of State

Corporations Division

315 West Tower

#2 Martin Luther King, Jr. Dr.

Atlanta, Georgia 30334-1530

AMENDED CERTIFICATE OF AUTHORITY NAME CHANGE

I, **Brian P. Kemp**, the Secretary of State and the Corporations Commissioner of the State of Georgia, hereby certify under the seal of my office that

EVERCOM SYSTEMS, INC.

a Foreign Profit Corporation

formed under the laws of the State of Delaware and authorized to transact business in Georgia on 09/05/1997, has amended its application to transact business in this state by the filing of an amendment changing its name to

SECURUS TECHNOLOGIES, INC.

and by the paying of fees as provided by Title 14 of the Official Code of Georgia Annotated. Attached hereto is a true and correct copy of said application.

WITNESS my hand and official seal in the City of Atlanta
and the State of Georgia on August 24, 2010



Brian P. Kemp
Secretary of State



Karen Handel
Secretary Of State

CORPORATIONS DIVISION
Suite 315 West Tower
2 Martin Luther King Jr. Dr.
Atlanta, Georgia 30334-1530
(404) 656-2817

Application for Amended
Certificate of Authority of a
Foreign Entity

An amended certificate of authority must be obtained only if a foreign entity changes its name or its jurisdiction of organization. Complete (where applicable) and return this form with a check made payable to the Secretary of State in the amount of \$20.00. Entity must be in "Active Compliance" status in order to use this form.

1. Entity Name Evercom Systems, Inc.
2. Entity Control No. K731290
3. State/Country Of Jurisdiction Delaware
4. Date of Authorization In Georgia September 5, 1997
5. Please Indicate Entity Type (Check One Box Only):
 - ☒ Corporation (Corporation Must Provide Certificate Of Existence From Home State With New Name)
 - ☐ Limited Liability Company
 - ☐ Limited Partnership (If Entity Is A Limited Partnership Application Must Be Notarized)
6. The name by which the entity will hereafter be known is:
Securus Technologies, Inc.
7. New Jurisdiction: _____

ATTENTION: If any other information required in the original application for certificate of authority has changed, the entity has an obligation under Georgia Law to inform the Secretary of State of said changes. Attach additional pages if necessary.

Sworn To And Signed By:

D. J. Reinhold
Authorized Signature and Title

Dennis J. Reinhold-VP, Gen Counsel and Secretary

8/23/2010
Date

CORPORATIONS DIVISION
SECRETARY OF STATE

CD 518

2010 AUG 24 PM 1:57

State of Georgia
Amend/Restate 2 Page(s)



T1023710012

Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "EVERCOM SYSTEMS, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "SECURUS TECHNOLOGIES, INC.", THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

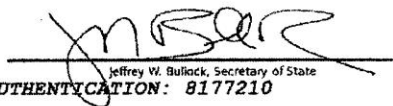
AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID CORPORATION IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE NOT HAVING BEEN CANCELLED OR DISSOLVED SO FAR AS THE RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT BUSINESS.

2788631 8320

100835889

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




Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 8177210

DATE: 08-17-10

Appendix A - Company Description (Attachment I: M12)

Attachment I: M12

Contractor must outline the legal form of the Contractor's business organization, the state in which incorporated (if a corporation), the types of business ventures in which the organization is involved, the office location that will be the point of contact during the term of any resulting Contract, and a chart of the organizational structure, including reporting relationships as they relate to this RFP. Please confirm submission of this attachment.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus' legal name is Securus Technologies, Inc., Securus is a privately held corporation and will be responsible for delivering the ITS and associated service as requested in the eRFP.

Securus Technologies, Inc., formerly Evercom Systems, Inc., was incorporated August 22, 1997 in the State of Delaware. The office location that will be to point of contact during the term of any resulting contract is listed below.

Company Headquarters

Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254

Company History

Through its subsidiaries, Securus Technologies, Inc. has been the leading provider of inmate telephone systems for over 25 years. Over the next several years after incorporation, the company acquired the assets of several other inmate telephone service providers, all of which had been in the inmate telephone service business between 5 to 12 years.

T-Netix, Inc. began under the name Tele-Matic Corporation, which was incorporated under the laws of the State of Colorado on February 6, 1987. In 1992, the company acquired eight affiliated companies in the inmate phone business as well as the inmate phone business assets of two other companies. In 1993, T-Netix met the inmate fraud control challenge and was the first company to introduce to the corrections marketplace the capability to detect a three-way call.

From its inception until July 1992, T-Netix was primarily engaged in designing, manufacturing, marketing, and servicing public payphones, including pay telephones for use in correctional facilities.

In 1991, the company began to focus on providing specialized telecommunications services for the inmate calling market as the result of U.S. Justice Department mandates to prevent inmates from committing massive credit card fraud from prisons.

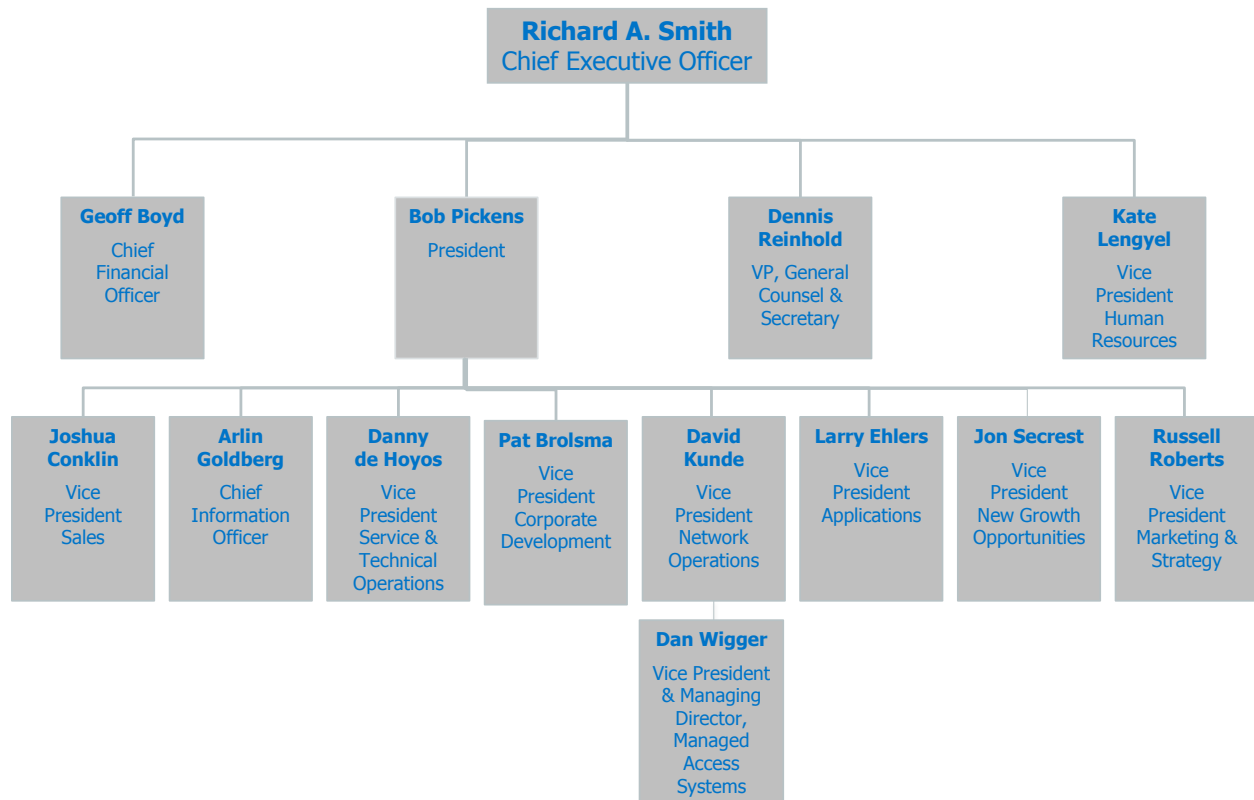
In 2004, Securus Technologies, Inc. (now known as Securus Technologies Holdings, Inc.) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, Inc.) and T-Netix, Inc. Securus' product lines are driven by an understanding of our customers' needs, derived from more than 25 years of hands-on teaming with partnering facilities. Our product offerings are a direct result of our commitment to technological excellence and our services are driven by our goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates.

Today, Securus provides service to approximately 2,600 correctional facilities nationwide, including locations operated by city, county, state, and federal authorities, juvenile detention centers, and private facilities.

All of Securus business and business ventures are directly related to the provision and support of services that support the law enforcement and corrections industry.

Provided below is a chart of our Corporate Officers and their direct report Division Vice Presidents. Each of these divisions will directly support the Georgia Department of Correction.

Securus Corporate Organization Chart



Types of Business Ventures

Serving more than 2,600 public safety, law enforcement and corrections agencies and over 1,000,000 inmates across North America, Securus 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®.

Securus touches the world with innovative solutions. Our solutions include public safety, investigative, corrections and monitoring.

PUBLIC SAFETY SOLUTIONS

- Emergency Response: computer-aided 911
- Incident Management: mobile ticketing and reporting
- Records Management: automated public inmate info

INVESTIGATIVE SOLUTIONS

- Investigation: Threads offers big data analysis with location based services
- Verification: JLG Investigator for voice identification and voice biometrics

CORRECTIONS SOLUTIONS

- Communication: telephone service, instant mail, video visitation, voice mail, video mail
- Information Management: electronic records management, jail management systems, and automated inmate information
- Inmate Self-service: kiosk driven inmate applications, inmate tablet media services
- Ancillary Services: electronic funds transfer and PREA compliance

MONITORING SOLUTIONS

- GPS Ankle monitor: STOP BLUtag, BLUband, BLU+ electronic monitoring of unincarcerated
- Court Monitoring Center: court appointed offender programs
- Day Reporting Center: post incarceration court appointed inmate program

Attachment I - Mandatory Response Worksheet

These questions are Pass/Fail. To be considered responsive, responsible and eligible for award, you must answer all questions in this section with a "YES" to pass.

Any questions you answer with a "NO" will fail the technical requirements and results in disqualification of the proposal.

By answering "Yes," you indicate that you meet the individual requirements in the response block provided. ONLY upload documents if there is a Yes in the "Upload Attachments with Additional Information?" column, to provide additional information about specific questions. Documents not requested in this column will not be evaluated.

DO NOT INCLUDE ANY COST OR REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

Question #	Questions per Proposal Factors/Categories	Response by Contractor. Only Yes or No Answers	Upload Attachments with Additional Information?	Attachment File Name
	Mandatory Questions			
M1	Does Contractor agree that the proposal submitted meets all the requirements in the Request for Proposal and Attachment B - GDC Scope of Services?	Yes	No	
M2	Contractor must operate as an inmate telephone service provider and currently be providing inmate/detainee telephone service to another state's Department of Corrections or a Federal correctional agency (i.e., Federal Bureau of Prisons, US Immigration and Customs Enforcement). Please confirm this statement is applicable to your company.	Yes	No	
M3	Contractor must have a minimum of five (5) years of experience in providing inmate/detainee telephone services to another state's Department of Corrections or to a Federal correctional agency. Please confirm this statement is applicable to your company.	Yes	No	
M4	Contractor must agree to provide a data feed consisting of raw call detail records (complete and incomplete calls), billing files and miscellaneous charges/fees on a daily, weekly or monthly basis to GDC for all Facilities. At a minimum Contractor shall provide the data feed on a monthly basis. Providing summary information or remote access to its ITS shall not be considered as compliance with this requirement. Please confirm your acceptance of this requirement.	Yes	No	
M5	Contractor shall respond to all Repair Requests as specified in the Severity Levels and Issue Resolution Response Requirements matrix provided in Attachment B - GDC Scope of Services, Section 17.4. Please confirm your acceptance of this requirement.	Yes	No	
M6	Contractor's inmate telephone system shall be a centralized platform with a fully web-based user application. Such platform shall allow for real-time, anywhere, anytime access to be accomplished at no cost to GDC. Please confirm your acceptance of this requirement.	Yes	No	

Question #	Questions per Proposal Factors/Categories	Response by Contractor. Only Yes or No Answers	Upload Attachments with Additional Information?	Attachment File Name
	Mandatory Questions			
M7	Contractor shall comply with all GDC security requirements (Attachment E - GDC Standard Operating Procedures and PREA Acknowledgement Form) and provide staffing capable of passing a criminal background check completed by GDC. Please confirm your acceptance of this requirement.	Yes	No	
M8	Contractor is required to submit a Revenue Share proposal as part of the response to this RFP. Contractors shall not deviate from the Revenue Share proposal format or instructions as identified on Attachment L – Revenue Share Proposal worksheet. Alternative Revenue Share proposals will not be scored or considered. Please confirm your acceptance of this requirement.	Yes	No	
M9	GDC may engage third party consultants both in the process of this procurement and in the management of the day-to-day operations of awarded Contractor. If a consultant or agent (“Designated Agent”) is engaged, Contractor will cooperate with the Designated Agent as directed by GDC, including following instructions found in this RFP, and if awarded, the operation of the ITS. Throughout this RFP, GDC shall be deemed to include both GDC and the GDC’s Designated Agent or consultant, if any. Please confirm your acceptance of this requirement.	Yes	No	
M10	Contractor shall provide inmate telephone services in compliance with all applicable Federal Communication Commission and/or Public Service Commission regulations relating to inmate telephone service in correctional facilities. In addition, Contractor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, state, county, or municipal government. Please confirm your acceptance of this requirement.	Yes	No	
M11	Contractor's proposed inmate telephone service software/solution shall be compliant with State of Georgia Enterprise policies & standards and applicable federal, state, and industry requirements including NIST/FISMA, PCI DSS, and GLBA. References on State policy and standards can be found in Attachment A, eRFP Document, Section 4: Technical Proposal Introduction. Please confirm your acceptance of this requirement.	Yes	No	
M12	Contractor must outline the legal form of the Contractor's business organization, the state in which incorporated (if a corporation), the types of business ventures in which the organization is involved, the office location that will be the point of contact during the term of any resulting Contract, and a chart of the organizational structure, including reporting relationships as they relate to this RFP. Please confirm submission of this attachment.	Yes	Yes	Appendix A Company_Description

Question #	Questions per Proposal Factors/Categories	Response by Contractor. Only Yes or No Answers	Upload Attachments with Additional Information?	Attachment File Name
	Mandatory Questions			
M13	Contractor must submit evidence of the company's financial stability, including the most recent Dunn and Bradstreet report or other equivalent financial rating. Please confirm submission of this attachment.	Yes	Yes	Appendix B Financial_Report
M14	Contractor must disclose any litigation Contractor was a party to within the last two (2) years related to the provision of services similar to those described in this RFP, and provide a status of the litigation and, if finally resolved, a description of the outcome of such litigation. Contractor shall also disclose any litigation or judgments Contractor was a party to within the last two (2) years that could potentially impact Contractor's ability to perform under an awarded Contract. Please confirm submission of this attachment.	Yes	Yes	Appendix C Litigation_Description
M15	Contractor must disclose all instances in which liquidated damages or performance penalties were assessed against a Contract within the last five (5) years, including the incident/issue and amount assessed. Please confirm submission of this attachment.	Yes	Yes	Appendix D Contract_Penalties
M16	Contractor shall attach a copy of its telecommunications service tariff for the State of Georgia and other documentation showing compliance with calling rate caps required by the Georgia Public Service Commission. Please confirm submission of this attachment.	Yes	Yes	Appendix E SOG_Tariff

**STATE OF GEORGIA
DEPARTMENT OF CORRECTIONS
MANDATORY SCORED RESPONSE DOCUMENT
Attachment J**

Contractor **must** provide a complete written response to each of the mandatory scored items listed in Attachment J of the eRFP. Use this Mandatory Scored Response Document, to enter your response directly beneath each question. Several of the mandatory scored items may require Contractor to provide exhibits and/or visual aids which clearly reference the specific eRFP section. All information contained in Contractor's response shall be relevant to the section or specified item of the eRFP.

DO NOT INCLUDE ANY COST/PRICING/REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS ATTACHMENT J – MANDATORY SCORED RESPONSE DOCUMENT.

MS1: Contractor shall describe its proposed implementation plan and project management approach for completing the work required in this RFP and in compliance with Section 3 of the Scope of Services. Contractor shall include a description of any GDC requirements needed to ensure a successful implementation of your ITS.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements listed in Section 3 Scope of Services, Implementation, Installation Services and Wiring 3.1 – 3.13.

Securus Technologies has a proven track record of providing successful turnkey installations for large State Departments of Corrections, as demonstrated by our on-time installations for the Florida, Missouri, Louisiana, Connecticut, Illinois and most recently the Pennsylvania Departments of Corrections. Each of these State Departments of Corrections are similar in size and scope to the GDC and with the exception of Illinois, were all previous GTL clients. Because of this, Securus has already developed proven transition processes and procedures that will facilitate the transfer of existing inmate PIN/PAN listings and other critical system data from GTL systems.

Based upon our past experiences installing these very equivalent DOC installations, Securus fully commits to the GDC's requested install time frame of sixty (60) days. Not only will we install the Phase 1 facilities within this time frame, we will also complete installation of the Phase 2 facilities during the sixty (60) day time frame.

Within Appendix G of this e-RFP response, Securus has provided a Preliminary Implementation Plan for review by the GDC. This Plan provides a complete description of our proposed implementation process and project management approach as well as any GDC requirements needed to ensure a successful implementation of the ITS.

The Plan further shows how Securus will meet each of the GDC's requirements as detailed within Attachment B – Section 3 Scope of Services, implementation, installation services and wiring.

Immediately upon contract award and signature, Securus will host a Kick-Off meeting with the GDC and their contracted consultant Praeses to refine and finalize the overall Plan and schedule. We fully expect to make adjustments to the Plan based upon the GDC Team's valuable input.

Implementation Plan Approach Summary

As is further described in our provided Preliminary Implementation Plan, to meet our proposed installation time frame of 60 days for all Phase 1 and Phase 2 facilities, Securus will assign a minimum of twenty (20) installation technicians dedicated to the GDC installation. These technicians are in addition to the install management and centralized support teams as also detailed within the Preliminary Plan.

Securus has proposed a regionalized install approach through which we will organize the State into four (4) equal regions with installation occurring across all regions at the same time.

Our provide Preliminary Plan provides significantly more detail.

On-Going Contract Management Plan

Securus will assign Mr. Keith Eismann as the main point of contact for the GDC and Praeses during the entire contract term. Mr. Eismann will oversee final contract documentation, management of the implementation, ongoing maintenance and oversight and management of the day-to-day operations to include direction of the management team.

Mr. Art Heckel, Mr. Matt Anderson and Mr. Steve Viefhaus will assist Mr. Eismann in his duties and will be the GDC's first line of escalation.

Mr. James LeBoeuf and Ms. Lorri Ventura will assist Mr. Eismann in the coordination of the implementation and establishment of all processes and procedures necessary for the on-going management of the ITS.

In addition to four (4) full time Administrative Staff as required by the GDC, Securus will dedicate seven (7) full time in-state Service Technicians assigned to support the GDC ITS.

Upon contract award, Securus will hire the four (4) full time Administrators as well as four (4) additional Service Technicians as Securus already has three (3) GA based Service Technicians that will support the account. With GDC approval, Securus will offer full time positions to the existing vendor's personnel for these positions. In the event that they decline or do not meet Securus employee requirements, Securus will hire personnel through our internal human resources organization. All new hires will be subject to review and approval of the State as well as full background checks.

Mr. Pat Robertson will oversee all in-state technicians and Administration Staff coordinating all monthly meetings, reports and management of the on-site personnel.

The following is a listing of the Securus GDC support team. Each of the existing team members have significant experience in the management of large scale implementations.

- Keith Eismann, National Sales Manager
- Art Heckel, DOC Regional Sales Manager
- Steve Viefhaus, DOC Sales Vice President
- Matt Anderson, Sales Vice President
- James LeBoeuf, Sales Engineer
- Lorri Ventura, Implementation Project Manager
- Patrick Robertson, Field Service Regional Manager
- Johnny Hagins, Field Service Manager
- Glen McNeal, Field Service Technician
- Doug Pulliam, Field Service Technician
- Ron Shinholster, Field Service Technician
- TBD (4 additional Field Service Technicians)
- TBD (4 on-site administrators)

To provide complete technical coverage for the GDC, Securus will divide the State into four (4) separate Tech Regions. Securus will ensure that the new technicians each live in one of the four (4) Tech Regions. The existing three (3) Securus Service Technicians are currently strategically located throughout the State and working within close proximity to each of the four (4) Tech Regions. These three existing technicians will provide overlay support for the new technicians and their current locations will allow them to provide coverage in each region. The existing Securus Service Technicians are located at the addresses as provided under each of their names.

Douglas Pulliam
Hell's Hollow Rd.
Blue Ridge, GA 30513
(706) 455-2934

Glen McNeal
115 Tiburon Ct.
Lithonia, GA 30038
(404) 643-1490

Ron Shinholster
 6507 Michael Dr.
 Lizella GA 31052
 (478) 955-0029

As stated above, Securus will extend offers to four of the existing vendor technicians to join the Securus team. The prerequisite being that they must live in one of the four (4) tech regions. In the event that they do not accept the position or do not live in one of the regions, Securus will hire new technicians that do live in the appropriate locations. The overall goal being to ensure that travel time to any one facility no more than two (2) hours as required by the GDC.

The optimal locations for each of the technicians would be general areas of Marietta GA, Milledgeville GA, and Jessup GA. These locations would ensure that each technician is located on average within 40 to 70 miles from the facilities and no further than 100 miles.

Upon contract award, Securus will work with the GDC to finalize the Technician Regions as noted below to ensure proper coverage and compliance with GDC goals and objectives.

Note: The Phone and Population counts listed in the Tech Regions to follow are estimated and will be updated with actual data upon contract award.

Tech Region 1						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Arrendale State Prison	2023 Gainesville HWY	S Alto	30510	1,295	72	4
Arrendale Transitional Center	2023 Gainesville HWY	S Alto	30510	110	8	0
Atlanta Transitional Center	332 Ponce De Leon Ave	NE Atlanta	30308	255	39	0
Clayton Transitional Center I & II	242 Falcon Dr	Forest Park	30297	347	20	0
Colwell Probation Detention Center	189 Beasley St	Blairsville	30512	251	12	0
Hays State Prison	777 Underwood Rd	Trion	30753	1,277	84	12
Helms Facility	1275 Constitution Rd	Atlanta	30401	37	24	0
Metro Transitional Center	1303 Constitution Rd	Atlanta	30316	229	18	0
Paulding Probation Detention Center	1295 Industrial Blvd	N Dallas	30132	225	24	0
Phillips State Prison	2989 West Rock Quarry Rd	Buford	30519	860	62	1
Phillips Transitional Center	2989 West Rock Quarry Rd	Buford	30519	297	12	0
Walker State Prison/Northwest Residential Treatment Facility	97 Kevin Lane	Rock Springs	30739	414	24	0
Whitworth Women's Facility	414 Valley Hart Rd	Hartwell	30643	417	24	5

Tech Region 2						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Al Burruss Correctional Training Center	1000 Indian Springs Dr	Forsyth	31029	677	48	0
Albany Transitional Center	304 North Washington St	Albany	31701	154	12	0
Autry State Prison	3178 Mount Zion Church Rd	Pelham	31779	1,681	72	4
Bainbridge Probation Substance Abuse Treatment Center	235 State Hospital Rd	Bainbridge	39817	379	12	0
Calhoun State Prison	27823 Main St	Morgan	39866	1,650	72	2
Central State Prison	4600 Fulton Mill Rd	Macon	31208	1,126	84	2
Columbus Transitional Center	3900 Schatulga Rd	Columbus	31909	106	7	0
Dooly State Prison	1412 Plunkett Rd	Unadilla	31091	1,693	96	2
Georgia Diagnostic and Classification Prison	2978 Hwy 36	West Jackson	30233	2,197	96	6
LaGrange Transitional Center	100 Jim Hester Rd	LaGrange	30241	153	10	0
Lee State Prison	153 Pinewood Dr	Leesburg	31763	741	36	0
Macon State Prison	2728 Hwy 49 South	Oglethorpe	31068	1,723	96	2
Macon Transitional Center	200 Henry St	Macon	31206	154	12	0
McEver Probation Detention Center	2100 Kings Chapel Rd	Perry	31069	186	12	0
Patten Probation Detention Center	27 South 10th St	Lakeland	31635	227	12	0
Pulaski State Prison	373 Upper River Rd	Hawkinsville	31036	1,200	96	1
Rutledge State Prison	7175 Manor Rd	Columbus	31907	626	36	0
Valdosta State Prison & Annex	3259 Valtech Rd	Valdosta	31603	1,392	48	0
Valdosta Transitional Center	363 Gil Harbin Blvd	Valdosta	31601		8	0
West Central Integrated Treatment Facility	1070 County Farm Rd	Zebulon	30295	124	12	0
Wilcox State Prison	470 South Broad St	Abbeville	31001	1,853	96	2

Tech Region 3						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Bacon Probation Detention Center	165 Eastside Ind Blvd	Alma	31510	203	10	0
Bleckley Probation Detention Center	179 Jac Arts Rd	Cochran	31014	179	12	1
Coffee Correctional Facility	1153 North Liberty St	Nicholls	31554	2,605	168	0
Dodge State Prison	2971 Old Bethel Rd	Chester	31012	1,219	72	0
Georgia State Prison	300 1st Ave	South Reidsville	30453	1,501	84	15
Long Unit	1434 US Hwy 84 East	Ludowici	31316	212	12	1
Montgomery State Prison	650 Mt. Vernon/Alston Rd	Mt. Vernon	30445	377	24	1
Rogers State Prison	1978 GA HWY 147	Reidsville	30453	1,459	60	2
Smith State Prison	9676 Hwy 301 North	Glennville	30427	1,556	72	3
Smith Transitional Center	8631 US Hwy 301	Claxton	30417	211	8	0
Telfair State Prison	210 Longbridge Rd	Helena	31037	1,236	72	2
Treulten Probation Detention Center	401 Cascade Circle	Soperton	30457	214	24	0
Turner Residential Substance Abuse Treatment Facility	514 South Railroad Ave	Sycamore	31790	194	23	0
Ware State Prison	3620 North Harris Rd	Waycross	31503	1,497	100	3
Wheeler Correctional Facility	195 North Broad St	Alamo	30411	2,686	168	2
Appling Integrated Treatment Facility	252 West Park Dr	Baxley	31513	144	24	0

Tech Region 4						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Augusta State Medical Prison	3001 Gordon HWY	Grovetown	30813	1,227	96	10
Augusta Transitional Center	601 Taylor St	Augusta	30901	200	8	0
Baldwin State Prison	Laying Farm Rd	Hardwick	31034	847	48	0
Coastal State Prison	200 Gulfstream Rd	Garden City	31418	1,650	96	1
Coastal Transitional Center	309 Stiles Ave	Savannah	31415	259	7	0
Emanuel Probation Detention Center	121 Casa Dr	Twin City	30471	319	24	2
Emanuel Women's Facility	714 Gumlog Rd	Swainsboro	30401	411	36	0
Hancock State Prison	701 Prison Blvd	Sparta	31087	1,242	74	0
Jenkins Correctional Facility	34404 Kent Farm Dr	Millen	30442	1,127	62	1
Johnson State Prison	290 Donovan-Harrison Rd	Wrightsville	31096	1,575	72	3
Riverbend Correctional Facility	196 Laying Farm Rd	Milledgeville	31061	1,478	82	2
Washington State Prison	13262 Hwy 24 East	Davisboro	31018	1,328	60	1
Women's Probation Detention Center	8662 U.S. HWY 301 North	Claxton	30417	230	12	0

MS2: Contractor shall demonstrate its ability to best meet GDC's needs for mini inmate telephones as required in Section 4.3 of the Scope of Services. Contractor shall provide specifications with a visual aid of the proposed mini inmate telephones such as a picture, diagram, photograph, etc.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 4.3 Scope of Services.

The proposed solution comprises new equipment, including inmate telephones, and related equipment. This installation includes the latest generation of the Securus SCP Inmate Telephone System. SCP will be installed at all facilities along with all related hardware and software.

All telephone equipment provided will be fully operational at the time of the completion of each phase of the implementation plan at each of the facilities. The telephone units as well as all supporting SCP equipment will be installed in accordance with the manufacture's specifications included pedestals and enclosures as requested by the GDC.

Securus will install the Wintel® brand Mini 7010 phone model. These telephones are the "mini" telephone design and are specifically designed for a correctional environment. The phone are stainless steel, sturdy, non-coin and vandal and tamper resistant with recessed screws. Securus will order the phones with 24 inch cords and will adjust this cord length as required by the GDC on an as needed basis.

The Industry Standard

These phones are the overwhelming choice for state prison systems, nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Built-in user controlled volume "LOUD" button for ADA-mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled steel provides rugged vandal resistant telephone housing designed 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
- 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.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254



MS3: Contractor shall demonstrate its ability to best meet GDC's needs for the carts, dollies or other portable mechanisms as required in Section 4.4 of the Scope of Services for portable telephones. Contractor shall provide specifications with a visual aid of the proposed cart(s) such as a picture, diagram, photograph, etc.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 4.4 Scope of Services.

Securus will provide carts, dollies and other portable mechanisms as identified on Attachment C – GDC Facility Specifications of the eRFP to meet the GDC's needs. Securus has access to multiple types and designs to meet this requirement and offers as example the rollaway pedestals shown to the right. A standard Wintel Mini inmate telephone will be mounted to these pedestal. The units come in a four-wheel design or 2-wheel design.



We have had significant success with this design as they are stable to prevent tipping. These pedestals can withstand the elements and inmate abuse but as stated, we have access to multiple other designs in the event that the GDC would like to see other options.

MS4: Describe how Contractor proposes to meet this requirement for portable mini inmate telephones, including flat cords for the handsets, in Section 4.5 of the Scope of Services, and provide specifications and a visual aid of the proposed portable mini inmate telephone(s) such as a picture, diagram, photograph, etc.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 4.5 Scope of Services.

To facilitate the passing of a phone handset through the cell door flaps while still allowing the cell door flaps to close, Securus will provide handsets with 36 inch flat cords. This would allow the portable mini inmate telephone to remain outside of the cell and the handset to be passed to the inmate. Securus has been in touch with the manufacture and the cords can be manufactured with these specifications upon contract award.

Conversely, Securus can replicate the existing phones that have been customized by the GDC to fit within the cell flaps and allow the flaps to close as shown in the picture below, Securus has inspected these units and has determined that this phone can be easily reproduced.

Securus will purchase some or all existing inventory from the vendor or the GDC and will re-manufacture exact duplicates to replace the worn or malfunctioning units. Securus will keep an inventory of the phones for repair and replacement on hand to support the GDC.



As another alternative, Securus could install cordless inmate telephones as shown in the photo below. These phones could be installed within the cell and eliminate the risk of a handset entirely. A lock covered on-off switch could be installed outside of the cell that would provide GDC on-demand control over the ability to place a call.



In the event that cordless phones are required, Securus generally provides the Uniden WX13077 EVE cordless phones, which feature the following manufacturer-provided specifications:

- DECT 6.0* interference-free cordless telephone
- Submersible cordless handset
- Impact and dust resistant
- Clearest voice reception
- Brilliant sound
- Maximum voice security



- Whole house coverage
- Wireless network friendly
- Longer battery life
- Expandable—register six handsets to one base
- Backlit keypad
- 30 caller ID handset memory locations
- Handset speakerphone
- Advanced phonebook features 70 names/numbers
- Intercom or call transfer between handsets
- 7-day standby
- Up to 8 hours continuous talk time
- Personalized ringers
- Last 10 number redial
- Copy phonebook from handsets
- Bilingual menus (English and Spanish)
- NiMH battery included

*DECT 6.0 is the newest cordless phone technology and provides enhanced security, greater range, longer battery life and interference-free calls. DECT 6.0 phones can be used much further from the base unit than other cordless phones, they are more energy efficient than other cordless phones, and have a battery life that lasts 30 percent longer, and all DECT 6.0 phones are interference-free. Wi-Fi networks and other devices will not affect phone call audio quality.

MS5: Contractor shall describe how its proposed ITS can distinguish between a standard telephone land-line and a cellular telephone in the ITS user application as well as in the CDRs.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus SCP uses an independent, outside service to distinguish between a standard telephone land-line and a cellular telephone. Although cellular providers purchase phone numbers in blocks by area code and exchange code, phone number portability means that a cellular user can take their wireless number and “port” it to a land line provider. The opposite is also true; meaning, that a consumer with a land line can “port” their phone number to a cellular provider. To ensure complete verification, the service that Securus utilizes looks beyond the simple area code and exchange code “ownership” to look at whether the phone number is currently a wireless or land-line phone number.

This line type validation is applied throughout all Securus services. The Securus SCP user interface applies a call attribute to all phone numbers within the system and marks the call as a cellular phone within the CDR record.

Because of this, GDC system users can immediately see if a call completed to a cell phone through the CDR. GDC system users can also specifically search call records by termination type pulling only CDRs that completed to cellular telephones.

Securus offers several investigative solutions that are dependent upon the determination that the phone number is that of a cellular phone. Securus **Location Based Services (LBS)** represents the most significant of these by adding location information to the CDRs of calls to cellular phone numbers. LBS offers the ability to map CDR search results to reveal location correlations, the ability to define locations of interest (called GEO-Fence) and to apply Covert Alerts on either the location or to use the location as a qualifier of other Covert Alerts so as to get real time alerts of calls to the area of interest, and also to perform on-demand look ups of approximately where the cellular phone is currently located.

As noted above, not only can the Securus proposed SCP ITS distinguish between a standard telephone land-line and a cellular telephone, our proprietary Location-Based Services (LBS) system module will allow GDC Investigators the ability to determine the true location of a cellular phone real time.

Location-Based Services will:

- Provide the called party's true location at the time of an inmate's call via a link in the call detail record (CDR)
- Establishes a "Geo-Fence" perimeter around a location to notify investigators when an inmate calls a cell phone that is within the GEO-Fence
- Identifies the real-time location, on demand, of a suspect's cell phone (requires appropriate warrant documentation)
- Provides immediate responses in exigent circumstances such as Amber or Silver Alerts

Reports generated from the CDR contain an icon that identifies calls to a wireless number. Location-Based Services provides an additional link that maps the location of a wireless number when the inmate placed the call.

Location Based Services (LBS) Geo Fencing

With GEO-Fencing geo-fencing, the GDC can set up a perimeter around DOC facilities that identifies when an inmate calls a cellular phone that is located within that perimeter at the time of the call. Geo-Fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts or attempts to pass contraband over perimeter fencing such as contraband cell phones and drugs.

This capability is also used in law enforcement applications by placing the Geo Fence around a perimeter of known crime activity to track inmate calls into that area. Additionally, the system can display the starting and ending point for calls terminating to cellular telephones in map detail.









Geo Fence Management

GEO Fence Management
 Add New

FILL IN SEARCH CRITERIA
 (Use * for wild card / partial search)

Description: Address: Shared: Status:
 Created By: Created Date: Last Modified By: Last Modified Date:

Search Reset EXCEL PDF CSV

	DATE CREATED	STATUS	RADIUS	CREATED BY	TIME REMAINING	LAST MONITORED BY	LAST MONITORED DATE	ALIASED
	02/03/2015 15:05:56	Active	1 Miles	issacp	N/A	issacp	02/06/2015 10:04:19	N
	02/03/2015 16:22:02	Active	1 Miles	issacp	N/A	issacp	02/03/2015 16:22:40	N
	02/06/2015 11:24:23	Active	0 Miles	issacp	N/A	issacp	02/06/2015 11:28:36	N
	02/08/2015 23:51:00	Active	0.1 Miles	issacp	N/A	issacp	02/08/2015 23:53:21	N
	03/04/2015 14:04:23	Active	0 Miles	blacher	N/A	Stalin2	03/26/2015 11:22:29	V
	03/19/2015 11:33:15	Active	5 Miles	Idanay2	N/A	Idanay2	03/19/2015 11:33:15	Y
	04/06/2015 11:43:15	Active	0.5 Miles	issacp	N/A	issacp	04/06/2015 11:43:41	N
	05/22/2015 09:13:40	Active	0.5 Miles	issacp	N/A	issacp	05/22/2015 09:13:40	N

Select Option

Geo Information Notes Covert Alerts History

GEO FENCE INFORMATION (* indicates Required Fields)

Description: Georgia Department of Corrections	Radius: 0.5	Status: ACTIVE
Address: 220 Piedmont Ave NE	Measurement: M	Shared: N
City: Atlanta	Latitude: 33.759188	Start Date: 02/03/2015
State: GA	Longitude: -84.382291	End Date: 02/03/2015
Zip Code: 30333		Start Time: 00 : 00
		End Time: 23 : 59

The SCP Covert Alert feature works in conjunction with Geo Fence and connects a call to an authorized remote number for dialed numbers, phones, inmates PIN, or GEO-Fence-perimeters that are under surveillance. Authorized personnel can monitor a call from any designated location, while the call is in progress.

The investigator enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate that meets the Covert Alert trigger criteria, it automatically routes to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

Covert Alert on Geo Fence Perimeter



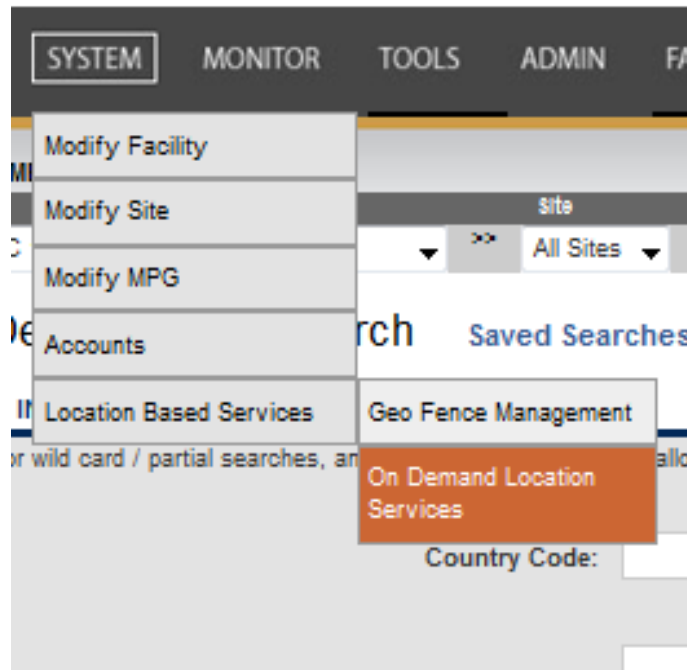
Real-Time Location Services

Real-time cell phone location identifies the location of a suspect's cell phone, in real-time, regardless of whether a call is in progress. This feature will aid investigators, with appropriate warrant documentation, in locating persons of interest faster and requiring fewer resources. This tool has also been beneficial in assisting in Amber or Silver Alert situations.

As is displayed in the screen prints to follow, to use Real-time Location Services, the authorized GDC user simply selects the real-time on-demand function within the SCP LBS module. The system will be configured to then require that the user upload the appropriate Search Warrant information and accept the associated terms and conditions. The warrant is permanently attached to the search record for future reference. The user then inputs the cellular number that is to be tracked and within seconds, the approximate location of the cell phone will be displayed on a graphical map of the area.

Securus LBS Real-Time Location Services has been directly responsible in aiding law enforcement in tracking the location of and arrest of multiple suspects. The GDC will be provided this solution as part of the SCP ITS.

User Selects On-Demand Function of the SCP LBS Module



User then inputs the cellular number that is to be tracked and uploads the appropriate warrant documentation

SECURUS Secure Call Platform jhiggs@SECURUS.TX | Help | Log Out
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL REVERSE BNA LOOKUP

MANAGEMENT LEVEL
Facility
Securus Demo Site

On Demand Location Services

PLEASE ENTER THE REQUIRED DETAILS (* Indicates Required Fields)

* File Name: Browse...
* Phone Number: Example: 2145566666
* Received Authorization: ☐ Click to Certify: ☐

Get Location

Wichita Falls

Map showing the Dallas-Fort Worth area, including cities like Dallas, Fort Worth, Arlington, and surrounding areas.

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LBS Real Time Location Solution immediately displays the approximate location of the cellular telephone on a graphical map

SECURUS
Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL REVERSE BNA LOOKUP

MANAGEMENT LEVEL
Facility
Securus Demo Site

On Demand Location Services

PLEASE ENTER THE REQUIRED DETAILS (* Indicates Required Fields)

* File Name: Browse...

* Phone Number: Example: 2145556666

LBS CONSENT - DEFAULT CONSENT DESC
By checking this box, I hereby certify the attached document is an official document giving permission to look up the location on this phone number requested.

* Received Authorization: ☐

Click to Certify: ☐

Get Location

Phone Number	Address	Latitude	Longitude
8179070658	14269 Inwood Rd, Farmers Branch, TX 75244	32.94350055555556	-96.82728583333333

Map showing location in North Dallas, Texas. The map includes labels for various streets and landmarks, such as Spring Valley Rd, North Dallas, and Farmers Branch. A location pin is placed on the map, indicating the approximate location of the cellular telephone.

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MS6: Contractor shall describe the options available in the proposed ITS for the called party to select their preferred language, English or Spanish, when accepting a call from an inmate at a GDC Facility.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus' SCP system setup provides message prompts in both English and Spanish with additional languages available as needed. Inmates simply select a specific language at the beginning of the call process by dialing a single digit.

During the acceptance of a call, the called party receives the acceptance instructions in English first, and then receives an option to continue in the language the inmate selected.

The called party can either continue in his/her selected language or change to the language selected by the inmate. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language he/she does not understand.

The following additional languages are currently available:

- Arabic
- English
- Chinese
- Dutch
- French
- German
- Greek
- Italian
- Japanese
- Korean
- Polish
- Portuguese
- Russian
- Spanish
- Swedish

MS7: Contractor shall provide a list of the available recordings for why a call is not completed and a description of each.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

All calls, regardless of their outcome, play a message to the inmate announcing the result of call progression or acceptance. The recordings are based on the features and functionality chosen, which will be configured specifically for the GDC. In addition, we can customize every prompt for each individual site. All call records contain a 'reason for termination' code that indicates why a call ended. Securus will modify/revise the recorded messages at any time during the contract within 30 days of the request to best meet the needs of the GDC.

The following table provides a list of sample recordings for SCP.

Description	Prompts: Exact verbiage
Call was detected by the system due to be a three-way call	No third party calls are allowed. This call is being terminated.
The PIN is already in use	That PIN number is in use. Please hang-up and try your call again at a later time.
The PIN number is marked as inactive	Your PIN is inactive. Please hang-up and try your call again at a later time.
Max call duration was reached	Thank you for using [brand name] {Securus}.
Call was attempted outside the call schedule	No calls are allowed at this time. Goodbye.
Called party hung up after the call was in progress	The person you called has hung up. Goodbye.
The called party hung up prior to accepting the call, or an answering machine	Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye.
Called party is busy	The number you called is busy. Please try again later. Goodbye.
Called party did not answer the phone	The number you dialed was not answered. Goodbye.
The called party did not respond when given the option to refuse the call	Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye.
The called party chose the option to refuse the call	Your call was not accepted. Goodbye.
The inmate did not enter in the correct information	You have entered an invalid response, please hang up and try your call again.
Call was terminated by the system due to a system restriction encountered (validation blocked number, invalid npaxx, or less than 10 digits of phone numbers etc.)	That number is restricted. Goodbye.

Description	Prompts: Exact verbiage
Call was terminated by the system due to system failure prevented the call from connecting. (Example due to gateway failure, join conference failure)	The number you dialed was not answered. Goodbye.
Commissary system experienced a failure and we cannot communicate	The debit system is down; please try your order again later. Please hang-up and try your call again at a later time.
The inmate tried to enter in too many digits	Your allowed numbers list is full. Goodbye.
The number was not found on the inmate's PAN list or was an international number where they do not have an international Pre-paid account	The number you dialed is not on your approved calling list.
Jail staff disconnected call through live monitor	This call is being terminated by the facility.
The balance is lower than needed to place the call	The Pre-paid account balance is lower than needed to place this call.
Debit balance is lower than needed to place the call	You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time.
Wrong Voice Mail box entered	That is not a valid mail box id. Thank you for using {product name} [example: the Crime Tip System].
Wrong Voice Mail box entered	That is not a valid Voice Mail box number.
Pin is not in use, but locked for some reason other than being in use	Your PIN is frozen. Please hang-up and try your call again at a later time.
Call was blocked through validation	The number you dialed is blocked from receiving collect calls at this time.
Inmate confirmed commissary order	Your order is being processed excluding any restrictions or limits.
If a PIN Lock fails for any reason (a communication error, e.g.), the call terminated according the configuration, then the CDR report displays the Termination Category as 'PIN Lock Error'.	Your account has been suspended.
Manually entered block in global list or PAN list	The number you dialed is blocked from receiving calls at this time.
Inmate Account is currently suspended	Your account has been suspended. Goodbye.
Maximum allowed calls has been reached	The Pre-paid number you have dialed cannot be processed at this time.

Description	Prompts: Exact verbiage
Maximum allowed minutes of calling has been reached	The Pre-paid number you have dialed cannot be processed at this time
Maximum allowed minutes per month has been reached	The Pre-paid number you have dialed cannot be processed at this time
inactive debit account	Your account information cannot be verified at this time.
Maximum concurrent calls have exceeded	Your account information cannot be verified at this time.
Invalid Debit PIN	Your account information cannot be verified at this time.
Insufficient funds	Your Pre-paid account does not have enough funds to complete this call.
Debit account has a zero balance	Your Pre-paid account does not have enough funds to complete this call.
The number called was busy	The number you called is busy, Please hang up and try your call again at a later time.
debit call invalid phone number	You have entered an invalid telephone number.
debit calls was not answered	Your call was not answered.
Unable to supply rate for call	Unable to identify the rates for the number dialed, Please hang up and try your call again at a later time.
Debit call failed for an unknown reason,	Your call cannot be completed this time. Please try it again later.
The PIN is not authorized to place calls from the associate site or phone or group of phones	Your PIN is not authorized for use at this facility.
PIN is not valid, as in, it is not found	That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time.
Called party block. Called party pressed 6 to block their number from being called	The number you are calling is blocked from receiving calls at this time.
Maximum allotted calling limits have been reached	You have reached your maximum number of calls allowed.
The call ended due to time limit	Thank you for using [brand name] {Securus}.
Caller hung up during the Voice Mail messages	Thank you for using [brand name] {Securus}.
Called party did not consent to charges	Thank you for using [brand name] {Securus}.

MS8: Contractor shall provide information on any security configurations available within the ITS to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator, etc.).

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus leads the inmate telecommunications industry in fraud detection and prevention, as evidenced by our owning more than 140 patents. Securus understands the one of the most significant threats to unauthorized, fraudulent, and illicit activity is call diversion schemes that mask the true destination of the call.

The system, by default, does not allow the inmate to press additional digits nor is a live operator ever available to the inmate regardless of the dialing sequence. Our SCP uses our patented DTMF collection techniques to only collect and act upon digits that the system is expecting to be pressed. Unlike traditional premises-based systems, SCP controls the call and buffers all information from when digits are pressed, to when they are sent through the call flow. For instance, the system asks for a language selection and expects a one-digit answer; the system asks for a PIN and expects a max PIN length to be entered. After the call is completed, the system does not expect the inmate to press any digits and will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on the SCP through Securus.

Additionally, the SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. Alerts are provided when any activity outside of standard parameters is detected.

All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hookswitch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities.

The SCP will provide, at a minimum, the following aids in preventing fraudulent use:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prohibition of switch hook dialing
- Limitation on the number of times a telephone number may be redialed by the offender within a specific period of time (parameters to be set by the GDC)
- Collection and prevention of dual-tone multi-frequency (DTMF)
- Detection of call forwarding (patented)

MS9: Contractor shall describe its process for allowing called parties under the same cellular telephone family/shared plan to set-up a single pre-paid collect account with Contractor to meet GDC's needs as required in Section 6.20 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 6.20 Scope of Services.

Securus currently allows for multiple numbers to be established under a single pre-paid account. Because of this, end users will have the capability to establish a single pre-paid account for families with multiple numbers on a wireless family/shared plan. This function is available today and widely used by our end user AdvanceConnect Pre-paid clients and helps decrease the funding charges for end users with more than one phone.

It is also important to note that unlike many of our competitors, Securus only charges a single funding fee for accounts with multiple numbers. Many of our competitors will multiply the funding fee by the total of numbers on an account for a single funding event.

MS10: Contractor shall provide screen shots of the ITS user application's search criteria capabilities to demonstrate Contractor's ability to meet GDC's needs as required in Section 6.24 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 6.24 Scope of Services.

The Securus SCP will allow the GDC to export the results from any CDR query to multiple formats to include Microsoft Excel 2003 or greater, Adobe® PDF format, or Comma Separated (CSV). Within the figure provided below, Securus has provided an example of a Call Detail Report that is generated from a random CDR query. Note the green, red and purple buttons that allow the user to "point and click to export the data" to either Excel, PDF or CSV.

Users can save the generated CDR reports to several destinations or upload data from the report into their own database, or into our **THREADS Data Analytics Program**, for further analysis and graphical outputs of the searched information. This feature provides fast and convenient access to CDR data for future retrieval or sharing and further data analysis through statistical tools such as Microsoft Excel.

The screen shot to follow shows the quick point and click functions of exporting selected CDR data.

Exporting Selected CDR Data

The screenshot shows the 'Call Detail Records Search' interface. At the top, there's a navigation bar with links: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with dropdowns for Facility (Securus Demo Site), Site (All Sites), Phone Group (All Phone Groups), and Phone (All Phones). A callout box points to these dropdowns with the text 'User friendly, customizable Search Engine'.

The main section is titled 'Call Detail Records Search' and contains a 'FILL IN SEARCH CRITERIA' form. The form includes fields for Country Code, Custody Account #, First Name, Last Name, Dialed Number, PIN #, Destination Zone, Prepaid Account #, Termination Category, Blocked Reason, Call Type, Call Status, Date Criteria, and Results Per Page. There are also checkboxes for International, Watched, Private, 3-way, Voice Biometrics, Test Call, and RCF. A callout box points to the 'Excel', 'PDF', and 'CSV' buttons with the text 'Point and click to export data.'.

Below the search criteria is a table of results. The table has columns: SITE, PORT LOC, DIALLED #, START, END, DURATION, ACCT #, PREPAID ACCT #, NAME, CALL TYPE, CALL STATUS, TERM CAT, BLOCKED REASON, and CALL PROPERTIES. Two results are shown. The first result is for 'Securus Demo Site' with a dialed number of '8002779191'. The second result is for 'Securus Demo Site' with a dialed number of '9729801062'. A callout box points to the first result with the text 'Apply a number of different actions to the call record.'.

At the bottom of the table is a 'Terms and Conditions' link and a copyright notice: '© 2011 Securus Technologies, Inc. All Rights Reserved.' A callout box points to the table with the text 'Comprehensive, critical call detail information'.

MS11: Contractor shall provide screen shots of the ITS user application's reporting capabilities to demonstrate Contractor's ability to meet GDC's needs as required in Section 6.26 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 6.26 Scope of Services.

The SCP user interface as well as THREADS, Securus' data analytical tool, will allow authorized GDC users to have access to nearly unlimited query potential on the CDRs to determine activities and calling patterns. The SCP provides specific investigation tools, within our investigative reports module, that aid in analyzing calling patterns, gang affiliation and tracking of calls to the same numbers to name just a few.

Using these tools, Securus will work with the GDC to customize reports, beyond those that are standard in the system, in a form mutually agreed upon by the GDC and Securus.

The Call Detail Report (CDR) provides the Department's investigators with an intuitive and user-friendly report that enables them to view or search on virtually anything related to an inmate call, to include each of the items noted below.

- Call Statistics by Date Range
- Frequently Called Numbers
- Frequently Used PIN
- Commonly Called Number
- Call Detail Report

- Gross Revenue Report by Date Range
- Facility Totals and Statistics
- Called Party/Number Accepting Report
- Fraud/Velocity Report
- Total Calls
- Calling List (PAN) Report
- Common PAN Numbers
- Debit Usage Report
- Debit Balance and Funding Report
- Bill and Call Type Distribution
- Phone Usage
- Reverse Look-Up
- User Audit Trail
- Voice Verification

Detail Records Search

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Country Code:	Dialed Number:	Destination Zone: -- ALL --	International: <input type="checkbox"/>
Custody Account #:	PIN #:	Prepaid Account #:	Watched: <input type="checkbox"/>
First Name:	Last Name:		Private: <input type="checkbox"/>
Termination Category: -- ALL --	Blocked Reason: -- ALL --		3-way: <input checked="" type="checkbox"/>
Call Type: -- ALL --	Call Status: -- ALL --		Voice Biometrics: <input type="checkbox"/>
Date Criteria: Date/Time Range	Results Per Page: 100		Test Call: <input type="checkbox"/>
Start: 02/01/2011 00:00:00	End: 04/26/2011 23:59:59		RCF: <input type="checkbox"/>

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1

	SITE	PORT LOC	DIALED #	START	END	DIR	ACCT #/ PIN	PREPAID ACCT#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>	Securus Demo Site	je test 4	(1) 8002779191	02-16-2011 03:11:47	02-16-2011 03:12:19	32 (s)	7890		Helen Huynh	Operator	complete			Language: English 3-Way
<input type="checkbox"/>	Securus Demo Site	Test Port 3	(1) 9729801062	03-23-2011 02:30:19	03-23-2011 02:31:11	52 (s)	7777		Barry davis	Person Call	complete			Language: English 3-Way

Apply a number of different actions to the call record.

Comprehensive, critical call detail information

Terms and Conditions
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Please refer to Appendix H for examples of our standard SCP reports, which include additional screen shots.

MS12: Describe how Contractor will provide search and query capabilities for the pre-paid accounts to meet GDC's needs as required in Section 6.29 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 6.29 Scope of Services.

Securus will provide the GDC with access to end-user pre-paid account information for investigative purposes to the extent allowed by applicable confidentiality laws. Our search function will allow access to all data points uploaded or added directly into the system. Additionally, our THREADS data analytical tools will allow the GDC to search, view and create graphical representations analyzing inmate calling to multiple pre-paid accounts and pre-paid accounts that receive calling from multiple inmates.

Additionally, Securus is able to use our Location Based Services (LBS) application to deliver the start point and end point of conversations terminating to cellular telephones which may have an approved pre-paid account.

MS13: Describe Contractor's capability of auto-enrolling PANs to avoid manual entry. Contractor shall indicate whether the ITS can accommodate a specific timeframe (e.g. quarterly, monthly, every 120 days, etc.) for automatically allowing PAN updates/changes.

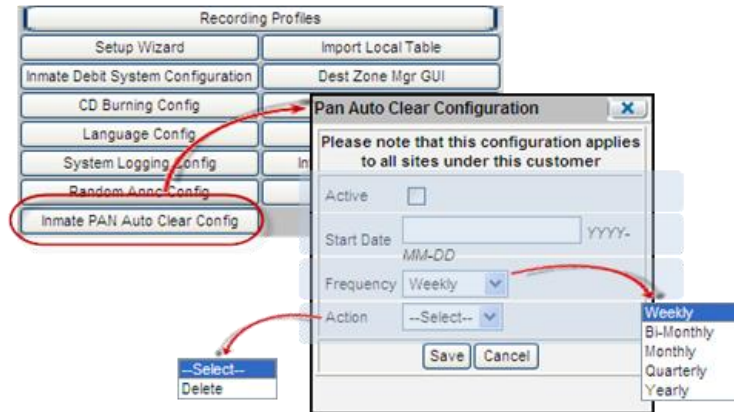
SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 7 Personal Identification Number Application and requested PAN functionality.

Like all other features of SCP, the Personal Allowed Number (PAN) lists are flexible and can be administered in various ways: PANs can be configured manually, automatically, or by importing through integration. The SCP has the capability to store telephone number, called party name, address and relationship to the inmate within PAN database for each inmate.

The SCP's Automated Inmate Managed PAN feature will provide fully automated functionality while providing the security of pre-approved PAN numbers and the ability to pre-schedule times for updates and changes.

The Automated Inmate Managed PAN feature allows inmates to manage phone numbers on their list such as adding a new number, removing a number, checking the status of a phone number, or hearing, which phone numbers are on their list from any inmate telephone. The process can be set on a schedule through which the Inmate is only allowed to make changes to his PAN at a pre-scheduled times such as every 30 days. Other times frames including quarterly, or every 120 days, can also be programmed to meet the needs of the GDC. The process as displayed in the screen print below allows authorized user the change the frequency of the inmate's ability to make changes.



Following an Inmate's addition of a number to his/her PAN, the SCP's automated system conducts a real time Billing Name and Address (BNA) lookup on the phone number. The number is also checked against the SCPs global blocked number listing. If a valid BNA is found and the number has not been previously blocked, the automated system then calls the phone number notifying the number owner that "specific inmate name" an inmate incarcerated within the Georgia Department of Corrections (message to be customized for GDC and can be site specific) has requested that their number be added to their allowed call listing".

The party is given the option to accept, deny or never receive a request from this inmate again. If accepted, the system can then allow immediate calling to the number and the notified party will be given options to establish a calling account.

The system allows the option for a further step of validation. Upon notified party acceptance, the system places the number in an approval queue where an authorized GDC employee, or Securus on-site administrator, will establish if the number meets GDC requirements. Upon review and approval the number is then released for inmate calling. The inmate can check the status of a numbers approval status from any inmate telephone at any time during the process.

The inmate managed system can be configured to meet all GDC requirements for automation and is currently in use by multiple Securus clients.

Additional PAN Features

The SCP allows administrators to use the following additional features to maximize efficiency, control, and inspection of PAN lists:

- Global Allowed List
- Automated List Refresh
- Verified/Not Verified PAN
- Speed Dial for PANs
- Associate PANs to PINs

- PAN Management Report
- PAN Change Log Report
- PAN Frequency Report

The following table provides descriptions of each PAN features and their primary benefit to the GDC.

PAN Features

PAN Feature	Primary Benefit	Description
Global Allowed List	Efficiency	Certain phone numbers, such as attorney numbers, can be allowed by all inmates by including them on SCP's "global allowed list."
Automated List Refresh	Efficiency	With this automated feature, PAN lists can be configured to refresh every month on a certain day, such as the first of every month.
Verified/ Not Verified PAN	Safety and control	This feature flag numbers added to the inmate's PAN list as "verified" or "not verified". If the PAN is "not verified", the inmate has the ability to call the number for a configurable number of days before it is blocked. Once the threshold number is reached and the number is blocked, a facility administrator must verify the number and if appropriate—allow calls to that number again.
Speed Dial for PANs	Safety and control	Setting up speed dial numbers for PANs is a preventative measure that reduces an inmate's ability to steal or use other PINs or PANs.
Associate PANs to PINs	Safety and control	PANs are associated with specific PIN numbers. Restrictions can be applied to PIN numbers giving facilities control of when and where an inmate can place a call, how long they can talk per call, and how many calls they can make by day, week, or month.
PAN Management Report	Efficiency	This user friendly, interactive report provides a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate Managed PAN System, it is indicated on this report. Users can select from over twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.
PAN Change Log Report	Safety and control	PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.

PAN Feature	Primary Benefit	Description
PAN Frequency Report	Safety and control	Shows phone numbers that appear in multiple PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of “four” will show phone numbers that appears in PAN lists more than four times. This report also allows users to create a detail report with specific detail for each call.

In the event that the GDC does not elect to implement the Inmate Managed PAN feature and functionality as describe above, the SCP provides the following Auto PAN and Manual PAN Entry options. As also described below all existing PANs from the current vendor’s system will be transferred to the SCP through our PAN system integration feature as also described below.

- **Auto PAN** – Allows the first “X” amount —amount is defined by the GDC— called numbers to be added to the inmate’s PAN list automatically. The amount of numbers allowed is configurable and the system will not allow the inmate to exceed that number.
This is the most popular method of PAN administration. No staff time is required for this process and numbers are loaded immediately to maximize revenue potential.
- **Manual PAN Entry** – Authorized GDC personnel or Securus provided on-site system administrators have the ability to accept calling lists from inmates, verify the phone numbers, and enter them into SCP’s user interface.
This form of PAN administration allows a hands-on approach to approval and control of each number added to an inmate’s allowed number list.
- **Adding PANs by System Integration** – SCP allows for the importing of personal allowed numbers through our E-Imports application to add number, associate relationships, and deactivate numbers.
No staff time would be required to administer this process. This is a specialized form of PAN administration, based on specific integration requirements of a facility.

MS14: Contractor shall provide a detailed description of its proposed method for storing call recordings and CDRs, both online and offline as required in Section 8.7 of the Scope of Services. The Contractor must include a summary of its data redundancy/disaster recovery practices.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 8.7 Scope of Services.

Securus will store all CDR’s including all attempted and completed calls, for the life of the contract with a historical storage of seven (7) years beyond the contract expiration.

Call recordings, will be stored online with immediate access for the requested two (2) year period. Upon contract expiration, the ending two (2) years of recordings will be stored in our secure data center.

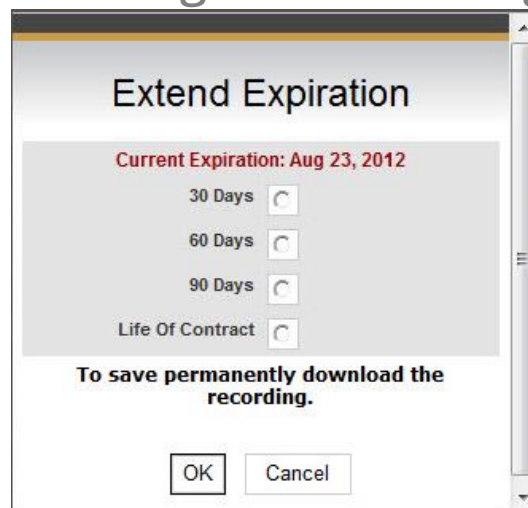
All CDR's and call recordings will be available to authorized GDC users from any PC connected to internet via the Securus client portal.

Extending Expiration Dates

Regardless of the two (2) year on-line storage requirement, the SCP Call Tracker feature can extend the expiration of any individual recording at the discretion of the GDC. Many times Call Tracker entries are added to calls that are currently under investigation. It is common to find that investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. With Call Tracker, authorized users can protect a recording from being purged by extending the expiration of the call by 30, 60, 90 days, or for the life of the contract.

This is easily accomplished by selecting the Extend Expiration icon. The Extend Expiration feature allows authorized users to view the current recording expiration date and time (date and time in which the recording is set to be purged) and choose to extend the expiration of the recording by 30, 60, 90 days or to mark the recording to be retained online for the life of the contract.

Extending Call Recordings



Call Recording Storage

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime. Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel.

In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

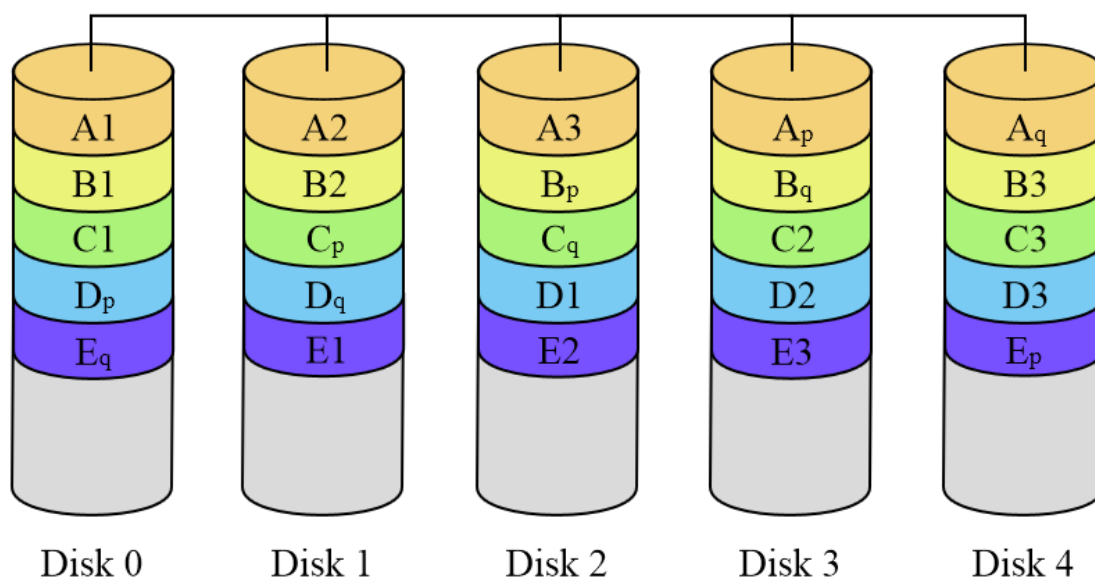
To provide the GDC with redundancy, SCP writes all recorded calls to two separate Storage Area Networks, using two separate connections to the different Storage Area Networks. SCP also writes the recorded calls to off-site copies, archived for disaster recovery purposes.

Securus' SCP provides a unique set of features that uses advanced technology to store call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created a need for manual backup schemes that are no longer necessary with SCP. SCP uses 'SAN' (Storage Area Network) storage. A Storage Area Network (SAN) is a high-speed special purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, optical jukeboxes, etc.) with associated data servers.

The SAN architecture makes all storage devices available to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). The SAN solution not only delivers complete scalability for a facility's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and the sharing of data among different servers in a network.

As more storage devices are added to a SAN, they too become accessible from any server in the larger network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy. This technology enables the SAN to deliver not only superior performance, but also fault tolerance to disk failures thereby ensuring that data is no longer susceptible to loss due to individual or multiple drive failure. Accordingly, the SAN provide facilities with the ultimate protection against single drive, multiple drive, or server failures, and the broad interoperability required for critical data and application as well as increased security for each call recording.

Within the SAN, the SCP system uses (among other storage) a combination of several RAID technologies including RAID5, RAID6, and RAID10, which are arranged in such a way that even if one of the hard disk drives fails during the data recovery process, the systems continue to be operational, with no data loss.



In addition, Securus' SAN translates to over four (4) petabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Securus' data centers and SAN storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's storage requirements
- **Resistant** to local disasters through multiple copies stored within the data centers as well as offsite copies
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned and compressed** to run queries faster
- **Secured, protected, and monitored** to enable total recall of data

Our advanced inmate calling system can record and store basic call data with the capability to provide management reports.

In addition to on-line access to call recordings on our fault tolerant SANs, the recordings are also stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

As the records become older than 2 years they will be flagged as such within the system and unavailable for immediate on-line access but still stored in the Securus centralized call control facilities located in Atlanta, GA and Dallas, TX on multiple redundant drives. As addition security, the offline records are off-loaded to a tape drive system. The tape drives are stored at a secure off-site environmentally controlled private media storage facility.

Because a copy of the off-line data is stored within the call control facilities, the data is immediately available upon request by the GDC. If an investigator needs a record that is 3 years old, they may request the data from the on-site PIN administrative staff that can go into the off-line data and pull the information immediately. There is no need to pull tape drives for the historical data.

Securus provides a secure, centralized System Database for call detail records that are replicated to many other systems within the Securus network, including the rating and billing database. This feature is designed to prevent loss of data. Securus' SCP has the capacity to store multiple years of call data as required by the facility.

Securus uses Oracle for its database file structure. Oracle Database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability architecture
- Partition and compress data to run queries faster
- Securely protect and audit data, and enable total recall of data
- Make productive use of standby resources

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system, or RDBMS. Storing data in multiple tables enables Securus to define relationships between the tables, as well as the applications that feed information into those tables.

Not only does Oracle allow our SCP to link the call data to multiple tables, it also maintains consistency between them, ensuring that the data among related tables is correctly matched to maintain referential integrity.

Utilizing the Oracle database provides us the ability to respond faster to changing business conditions, thus providing our clients with a system that is more responsive to their continually evolving needs.

Oracle supports all standard relational data types, as well as native storage of XML, Text, Documents, Images, Audio, Video and Location data. Access to data is via standard interfaces such as SQL, JDBC, SQLJ, ODBC .NET, OLE .NET, and ODP .NET, SQL/XML and Xquery and WebDAV.

MS15: Describe in detail Contractor's ITS alert application. Description should include, at a minimum, what methods of communicating alerts are available (such as cellular telephone, pager, SMS text, email, etc.), and what types of alerts (such as transfer to cellular telephone) are available. Contractor shall detail any "barge-in" capabilities as well as any alert access security features.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

The Securus SCP includes an integrated alert system, called Covert Alert that will meet all the GDC stated requirements. Covert Alert will allow authorized GDC system users to establish alerts on calling events, keywords and exclusive to Securus, on calls made to cell phones within a GDC established Geo-Fenced area. GDC users can receive live communication alerts via cellular telephone, pager, SMS text and email. The feature provides ability to be immediately connected to a live call in progress with complete access security and barge in capability as further described below.

Covert Alert Live Call Notification

Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, inmates PIN or Geo Fenced areas, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

After a dialed number, phone, or inmate PIN, is assigned a "covert" status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring.

When a call is placed by an inmate, or to a phone number, or on a phone that has a covert alert trigger, it is then automatically sent to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility, or across the country.

"Barge In"

While on the covert alert call, the investigator can terminate the call between the inmate and the called party by pressing a predetermined code.

In addition to being able to disconnect the call, the investigator can also barge into the inmate conversation and speak to both the inmate and the called party by pressing a predefined "Barge In" code and confirming that they want to barge in. The "barge in" code confirmation eliminates the potential of accidentally barging into a call.

This "Barge In" capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Alert Access Security

To ensure complete security, upon notification of an alert the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This optional security enhancement feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

"This is a covert alert call from John Smith, an inmate at a GDC Correctional Facility. To accept this covert alert call, please enter your investigator PIN now."

E-Mail and Text Notification

If selected an e-mail is sent to the investigator that notifies the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and indicates whether or not the call has been recorded. The following figure provides a sample text message alert.

Alert Notification E-Mail

From: SECURUS_ALERT_DO_NOT_REPLY@securustech.net Sent: Wed 6/2/2010 1:12 PM
To: Adam Edwards
Cc:
Subject: SYSTEM: COVERT ALERT

A covert alert has been triggered indicating a call has been placed from/to a CALL_PARTY. The detail of this call is as follows:

Phone #: 19722770503

Phone: LP 27

Phone Group: General

Inmate Name: Adam Edwards

Inmate Account #: 59595959595

Recorded: Y

For more detail please go to S-GATE by logging on to <https://commandcenter.securustech.net/SignonWeb/>.



The following figure illustrates the SCP user interface screen used to configure the alert notification.

Configuring an Alert Notification

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securix Demo Site Site: Kellway Test Lab Allen Phone Group: All Phone Groups Phone: All Phones

General Global Lists Call Schedules Call Forwards Phone Groups Virtual Groups

Return to Dial List

GENERAL DIAL LIST INFORMATION (* indicates Required Fields)
(Use * for wild card / partial searches)

Dialed Number: 1 0001000000
Blocked: NO Reason: N/A
Private(Use for Attorney/Client Privilege): NO
Watch: NO
Record Calls: NO
Passive Acceptance: NO
Word Spotting: NO
Voice Biometrics: DEFAULT
Dialing Class of Service: Status: ACTIVE
Speed Dial Code:
3-Way Call Detection: DEFAULT
Max Call Dur.: 0 minutes
Description: per det
Create Date: 06/24/2010

DIAL LIST NOTES (* indicates Required Fields)

COVERT ALERT INFORMATION
Alertee First Name and Last Name fields should match with the Investigator's SCP User account First Name and Last Name.

Alert Phone * Alert Email Alert Location * First Name * Last Name * Status * PIN * Hide Call Last Updated

ACTIVE

Investigators can then easily enter a phone or email address that will receive the alert.

Covert alerts can be set by PIN, phone, or any dialed number under investigation (here, a dialed number).

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. The following figure is an example of the SCP user interface call detail record search used to create a covert alert report.

Covert Alert Call Detail Report

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: 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

17 Results PAGE 1 OF 2

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (s)	DIALED #	ACCT #PIN	NAME	CALL STATUS	PIN ACCEPT
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	

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

Location Based Services (LBS) Geo Fencing

As further described within Securus response to MS5 of this Attachment J, through our LBS GEO-Fencing module, the GDC can set up a perimeter around DOC facilities that identifies when an inmate calls a cellular phone that is located within that perimeter at the time of the call. Geo-Fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts or attempts to pass contraband over perimeter fencing such as contraband cell phones and drugs.

MS16: Contractor shall describe its copying process as required in Section 8.16 of the Scope of Services, and indicate whether the copying/burning capability is built into the ITS user application or whether the ITS uses an external application/software.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 8.16 Scope of Services.

The recording copying and burning capability is an integrated function of the SCP application. The system does NOT use any external application software to perform this function.

The Securus SCP will provide for the capability to e-mail, copy and export recordings with no loss of quality and is capability of placing an audio and visual data, time stamp with the recording. Authorized GDC users can copy recorded calls onto a CD/DVD or other storage medium in audio or MP3/ data format or e-mail the recording with tamper free capabilities with a copy of the playback software imbedded as well.

Securus' SCP provides a patented method for ensuring the authenticity of inmate call recordings made through our platform.

This patented security feature—the chain of evidence—is a key component of the SCP and is automatically included in all SCP installations. The chain of evidence prevents tampering of the call detail record and the call recording and encrypts, time-stamps, and verifies the authenticity of each recording.

Securus' goal in creating a system that ensures the security of the call recordings was to meet or exceed the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law to support a conviction. It was the rigor of these standards to which we developed the SCP's chain of evidence.

In addition to the chain of evidence provided through SCP, Securus will provide expert staff to testify, at no cost to the GDC, on the authenticity of the call recordings made on SCP at any time upon request.

Chain of Evidence

A phone call made on Securus' SCP creates a record, known as a call detail record (CDR), which includes—at a minimum—the following information:

- Customer name
- Facility name
- Originating station
- Destination number
- Start and stop time of the call
- PIN, if used by the facility

This information provides context about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge of its authenticity. SCP combines this contextual information with the audio data in memory, and writes the information to disk as a continuous data stream. The recording is never modified after it is written onto disk and each recording contains the critical information regarding the authenticity of the data.

Storing this log of data in one combined unit with the ability to quickly pull reports verifying this data from an independent system creates a strong audit trail for identifying and proving the origin of the recorded call.

Creating the Audio Data

The recording process starts as soon as the called party answers the phone. This provides a record of the entire interaction between the SCP and the called party before the called party accepts the call. This interaction includes everything the called party says and all voice-over announcements, including the following information:

- Location of the originating call
- Inmate name
- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is “complete” in real time and does not depend on the inmate and called party ending the call to have a “header” or other information written into the CDR.

This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with respect to all of the required data to identify the call. This guarantees that any recording produced for legal purposes are the original data (recording and call details) and could not have been modified. In addition, data cannot be transposed with another recording to confuse the identity of the subject.

Downloading Calls as Evidence

SCP allows authorized users to copy recorded conversation to any external media device connected to the user’s PC, such as CD, DVD, mp3 player, or thumb drive with no loss in audio quality. This feature allows the mobility of recordings for transporting the information to investigative personnel or for court cases. To maintain the accuracy of data and recordings during downloading and copying, SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

Transferring/Copying/Exporting Recordings

- Click the checkbox to select the desired recordings for downloading
- Click **Save selected calls to folder**
- Select the destination folder by creating a new folder or selecting an existing folder

Create a new folder:

- a. Enter the folder name in the **Folder Name** field
- b. Click **Create & Save**

Select an existing folder:

- a. Select the folder name from the **Select Any Folder** drop-down
- Click **Save**

- Open the Recording Management folder by selecting **Tools>Recording Mgmt**
- Select the correct folder by clicking on the edit icon
- Select the desired recordings by clicking the checkbox
- Select a transfer/copy/export action:
 - Email (with or without a link)
 - Create CD Image

Downloading Recordings to External Media

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Admin
Securus Demo Site

Recording Management
Folder Name:

4 Results

SELECT	SITE	PORT LOG	CHALEW	NAME	PIN	START	END	DUR
<input type="checkbox"/>	Securus Demo Site	LP 11	(1)			05-10-2011 20:35:42	05-10-2011 20:36:59	77 (s) 1.28(m)
<input type="checkbox"/>	Syseng	LP 1	(1)			11-03-2010 10:16:37	11-03-2010 10:16:43	6 (s) 0.1(m)
<input type="checkbox"/>	Securus Demo Site	LP 41	(1)			11-02-2010 13:55:36	11-02-2010 13:56:28	52 (s) 0.87(m)
<input type="checkbox"/>	Syseng	LP 1	(1)			11-02-2010 08:34:30	11-02-2010 08:34:42	12 (s) 0.2(m)

Recording Management identifies file size compared to size available, both graphically and numerically.

Choose from multiple file types

Fast, easy email options available:

- Email with link
- Email with no link
- No email

☐ Delete Selected ☐ Move Selected (4) Total Files (3.34 MB Total) (147) Seconds Total (2:45) Minutes Total
 Selected Files: (2) Total Files (2) MB Total (2) Seconds Total (2) Minutes Total
 The percentage shown below includes space reserved for the additional files necessary to support and play back the recordings.
 Delivery Method: ISO ☐ Wave File (Same size as OGG) ☐ GSM Files (25% size of OGG) ☐ Mp3 Files (50% size of OGG)
 Email Options: Email With Link ☐ Email With No Link ☐ No Email ☐

The recording management folders will allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user's PC

E-Mail Transfer

SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device. As an exclusive Securus offer, the SCP e-mail transfer function will allow the user to establish a maximum time limit on the receiving party's ability to listen to a recording. Following review by the receiving party, the recording link will expire.

This added security feature protects the integrity of an investigation but allows interagency cooperation.

MS17: Contractor shall describe all of the types of pre-payment/deposit methods available to called parties for debit accounts (e.g. Visa, Master Card/debit card, money order and etc.) and inmates. Additionally, Contractor shall describe its process for accommodating real-time refunds associated with debit accounts.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

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.

Further the called party is not required to establish any form of account with Securus. The only system requirement is that the called party's number be on the inmate's PAN listing if PANs are used.

Once implemented, an Inmate Debit account is opened automatically for existing inmates and at booking, for new inmates. All accounts and supporting details are accessible to authorized users through the SCP user interface.

SCP Inmate Debit Funding Options

As further described below, Securus offers multiple alternatives through which an Inmate's Debit account can be funded to include direct inmate funding through a commissary transfer or family and friend funding through multiple sources.

Inmate Funding

An inmate can transfer funds through the commissary system to his/her Inmate Debit calling account. This can be accomplished via the Securus Commissary Order by Phone functionality, through which an inmate can initiate a Debit transfer request from any inmate telephone, a traditional form request, in POD Kiosk or via the GDC's existing commissary order processes and procedures.

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/ commissary account and added to his Inmate Debit calling account.

Debit transaction records will include inmate ID and the dollar amount transferred, and will be sent electronically from the commissary to Securus' secure FTP server. The resulting electronic data exchange immediately updates the ITS to show the inmate identification and amount of debit time added to the phone account (by each inmate). Restrictions can be implemented that limit Debit Transfers to \$100.00 per inmate per week or as required.

At no cost to the GDC, Securus will work with the GDC's Office of Information and Technology as well as directly with the Commissary provider to establish all required interfaces to facilitate inmate funding of Debit accounts.

Securus has a dedicated team that is specifically dedicated to this integration process and has successfully worked with multiple commissary providers and State Departments of Corrections to facilitate the funding and refund processes.

Family and Friend Funding

Family and Friends can always deposit money into an inmate's Commissary/Trust account allowing the inmate to make the transfer to his Debit account, as described above. Many times however, funds from Family and Friends that were intended for ITS calling get used by the inmate on other items.

Through Securus, Family and Friends can directly add funds to an inmate's Debit account ensuring that the funds are used only for ITS calling. Friends and family members are not required to open their own accounts and can deposit money directly into an inmate's debit account using several convenient points of sale:

- Securus Correctional Billing Services' Website
- Customer service representatives
- Money order payment via United States Post Office—mail the payment to Securus Correctional Billing Services' PO Box.

Friends and family members also have multiple payment options to fund accounts, including credit or debit card. Securus accepts all major credit and debit cards.

Refunds

When an inmate is released from a GDC facility, the release information is transmitted to SCP. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate.

Securus can remit the unused funds back to the commissary/trust account to be refunded to the inmate via the GDC's refund process. Or, to further relieve the GDC of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

Reporting

Detailed reporting about Inmate Debit is available through the SCP user interface and the Facility Portal. The SCP Debit Report allows GDC users to:

- Query Inmate Debit call detail records (CDRs) by the user-specified criteria
- View all debits and credits that occurred during a specific time period for an individual inmate; for all inmates within a facility; or for all facilities

Secure Call Platform Debit Report

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

SCP 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

1 of 2 Select a format Export

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Securus Demo Site	0543 0343	Gerald Test	Credit	\$100.00	11/18/2010 05:20:35	Gadmin@OCSTX.TX	20102018002034-0343	Site Issued Credit	
Securus Demo Site	10282010 / R-102820101-3853	TIM LOCALS	Credit	\$100.51	10/28/2010 11:12:25	41admin@OT9TX.T	20101228111124-X	Site Issued Credit	

172.16.32.40

TOTALS

Action Type	Quantity	Amount
Payment	0	\$0.00
Credit	2	\$200.51
Debit	0	\$0.00
	2	\$200.51

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

All security measures and call controls are fully enabled for debit calling as they would be for any other type of call.

MS18: Describe how Contractor's TDD telephones work with its proposed ITS. Include in the description how TDD calls can be recorded/monitored via the ITS, how call controls are configured and how TDD calls are billed.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with Section 10 ADA Compliance.

All proposed equipment and solutions will be compliant with the Americans with Disabilities Act ("ADA") requirements, not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf ("TDD").

Securus will provide TDD telephones as needed and as identified in Attachment C – GDC Facility Specifications of this eRFP. Securus understands and accepts that the GDC has the right to modify the number of units provided, up or down, as business change or needs occur.

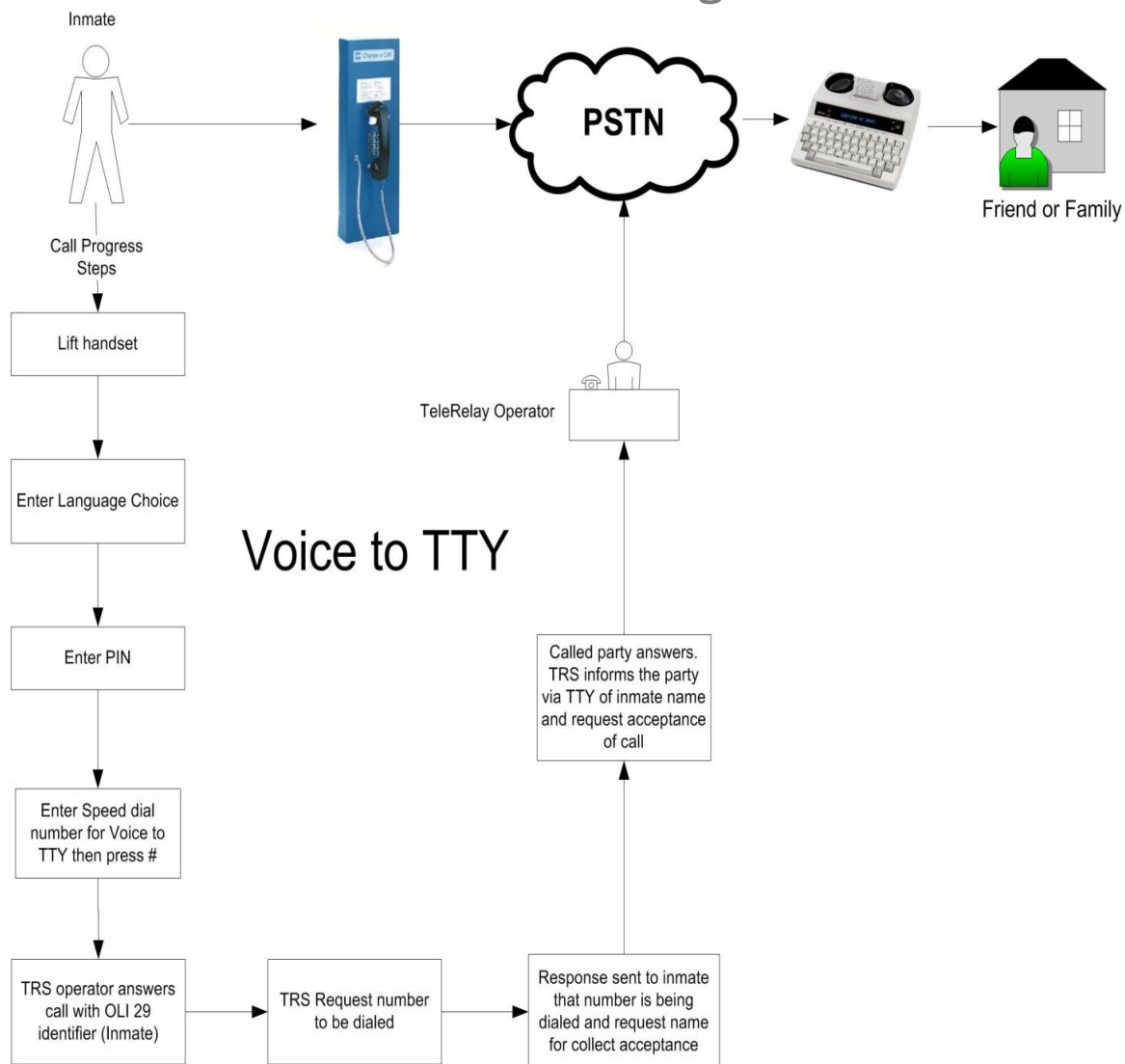
The TDD technology provided by Securus uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member from initiating the call process.

Integrating the TTY call through SCP allows for various policy and security measures that would be specified by the State, such as time limits, call recording, remote printing of the content of the calls, prevent redialing, etc.

Inmate Call Using TTY Phone Calling through Relay Service Operators (TTY to TRS)

The inmate calling process is initiated when the inmate types the information into the TTY device that dials out through the SCP to the state's Telecommunication Relay Center (TRS). The information will include the inmate's PIN along with a pre-set toll-free number that dials directly to the TRS operator. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

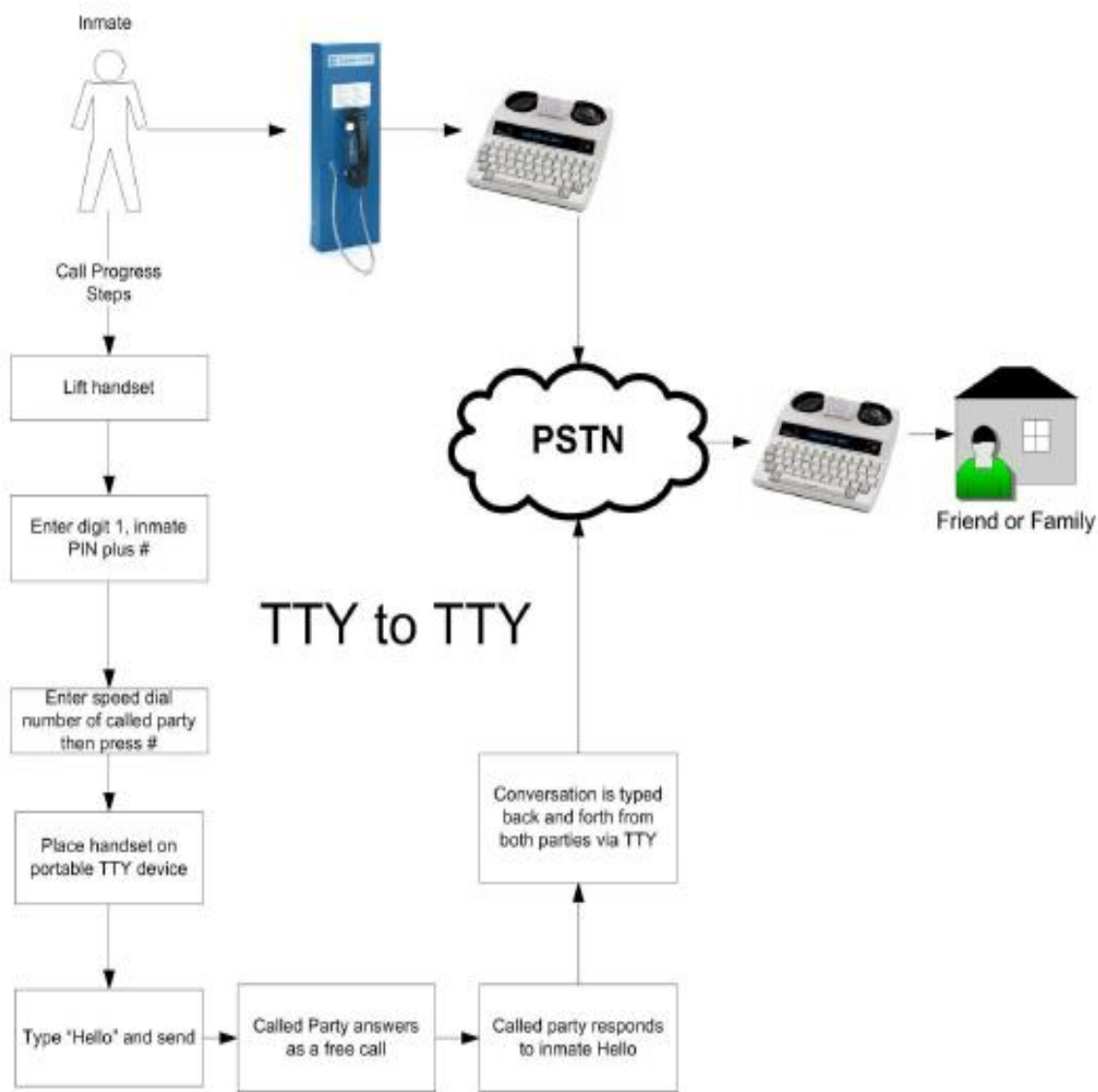
Inmate Call Flow Using TTY to Voice



Inmate Call Using TTY Phone Calling another TTY (TTY to TTY)

When a hearing impaired inmate places a call using a TTY phone to a friend or family member using a TTY phone must include the called party on his/her PAN list. The same call restrictions associated with a hearing inmates call will apply. Charges to the called party will be rated and billed by Securus and inmates can also place debit calls.

Inmate Call Flow Using TTY to TTY



The TDD calls are integrated through the SCP system to allow for call recording, as well as various policy and security measures that can be specified by the GDC, such as time limits, remote printing of the content of the calls, prevention of redialing, and more.

MS19: Contractor shall describe how the ITS adjusts the duration of the call or excludes the pre-recorded announcements identified in Section 11.6 of the Scope of Services from the cost of a call.

Securus will comply with all requirements of Section 11.6 Scope of Services.

Announcements made at the beginning of a call, before called party acceptance are not counted towards call duration or cost.

Voice overlay announcements made in the middle of a call are quiet enough to allow the parties to continue speaking and, as such, do not require an adjustment to the call duration or cost.

The overlay messages are configurable to meet the GDC's requirements and may be programmed to play at one-minute increments or a random setting or upon detection of a specific event. An example of a voice overlay message is "This call is from a GDC correctional facility, "this call is subject to monitoring and recording", or a "three-way conference or remote call forward has been detected and this call will now be disconnected".

Our voice overlay can be configured by the GDC in the following ways:

- Play the message randomly or a fixed number of times per call
- Set the number of times to play the message during the call
- Change the time between when the message plays and when to play the next message
- Set the delay between call acceptance and when to play the first message
- Set the amount of time before the end of the call to play the message
- Deactivate this feature, as determined by the GDC

MS20: Contractor shall specify the method used to detect three-way calls identified in Section 11.7 of the Scope of Services if the called party is utilizing a cellular telephone to place the three-way call.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 11.7 Scope of Services.

The SCP can, upon detection of a three-way or call forwarded calls, flag and/or terminate the call immediately based upon the requirements of the GDC. Three-way calls will be flagged in the CDRs as "Three-way call detected."

Three-Way Conference Calling Fraud Detection

Securus' three-way prevention system has been awarded several patents and is one of the best three-way detection systems available on the market.

With the release of SCP's (Secure Call Platform) new digitally clean line transmission; our three-way prevention system has increased its capabilities to efficiencies never before achieved.

When a three-way event is noted, the system will do one of three things (based on the GDC's choice):

- Disconnect the call with messaging to inmate and called party
- Mark the call with no interruption to the call
- Warn the inmate that third party calls are not allowed

This feature prohibits the major fraud practice possible with other automated and live-operator systems. Inmates could enlist the aid of an outside accomplice to "conference" them, via Central Office-provided three-way calling, to an "unrestricted" line, bypassing the system controls.

Without this protection, inmates have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call feature by immediately disconnecting the call upon detection. Securus' 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.

Securus' patented three-way call detection feature has been proven and certified in independent tests and works with cell phones as well as land lines. We would be pleased to demonstrate these tests and accuracies as needed for the State. With an accurate three-way detection system, the State can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected.

As evidence of a newer, optional technology, Securus can detect three-way calls with cell phones, through a sophisticated tool that listens to a combination of voice and phone sound quality talk paths. This method goes beyond traditional detection and into speech analytics to discern multiple voices on the call as an advanced way to detect three-way calling.

Securus recognizes that the ability to detect a three-way event initiated via a cell phone using traditional detection methods is difficult. In response, Securus offers the next generation in three-way detection using our Continuous Voice Identification Investigator Pro voice recognition software.

Investigator Pro is a powerful evidence-gathering and investigative analysis tool that is proven and in use in facilities nationwide. Investigator Pro uses unprecedented state-of-the-art technology to “recognize” the voices of inmates over telephone calls and exposes inmates who try to beat the system by hiding their identities on other PINs to engage in criminal activity such as inmate-to-inmate calling via three-way calling.

Investigator Pro’s Inmate Inter-Communication Evaluation and Reporting (ICER) application will allow GDC investigators to run reports and establish alerts and CDR flags and real time search for calls by an inmate’s specific voice or calls with multiple voices. Further information regarding Investigator Pro and ICER has been provided within Attachment K.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Its configuration will be customized by Securus to adjust sensitive parameters and thresholds for optimum performance based on each individual facility.

Remote Call Forwarding Detection

Securus leads the industry in fraud detection and prevention and is pleased to offer real-time Remote Call Forwarding Detection (RCFD) specifically designed for our SCP 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. Securus has had significant success in using the solution even when the calls have been forwarded to a cellular phone.

As an added feature, SCP can 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:

The SCP user interface secure Website provided by Securus allows authorized users the ability to create Call Detail Reports for those RCFD calls by selecting the “RCF” flag or using the specific termination code “Call Forwarding Detected” as shown in the graphic below.

Call Forward Detection

The screenshot displays the Securus Secure Call Platform web interface. At the top, the Securus logo and 'Secure Call Platform' title are visible, along with a 'Help | Log Out' link and a 'Facility Routing Number: 990' indicator. A navigation bar includes links for HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site), Site (Kaliway Test Lab Allen), Phone Group (All Phone Groups), and Phone (All Phones). The main section is titled 'Call Detail Records Search' and contains a 'FILL IN SEARCH CRITERIA' form. The form includes fields for Country Code, Dated Number, Destination Zone (set to ALL), Custody Account #, PIN #, Prepaid Account #, First Name, Last Name, Termination Category (set to Call Forwarding Detected), Blocked Reason (set to ALL), Call Type (set to ALL), Call Status (set to Complete), Date Criteria (set to Date/Time Range), and Phone (with a list of LP 1, LP 10, and LP 11). There are also checkboxes for International, Watched, Private, 3-way, Voice Biometrics, Text Call, and RCF. The form includes a 'Results Per Page' dropdown set to 100 and a date range from Start: 06/02/2011 00:00:00 to End: 06/02/2011 23:59:59. At the bottom, there are buttons for Search, EXCEL, PDF, CSV, and Reset, along with a 'Terms and Conditions' link and a copyright notice for 2011 Securus Technologies, Inc.

MS21: Describe in detail the voice biometrics technology that is integrated in Contractor's ITS and detail how Contractor will manage the voice verification enrollment process. Describe Contractor's current voice biometric tools and reporting capabilities available through the ITS. Provide at least two (2) sample reports.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus offers the GDS two separate and distinct solutions for voice biometric inmate PIN validation and control; SCP Secure Voice and Investigator Pro Continuous Voice Identification. Both solutions are integrated into the SCP and are available immediately upon contract award and in use in facilities today.

SCP Secure Voice

In compliance with the GDC's request for an up-front biometric validation only solution, Securus offers our SCP Secure Voice up-front PIN biometric validation solution. Secure Voice uses advanced voiceprint technology as a proven, powerful biometric authentication of a person's identity.

SCP Secure Voice has been in use in local, county, and state correctional institution environments for more than 12 years identifying more than 150,000 inmates a day. As one of the largest deployed voice biometric inmate identification systems in use today, facilities can be assured that the system is time-tested for accuracy and robustness and will withstand the challenges of the correctional environment.

The technology works because each person's voice contains a unique signature. As a means of identification, a person's voice is as reliable as his or her fingerprint. The SCP Secure Voice technology compares a digitized speech sample of an inmate to a previously processed and stored template of the inmate's voice.

Enrollment

Enrollment is easy and performed by the inmate without any administrative assistance. Upon the inmate's first telephone call he/she will be asked to state his/her name (and/or password) four times.

These repeated utterances of his/her name teach the system the subtle variations of the targets voice and when fully educated, enrolls the inmate into the system. The initial voiceprint becomes the basis for the inmate's personal voice verification file. After the inmate has completed his/her initial registration, to make a call, the inmate will be required to enter his or her PIN, and then the system prompts the inmate for his or her name. The inmate may be asked to repeat his or her name, if the register of the inmate's voice does not appear the same. Inmate voice matches usually take less than a second to be approved. Upon approval, the inmate can place his or her call.

The system allows authorized officers the capability to listen to the inmate voice print, reset the voice print to allow the inmate to re-enroll into the system, and enable/disable voice biometrics by inmate, telephone, group of telephones, phone number, a specific facility, or the entire department.

The system also provides specific analytical reports for voice biometrics to provide detail on which sites have been enabled or disabled, which inmates are currently enrolled in the voice biometric system, which inmates are enabled or disabled, which telephones are configured to be enabled or disabled, as well as groups of telephones and telephone numbers. The system shall also provide reports to show the failure and success percentages for each inmate to indicate whether or not the enrollment should be reset for an inmate who might have a high failure rate. This report must show the last failed and last successful verification attempt.

The voice biometrics system is also equipped to recognize certain types of fraud, such as blowing into the telephone to register into the system.

This type of activity is detected and not allowed through the system. The system indicates to the inmate that this action is not allowed and to try again up to 3 times and to speak their real name.

To support the enrollment process, Securus will provide onsite support to assist inmates who may encounter difficulty enrolling directly. To support these enrollments, Securus can use enrollment carts which can be moved from area to area or set individual telephones for enrollment and work with the inmates. Securus will provide all support necessary to ensure a successful enrollment in any of our biometric programs.

Reporting Capabilities

The Securus SCP Secure Voice solution allows authorized officers the capability to listen to the inmate voice print, reset the voice print to allow the inmate to re-enroll into the system, and enable/disable voice biometrics by inmate, telephone, group of telephones, phone number, a specific facility, or the entire department.

The system also provides specific analytical report for voice biometrics to provide detail on which sites have been enabled or disabled, which inmates are current enrolled in the voice biometric system, which inmates are enabled or disabled, which telephones are configured to be enabled or disabled, as well as groups of telephones and telephone numbers.

Voice Biometrics Configuration Status Report

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Voice Biometrics Configuration Status Search

Fill in search criteria (* indicates Required Fields)

(Use * for wild card / partial searches)

Configuration Level: Sites ☐ Custody Accounts ☐ Phone Numbers ☐ Phones ☐

Status: All ☐ Enabled ☐ Disabled ☐

Enrollment: Enrolled ☐ Not Enrolled ☐

Search Reset

116 Results PAGE 1 OF 12 > >>

INMATE NAME	CUSTODY ACCOUNT	ENROLLED	DEFAULT	ENABLED	DISABLED	SITE	ENROLLMENT LAST UPDATE BY	ENROLLMENT LAST UPDATE DATE
Itst, Itst	0009900 / rob		<input checked="" type="checkbox"/>			Securus Demo Site		
0363cat QA	41930111				<input checked="" type="checkbox"/>	Securus Demo Site		
Adem, Edwards	990899				<input checked="" type="checkbox"/>	Securus Demo Site		11-10-2010
Adelma, Rec	42170111		<input checked="" type="checkbox"/>			Kellyway Test Lab Allier		
Barry, davis	7777	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	Securus Demo Site		12-10-2010
Barry, davis	7777	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	Securus Demo Site		09-09-2009
Bjurs, Pjauksun	77094466		<input checked="" type="checkbox"/>			Securus Demo Site		
Brora, McAlister	4809		<input checked="" type="checkbox"/>			Securus Demo Site		
Dryan, Carrell	011367		<input checked="" type="checkbox"/>			Kellyway Test Lab Allier		
CARLOS LOPEZ	666615		<input checked="" type="checkbox"/>			Kellyway Test Lab Allier		

Securus Investigator Pro Continuous Voice Biometric

As an alternative to our up-front only voice biometric solution, Securus offers and recommends our Investigator Pro Continuous Voice Biometric solution. Investigator Pro is a powerful evidence-gathering and investigative analysis tool that is proven and in use in facilities nationwide making officers and communities safer every day.

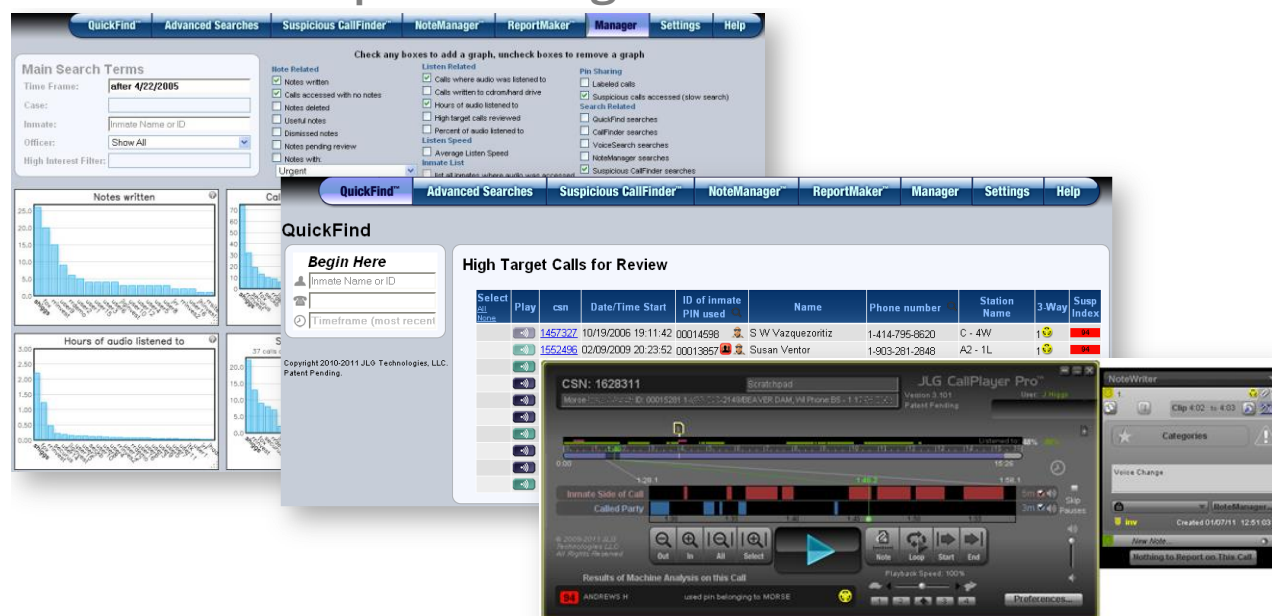
Investigator Pro uses unprecedented state-of-the-art technology that offers up-front PIN validation as well as a comprehensive suite of investigative tools that will allow GDC investigators to track inmate activity by their voice print. Investigators can run system reports that will provide any and all calls where a specific inmate's voice is present.

Reporting and Investigator Tools Investigator Pro™

Investigator Pro comes with an advanced Call Player, multiple reports, and even an interactive dashboard – all designed to provide investigators with the tools they need to exposes inmates who try to beat the system by hiding their identities to engage in criminal activity. The modules in Investigator Pro include:

- QuickFind™ – Puts critical information at your fingertips
- Voice Search™ – Find calls where inmate's voice is found
- 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



Enrollment Process

The enrollment process is a vital part of securing high quality voiceprints from inmates, and the two most important elements of any successful voice biometric identification system are *excellent technology* and *supervised voice enrollment*.

Securus will provide the fully-supervised enrollment of all GDC inmates into the system. Supervised enrollment means that each and every inmate will be required to enroll their voice at an inmate telephone station under the supervision of one of our trained enrollers. The advantage of supervised enrollments is positive ID of each inmate to ensure complete credibility of the enrolled database. Unsupervised or poorly supervised enrollments can jeopardize the integrity of the voice biometric database. This enrollment can be achieved with minimal disruption and can be presented to the inmate as part of the overall new inmate telephone system introduction.

The process begins with extensive preparation by Securus and precedes the actual on-site enrollment. Coordinated facility preparation is the key to success. Once at the facility and immediately before the enrollment team enters a POD, our enrollment administrator will remove that POD's phones from the normal call-out mode and place them into the enrollment mode via remote software. The enrollment team then enters a POD, announces instructions to the inmates, and begins the enrollment process. When all inmates have been enrolled, the administrator places the phones back into the normal calling mode.

At the same time, an enrollment team member instructs officers at the intake area on the enrollment process so that new inmates arriving at the same time that the general population is being enrolled will become part of the enrolled population. Securus will install dedicated enrollment phones in each selected area or utilize enrollment carts..

A typical enrollment takes generally **less than two minutes**. Before the inmate is required to speak into the phone, the enroller checks the inmate's ID tag against the facility's inmate/POD location sheets. The enroller then enters the inmate's PIN from the sheets into the phone keypad and instructs the inmate to say their name (as it appears on the sheets) and a short phrase, followed by a short paragraph of text. By doing this, the enroller ensures that the inmate is who he says he is so that the voice signature is confirmed to be that of the inmate.

Securus was recently awarded the contract to provide ITS services by the State of **Pennsylvania Department of Corrections (PA DOC)**. As part of the transition from their existing vendor, GTL, and installation of our SCP ITS solution, Securus performed the above described Investigator Pro Continuous Voice Biometric enrollment process for over 50,000 PA DOC inmates. The enrollment was successful and the PA DOC is very happy with the investigative tools provided by our Investigator Pro solution. The only reason that PA DOC was not used as a reference for this eRFP was because of the GDC requirement that the provided voice biometric reference be installed for over a year. PA DOC completed installation early in 2015 so we were unable to use them as a reference.

MS22: Contractor shall describe its upgrade and notification process, as well as any other proactive methods to meet GDC's upgrade and performance process needs as required in Section 14 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with Section 14 Scope of Services 14.1 – 14.9.

With software updates provided three to four times per year, the SCP system will keep the GDC on the cutting edge of technology without any additional cost to the GDC.

Securus will provide written notification to the GDC 30 days prior to any and all upgrades and a minimum notice of four (4) weeks of any changes that affect the inmates. Verbal notification via telephone call from the State's Account Manager will also take place at this time to confirm the notification was received and discuss any alterations the GDC would like to see.

Our notification process provides detailed information on the features and system functionality that will be added and/or enhanced and any changes to voice prompts and notifications will be provided to the GDC for review and approval prior to implementation.

Securus will request written permission from the GDC before scheduling or proceeding with any functionally changes of the system especially for changes that will or could cause any form of interruption in service. Securus will work with the GDC facilities to ensure that upgrades take place only during a time when telephones are not in use by the inmates.

Because the Securus SCP is a centralized platform, virtually all testing to include the placing of test calls can be performed at the centralized data center. In the event that on-site testing is required, Securus will coordinate with the local facilities to ensure that a technician is on-site during the cutover of the upgrade.

Testing on System Changes and Upgrades

Securus uses a professional and formal approach to platform and process design that ensures quality software and functionality releases.

All modifications to the platform undergo rigorous testing in a test environment prior to being released. At a minimum and as further detailed below Securus will perform:

- **Extensive testing on a system identical to the ITS at the Facilities**

Extensive testing will be conducted on a system identical to the ITS at the Facilities, in fact 2,200 of our 2,600 facilities are using the same system Securus is proposing to install at the GDC's facilities.

- **Circuit testing**

Securus will ensure that all circuits have been fully tested end-to-end prior to the cut over of any individual facility.

Securus has dedicated contacts with our telecom provider AT&T. Our contacts are familiar with our services, processes and procedures and assist our field techs with all testing procedures.

- **Configuration/setting preservation testing -**

Unlike site based or single data center solutions, the Securus SCP is a centralized platform where all configurations and settings specific to the GDC will be stored within our redundant data centers located in Atlanta Georgia and Dallas Texas. This process preserves the data and allows for testing prior to release at the facilities.

- **Call processing**

Because all call process occurs at the Securus centralized data centers, all testing can be performed off site and without interruption to the GDC.

- **International calling**

All international as well as domestic call testing is performed at the centralized level prior to release at the facility level.

Software Development

The Securus commitment to excellence is demonstrated through our use of information technology (IT) best practices, industry standard quality measurement tools, and strict environmental controls to ensure the best quality system functionality and availability.

The Securus Platform Team uses the Waterfall Software Development Lifecycle (SDLC) to ensure high quality deliverables. The feature/functionality enhancements process comprises the following stages:

- Analysis
- Design
- Development
- Quality Assurance
- Implementation
- Post Implementation Support

Each phase has specific deliverables and gates/controls to ensure proper quality, and to minimize rework. Securus uses the following distinct system environments in conjunction with our SDLC:

- **Development** – Used by IT Development to create and unit test new enhancements
- **Quality Assurance** – Used by Quality Assurance Analysts to test and certify new enhancements and bug fixes
- **Pre-Production** – Used by Production Support to validate hot fixes for production, and for final validation/mock deployment of major functionality releases

- **Production** – Used by all Securus customers and accessible by only Securus Production Support and Tech Support

Each environment has access controls and we use source code control systems to ensure proper promotion of code and as a document repository.

Securus uses industry standard HP Quality Center for defect tracking and follows a rigorous test cycle including the following:

- **Verification of New Functionality** – Ensures a feature is working as designed
- **Load Testing** – Determines the upper threshold or breaking point of the component or feature
- **Performance Testing** – Determines the expected user experience
- **Regression Testing** – Ensure all existing functionality still works as designed
- **Exception Testing** – Tests boundary conditions and unexpected usage scenarios

New functionality is typically packaged into releases. Upon completion of the Quality Assurance stage, the code changes are packaged and deployed into our pre-production environment for the final end-to-end quality check, and to optimize implementation. This effort enables us to minimize the maintenance window related to any system changes.

All scheduled changes to production are reviewed in two change control meetings and must be approved by both IT and business stakeholders to safeguard the stability of the production environment.

Upon implementation of new code into production, Securus Production Support and IT Development monitor changes closely to minimize the impact of any adverse or unexpected system behavior.

This attention to detail allows us to build feature functionality that leads our industry in terms of quality and accuracy. For example, our three-way call detection feature has been proven to be more accurate than the same feature offered by our competition—and *we have independent testing from an outside research and testing company to prove it*. Likewise, our voice biometric feature leads the industry in accuracy.

The voice quality available on our call platform provides near perfect fidelity, and the signaling is so precise and detailed that we have been able to solve and prevent many crimes due to our ability to hear background conversations.

MS23: Contractor shall describe its procedure(s) for handling called party complaints and inquiries. Indicate whether Contractor's customer service center defaults to an Interactive Voice Response ("IVR") or a live customer service representative. Indicate the average on-hold time to reach a live representative.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus is unique among its competitors in offering our U.S.-based in-sourced call center Securus Correctional Billing Services(SCBS) located in the Dallas Metro Area.

Our 150-seat call center employs customer service representatives who are trained and managed by Securus management. Live agent support is available to friends and family members 7 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 to take advantage of our easy-to-use automated system to help them with their needs. For added convenience, we also offer personal account access via our Website (www.securustechnologies.com) or via email (customer_service@securustechnologies.com).

Also end-users may now access SCBS' customer service via chat 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Establishing and funding accounts, and making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

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.

SCBS strives to deliver superior customer service and resolve customer issues in one call. As a source of escalation for inmate's friends and family members, call center supervisors are always available to assist customers.

Certain issues and/or problems may require time to research and resolve. For all other issues and/or problems, the following escalation list may be used after 24 hours of not receiving a resolution:

- Escalate to customer service manager;
- If still unresolved, escalate to the director of customer care;
- If still unresolved, escalate to vice president of customer care

Friends and family members can call our call center 24 hours a day, 7 days a week, 365 days a year and speak with a live operator, or take advantage of our default, easy-to-use IVR system; in addition, end users can take advantage of our convenient Website.

IVR and Customer Service Representative Options

As noted above Family and Friends can call our Dallas Based Customer Service center 24 hours a day, 365 days a year at 1-800-844-6591. Upon calling the number an automated attendant will provide the calling party with options in order to narrow down the nature of the call. Once a selection has been made such as "open a new account", "check balance", or just general questions, both an IVR and live customer service representative options are presented to the called party. Customer service representatives are available 24x365 and we do not make it difficult for a calling to be transferred to a live operator.

Securus recommends that the GDC call the customer service center and review the ease to follow instructions and ease of access to a live customer service representative and compare their experience to that of our competitor's customer service options.

Average On-Hold Time

Securus has designed its customer service operation to handle customer inquiries and needs as quickly and efficiently as possible. Live customer service representative answer calls on average within 260 seconds.

MS24: Contractor shall provide the hours of availability and the physical location of Contractor's customer service center for all live customer service representatives. Contractor shall indicate if the Contractor's customer service center is outsourced, and if so, identify the company providing the customer service center and representatives.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus is unique among its competitors in offering an in-sourced, U.S.-based, company owned call center located in the Dallas metropolitan area to provide customer service to friends and family members of inmates. Our 150+ seat call center employs customer service representatives who are full time Securus employees trained and managed by Securus management.

Dallas Call Center Address:

3000 Kellway Drive, Suite 150
Carrollton, TX 75006

Live agent support is available to friends and family members 7 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 to take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustech.net) or via e-mail (customer_service@securustech.net)

MS25: Contractor shall provide an escalation schedule for both normal maintenance and emergency outage/service issues.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will conform to the GDC's requested Severity Levels and Issue Resolution Response Requirements as provided in e-RFP Attachment B – Item 17.4 and copied below. This table will be included in the resulting contract between the GDC and Securus and will be adhered to throughout the contract.

Severity Levels and Issue Resolution Response Requirements				
Contractor shall respond to all Repair Requests within 2 hours of the submitted Repair Request acknowledging receipt and to notify GDC that Contractor has begun to identify the issue and is working toward resolution. If Contractor is unable to resolve the Repair Request remotely, Contractor shall have a qualified technician on-site within 4 hours of the time the initial Repair Request was submitted.				
A Repair Request shall include, but not limited to, service requests, non-working or damaged equipment, software and user application issues, interfaces, telephone outages, ITS failures, etc.				
GDC shall indicate the Severity Level of the Repair Request when submitting all Repair Requests to Contractor. Contractor shall notify GDC of the progress and/or delays until the Repair Requests are resolved to GDC's satisfaction. Contractor shall notify GDC any time a technician will be dispatched to the Facilities and prior to the technician's arrival.				
Severity Level	Description	Initial Response Time	Onsite Response Time	Resolution Time
Level 1	GDC reports a Repair Request identifying a critical system issue and/or affecting greater than 50% of the inmate telephones. Including but not limited to, software and user application, interfaces, inmate telephones that are having problems completing telephones calls, or telephone outages at one or more Facilities.	1 Hour	4 Hours	12 Hours
Level 2	GDC reports a Repair Request identifying a major issue or affecting greater than 25% but less than 50% of the inmate telephones. Including but not limited to, software and user application, interfaces, inmate telephones that are having problems completing telephones calls, or telephone outages at one or more Facilities.	2 Hours	4 Hours	24 Hours
Level 3	GDC reports a Repair Request identifying a controllable system issue and/or affecting greater than 5% but less than 25% of the inmate telephones. Including but not limited to, software and user application, interfaces, inmate telephones that are having problems completing telephones calls or telephone outages at one or more Facilities.	2 Hours	4 Hours	36 Hours

Level 4	GDC reports a Repair Request identifying a non-critical system issue and/or affecting 5% or less of the inmate telephones. Including but not limited to, software and user application, interfaces, inmate telephones that are having problems completing telephones calls or minimal telephone outages at a single Facility.	2 Hours	4 Hours or as mutually agreed upon by GDC	48 Hours or as mutually agreed upon by GDC
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In-State Field Technician Support

As further described within Securus response to MS1 of this Attachment J, Securus will provide 7 full time in-state Technical support personnel and four (4) full time in-state, on-site administrative personnel.

To provide optimum State coverage, Securus has proposed to divide the State into the four (4) Tech Regions as displayed in the tables to follow. Upon contract award, Securus will hire four (4) new technicians as full time Securus employees to provide the primary on-site support and service for the GDC. The additional three (3) technicians are existing Georgia based Securus technicians and will provide overlay and emergency support for the new technicians.

Securus will ensure that the new technicians each live in one of the four (4) regions. The existing three (3) Securus technicians are currently strategically located throughout the State and working within close proximity to each of the four (4) regions. This distribution of supporting in-state technicians will ensure that travel time to any one facility is no more than two hours as required by the GDC.

The optimal locations for each of the technicians would be general areas of Marietta GA, Milledgeville GA, and Jessup GA. These locations would ensure that each technician is located on average within 40 to 70 miles from the facilities and no further than 100 miles.

Upon contract award, Securus will work with the GDC to finalize the Technician Regions as noted below to ensure proper coverage and compliance with GDC goals and objectives.

Note that the populations and phone counts provided within the tables are estimates and will be updated with accurate data following contract award.

Tech Region 1						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Arrendale State Prison	2023 Gainesville HWY	S Alto	30510	1,295	72	4
Arrendale Transitional Center	2023 Gainesville HWY	S Alto	30510	110	8	0
Atlanta Transitional Center	332 Ponce De Leon Ave	NE Atlanta	30308	255	39	0
Clayton Transitional Center I & II	242 Falcon Dr	Forest Park	30297	347	20	0
Colwell Probation Detention Center	189 Beasley St	Blairsville	30512	251	12	0
Hays State Prison	777 Underwood Rd	Trion	30753	1,277	84	12
Helms Facility	1275 Constitution Rd	Atlanta	30401	37	24	0
Metro Transitional Center	1303 Constitution Rd	Atlanta	30316	229	18	0
Paulding Probation Detention Center	1295 Industrial Blvd	N Dallas	30132	225	24	0
Phillips State Prison	2989 West Rock Quarry Rd	Buford	30519	860	62	1
Phillips Transitional Center	2989 West Rock Quarry Rd	Buford	30519	297	12	0
Walker State Prison/Northwest Residential Treatment Facility	97 Kevin Lane	Rock Springs	30739	414	24	0
Whitworth Women's Facility	414 Valley Hart Rd	Hartwell	30643	417	24	5

Tech Region 2						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Al Burruss Correctional Training Center	1000 Indian Springs Dr	Forsyth	31029	677	48	0
Albany Transitional Center	304 North Washington St	Albany	31701	154	12	0
Autry State Prison	3178 Mount Zion Church Rd	Pelham	31779	1,681	72	4
Bainbridge Probation Substance Abuse Treatment Center	235 State Hospital Rd	Bainbridge	39817	379	12	0
Calhoun State Prison	27823 Main St	Morgan	39866	1,650	72	2
Central State Prison	4600 Fulton Mill Rd	Macon	31208	1,126	84	2
Columbus Transitional Center	3900 Schatulga Rd	Columbus	31909	106	7	0
Dooly State Prison	1412 Plunkett Rd	Unadilla	31091	1,693	96	2
Georgia Diagnostic and Classification Prison	2978 Hwy 36	West Jackson	30233	2,197	96	6
LaGrange Transitional Center	100 Jim Hester Rd	LaGrange	30241	153	10	0
Lee State Prison	153 Pinewood Dr	Leesburg	31763	741	36	0
Macon State Prison	2728 Hwy 49 South	Oglethorpe	31068	1,723	96	2
Macon Transitional Center	200 Henry St	Macon	31206	154	12	0
McEver Probation Detention Center	2100 Kings Chapel Rd	Perry	31069	186	12	0
Patten Probation Detention Center	27 South 10th St	Lakeland	31635	227	12	0
Pulaski State Prison	373 Upper River Rd	Hawkinsville	31036	1,200	96	1
Rutledge State Prison	7175 Manor Rd	Columbus	31907	626	36	0
Valdosta State Prison & Annex	3259 Valtech Rd	Valdosta	31603	1,392	48	0
Valdosta Transitional Center	363 Gil Harbin Blvd	Valdosta	31601		8	0
West Central Integrated Treatment Facility	1070 County Farm Rd	Zebulon	30295	124	12	0
Wilcox State Prison	470 South Broad St	Abbeville	31001	1,853	96	2

Tech Region 3						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Bacon Probation Detention Center	165 Eastside Ind Blvd	Alma	31510	203	10	0
Bleckley Probation Detention Center	179 Jac Arts Rd	Cochran	31014	179	12	1
Coffee Correctional Facility	1153 North Liberty St	Nicholls	31554	2,605	168	0
Dodge State Prison	2971 Old Bethel Rd	Chester	31012	1,219	72	0
Georgia State Prison	300 1st Ave	South Reidsville	30453	1,501	84	15
Long Unit	1434 US Hwy 84 East	Ludowici	31316	212	12	1
Montgomery State Prison	650 Mt. Vernon/Alston Rd	Mt. Vernon	30445	377	24	1
Rogers State Prison	1978 GA HWY 147	Reidsville	30453	1,459	60	2
Smith State Prison	9676 Hwy 301 North	Glennville	30427	1,556	72	3
Smith Transitional Center	8631 US Hwy 301	Claxton	30417	211	8	0
Telfair State Prison	210 Longbridge Rd	Helena	31037	1,236	72	2
Treulten Probation Detention Center	401 Cascade Circle	Soperton	30457	214	24	0
Turner Residential Substance Abuse Treatment Facility	514 South Railroad Ave	Sycamore	31790	194	23	0
Ware State Prison	3620 North Harris Rd	Waycross	31503	1,497	100	3
Wheeler Correctional Facility	195 North Broad St	Alamo	30411	2,686	168	2
Appling Integrated Treatment Facility	252 West Park Dr	Baxley	31513	144	24	0

Tech Region 4						
Facility Name	Facility Address	City	Zip	POP	# Phone	Portable
Augusta State Medical Prison	3001 Gordon HWY	Grovetown	30813	1,227	96	10
Augusta Transitional Center	601 Taylor St	Augusta	30901	200	8	0
Baldwin State Prison	Laying Farm Rd	Hardwick	31034	847	48	0
Coastal State Prison	200 Gulfstream Rd	Garden City	31418	1,650	96	1
Coastal Transitional Center	309 Stiles Ave	Savannah	31415	259	7	0
Emanuel Probation Detention Center	121 Casa Dr	Twin City	30471	319	24	2
Emanuel Women's Facility	714 Gumlog Rd	Swainsboro	30401	411	36	0
Hancock State Prison	701 Prison Blvd	Sparta	31087	1,242	74	0
Jenkins Correctional Facility	34404 Kent Farm Dr	Millen	30442	1,127	62	1
Johnson State Prison	290 Donovan-Harrison Rd	Wrightsville	31096	1,575	72	3
Riverbend Correctional Facility	196 Laying Farm Rd	Milledgeville	31061	1,478	82	2
Washington State Prison	13262 Hwy 24 East	Davisboro	31018	1,328	60	1
Women's Probation Detention Center	8662 U.S. HWY 301 North	Claxton	30417	230	12	0

Trouble Ticket Reporting and Escalations

Each of Securus DOC clients use different and unique processes for sites reporting of troubles or request for general maintenance repairs. Upon contract award Securus will meet with the GDC to customize a trouble reporting process that best works for the GDC. This could include sites directly reporting troubles to the in-state assigned Technician or reporting to the Texas Based Securus Technical Support Center TSC.

Technical Support Center (TSC)

Regardless of how troubles are reported the TSC will be responsible for overall management of the ticket, dispatch of the in-state Technician and direct communication with the facility throughout the entire ticket process.

The Securus' Technical Support Center (TSC) is located in Carrollton, Texas and is staffed by 50 support technicians to ensure prompt problem resolution. The average tenure of our support management is five (5) years with our technicians averaging four (4) years.

As an alternative to reporting troubles to the in-state Technicians, the Securus' TSC can serve as the single point of contact for facility staff to request service or make inquiries **24 hours a day, 7 days a week, 365 days per year** and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ <http://www.securustech.net/facility.asp>

The TSC uses a call distribution system to automatically manage the flow of inbound customer calls, routing calls directly to our support technicians in a skills based, platform specific manner. Securus will comply with the GDC requested service times and service level agreements.

Upon contact from a facility each service request is assigned one the four (4) priority levels as defined by the GDC, each with its own resolution requirements. Securus will work with the GDC to assign escalation timelines to each of the four (4) priority levels. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, the appropriate field service technician is dispatched to the facility to expedite resolution.

Tickets that reach the escalation level will be reported to the following personnel assigned to the GDC in the order listed. These executive level personnel will become involved assisting in the resolution of the ticket. Each of the personnel have significant experience in trouble resolution and will be familiar with all GDC personnel that may need to be contacted and will be responsible for engaging any emergency level actions. Contact information for each of these personnel has been provided in response to MS41 of this Attachment J response.

1st Level – Mr. Keith R. Eismann – National Sales Manger

Alternative 1st Level – Mr. Art Heckel – Regional DOC Sales Manager

2nd Level - Mr. Matt Anderson – Sales Vice President

Alternative 2nd Level – Mr. Steve Viefhaus – Sales Vice President DOC Accounts

3rd Level - Mr. Josh Conklin – Sr. Vice President Sales

Client Accessible Trouble Ticket Portal

Throughout the Trouble process, Authorized GDC personnel will have access to the Securus Trouble Ticket Portal. The Portal allows all authorized GDC personnel the ability to create and manage trouble tickets as well as receive and view real time updates. Users can search for service tickets by entering the ticket number in the search field or by selecting date search.

Manage Your Service Tickets

The screenshot displays the Securus Facility Portal interface. At the top, the Securus Technologies logo is visible, along with navigation links: FRIENDS & FAMILY, CORRECTIONAL FACILITIES (highlighted), ABOUT US, CAREERS, and CONTACT US. Below the navigation bar, the 'Facility Portal' title is prominently displayed. On the left side, a sidebar menu lists various options: Facility Name, Dashboard, Portal Manager, Commissions Reports, General Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search, Search Tickets, Help, Secure Call Platform, and Log-Out. The main content area is titled 'Your Service Tickets' and features a table with the following data:

SITE NAME	TICKET #	DESCRIPTION	LAST UPDATED	STATUS
14384457	14384457	one phone not working no dial tone. 730 inmate seating area...	2013-05-14 09:29:59	Closed
14368563	14368563	Had some questions about which OS will work with SCP.	2013-04-24 14:43:26	Closed
14351831	14351831	Unable to playback ISO.	2013-04-04 13:00:04	Closed
14351791	14351791	In SCP UI cannot get calendar to work. He type it manually.	2013-04-04 11:56:58	Closed
14349890	14349890	Unable to login to sgateui.	2013-04-02 13:46:29	Closed

At the bottom right of the page, there is a pagination control showing '1 2 3 4 5 6 7' and a summary of '67 Total Tickets'.

By clicking on the ticket number, a detailed report pops up like the one shown below. If a ticket is closed you can review all the previous notes and the final resolution at any time. If the ticket is currently open, you can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Ticket Detail



The screenshot displays the SecurUS Facility Portal interface. At the top, the SecurUS Technologies logo is visible, along with navigation links: FRIENDS & FAMILY, CORRECTIONAL FACILITIES (highlighted), ABOUT US, CAREERS, and CONTACT US. Below the navigation bar, the 'Facility Portal' title is prominently displayed. On the left side, a sidebar menu lists various options: Facility Name, Dashboard, Portal Manager, Commissions Reports, General Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search (with a search box and 'Search Tickets' button), Help, Secure Call Platform, and Log-Out. The main content area is titled 'Ticket Details #14349890'. It features a 'TICKET #14349890' header and a detailed description of the issue: 'Unable to login to sgateui.' The ticket's priority is 3, and its status is 'Closed'. The date it was opened is 4/2/2013 1:42:43 PM, and the last update was on 4/2/2013 1:46:29 PM. The solution description states: 'After trying the 3 rd time he was able to get in OK.' Below this, a 'JOURNAL NOTE ENTRIES' section lists four entries with timestamps and descriptions of the problem-solving process.

TICKET #14349890		
Call Description:	Unable to login to sgateui.	
Ticket Priority:	3	
Ticket Status:	Closed	
Date Opened:	4/2/2013 1:42:43 PM	
Last Update:	4/2/2013 1:46:29 PM	
Solution Description:	After trying the 3 rd time he was able to get in OK.	

JOURNAL NOTE ENTRIES		
4/2/2013 1:45:59 PM	Authorization Obtained from: [REDACTED]	
4/2/2013 1:45:55 PM	Issue Resolved - Waiting for Customer Approval	
4/2/2013 1:44:32 PM	After trying the 3 rd time he was able to get in OK.	
4/2/2013 1:43:42 PM	Unable to login to sgateui.	

Create a Service Ticket

To open a service ticket, select **Create a Ticket** and then complete the service ticket form.

Create a Service Ticket

The screenshot shows the SecurUS Facility Portal interface. At the top is the SecurUS Technologies logo with the tagline 'connecting what matters'. Below the logo is a navigation bar with links: FRIENDS & FAMILY, CORRECTIONAL FACILITIES (highlighted), ABOUT US, CAREERS, and CONTACT US. The main header reads 'Facility Portal'. On the left is a sidebar menu with links: Facility Name, Dashboard, Portal Manager, Commissions Reports, General Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search, Search Tickets, Help, Secure Call Platform, and Log-Out. The main content area is titled 'Create Service Ticket' and contains a form with the following fields: Site (dropdown menu with 'Please Choose a Site'), Problem Category (dropdown menu with 'Please Choose a Category'), Suggested Priority (dropdown menu with 'Please Choose a Priority'), and Problem Description (text area). A 'Submit Ticket' button is located at the bottom right of the form.

MS26: Contractor shall provide in detail its Disaster Recovery Plan (“DRP”) and provide its processes, policies and procedures relating to the preparation for recovery of the requirements in this RFP preceding and/or following a natural or human-induced disaster.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus is prepared to carry out emergency response and recovery operations to provide consistent and high-quality service to the GDC in the event that a weather or human induced disaster causes a loss of service to the Inmate Telephone System (ITS).

In addition to the on-site technicians and administration staff, Securus’ overall has a field support department with over 150 field service associates supported by a centralized field dispatch team in support of our national customer base. The field service technicians (FSTs) are strategically positioned to support ongoing maintenance as well as any disaster recovery situations that our customers may encounter.

The FSTs are trained and provided with disaster recovery processes, plans, and checklists. The FTSs are supported by senior technical support resources and engineering to expedite repairs and minimize customer downtime.

Disaster Recovery Plan

Securus is prepared to carry out emergency response and recovery operations to provide consistent and high-quality service to the GDC if a disaster causes a loss of service to the Inmate Telephone System (ITS).

Securus' SCP provides facilities with one of the most advanced systems in the industry and is built to meet the State's disaster recovery needs.

The SCP offers the following:

- Scalability to meet/exceed contractually required storage demands
- Resistance to local disasters
- Reduced downtimes with maximum availability
- PXd data to run queries faster

Securus has a field support department with approximately 150 field service associates supported by a centralized field dispatch team in support of our national customer base. The field service technicians (FSTs) are strategically positioned to support ongoing maintenance as well as any disaster recovery situations that our customers may encounter and can be immediately routed to support our facilities as needed. The FSTs are trained and provided with disaster recovery processes, plans, and checklists. The FTSs are supported by senior technical support resources and engineering to expedite repairs and minimize customer downtime.

Further, we recognize Georgia has a substantial coastal area and are adept, and proven, in responding in weather disaster related situations such as Hurricanes. A large portion of our customer base is in the Southeast and Gulf Regions and we have proven response methods to support and maintain our customer's facilities in these situations.

Below is additional detail regarding processes that are in place to ensure effective responses for emergency and recovery operations. In addition, we are also including information on our preventative and security processes.

Securus System Control and Service Center

To provide protections that effectively lower the risk of loss of data, all data is stored in a centralized database and backed up offsite. Our Web-based system allows authorized users to access the data from any location with an Internet connection. Securus maintains the system at the highest level of operability.

Securus' SCP provides a unique set of features that use advanced technology to store offender call recordings.

Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters, such as floods, tornadoes, hurricanes, and fires. The SCP uses Storage Area Network (SAN) storage. SAN is a high-speed sub-network of shared storage devices. SAN's architecture avails all storage devices to all servers on local area networks (LANs) or wide area networks (WANs). Data on the SAN is stored in RAID (Redundant Arrays of Independent Disk) formats, spreading the data across multiple drives and providing additional protection.

Data is no longer susceptible to loss due to an individual drive failure. Accordingly, SANs provide facilities with the ultimate protection against single drive or server failures, as well as increased security for each call recording.

The SCP is co-located in a Telex or AT&T Disaster Resistant Carrier Class Data Center that is managed under the direct supervision and immediate hands-on maintenance of data center personnel.

The call detail and call recordings are initially stored for on-line retrieval on multiple RAIDs in two separate SANs. The system writes all recordings to each SAN, promoting disaster recovery in case of single disk or entire RAID failure.

Archiving to off-line is automated and managed by robotic tape drives. The facility does not have to intervene or archive tape libraries. This automation removes the risk of human error.

Facility Emergency Response Checklists

Securus has developed procedures and checklists to protect equipment and personnel in the event of an emergency situation. Securus headquarters and field staff will combine efforts to expedite recovery wherever possible. Securus will carefully coordinate each checklist with appropriate facility guidelines.

Spare Parts and Inventory Requirements

Securus maintains an inventory of spare parts at our headquarters in Dallas, Texas, and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters in Dallas, Texas, maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support failure backup efforts at our customer sites. Similar field spare parts kits are maintained by each of our technical field representatives located throughout the country.

Response

Emergency recovery operations are prioritized by critical facilities and equipment locations. The first priority is to recover maximum-security institutions and institutions with high inmate phone usage.

The preference of the GDC will be considered at all times. Field and headquarters management will ensure that responders are using all appropriate checklists and that the preparation for recovery operations is initiated within appropriate response guidelines.

Emergency Condition Declaration

The following table describes the levels of Securus' disaster classification.

Condition Level	Description	Response
Level 1	A moderate impact disaster and affects a small localized area	Full headquarters response and possible deployment of a Headquarters Response Team to the region to coordinate and assist local recovery efforts.
Level 2	A disaster that is high-impact and affects a more wide-spread area, which may include multiple facilities	Headquarters support will provide assistance to the local Recovery Team as required obtaining internal NRADC support as necessary.
Level 3	Catastrophic events that are extremely wide-spread or affect a specific region with many facilities and customers	The local Recovery Team will coordinate all recovery operations. Headquarters assistance beyond normal technical assistance should not be required.

Note: A Level 3 declaration notifies headquarters of the seriousness of an ongoing recovery effort, and provides the necessary background information if the local response team lead requests an upgrade to a higher condition level.

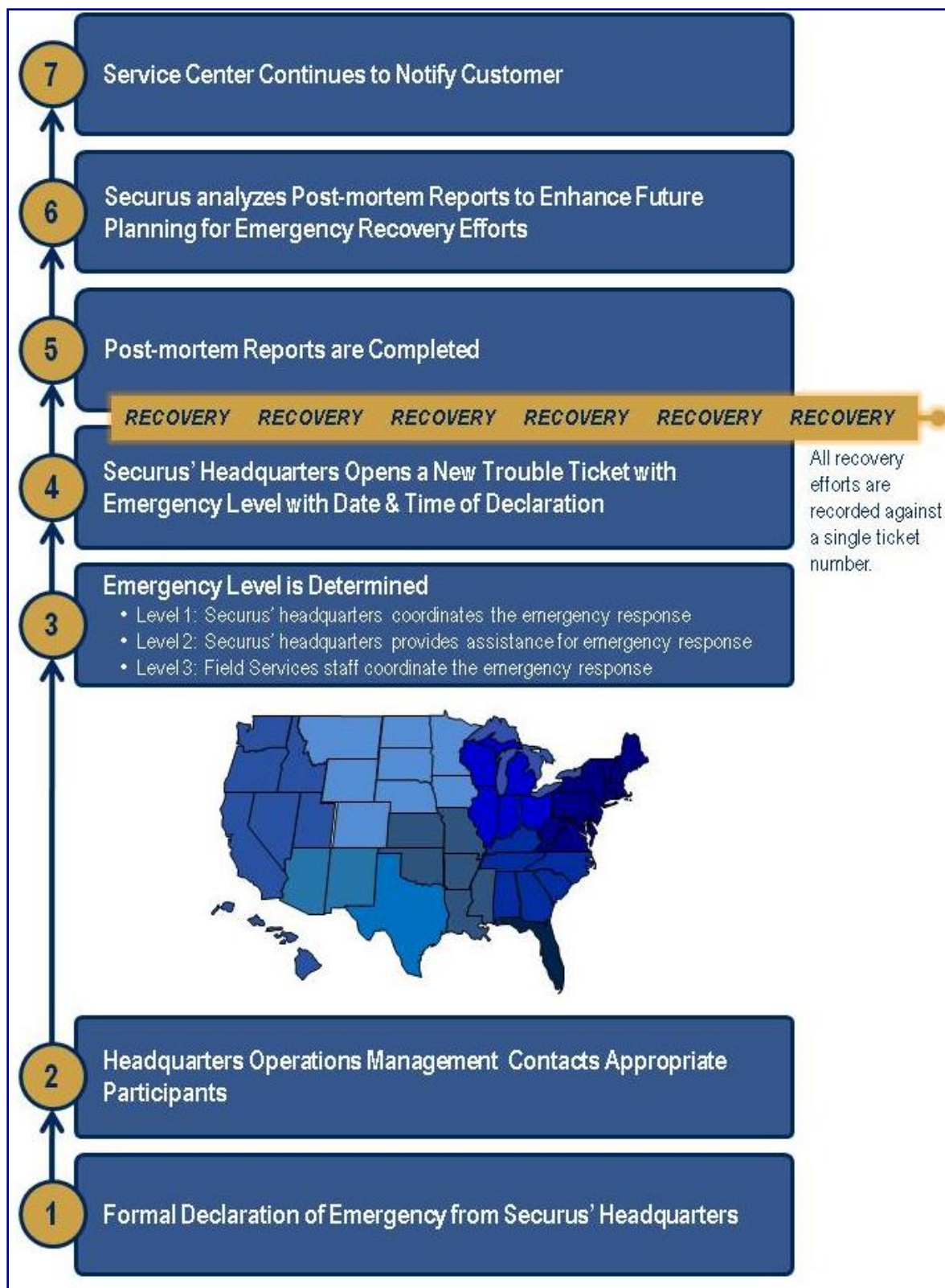
The regional field manager or someone from the GDC or a GDC facility, contacts the Securus headquarters to request a formal declaration of an emergency condition.

Headquarters operations management establishes a conference bridge with the appropriate participants as soon as possible. If the information gathered from the call substantiates an emergency status, the emergency response level is determined.

Our corporate headquarters opens a new trouble ticket in our ticket tracking system, indicating the declared condition level and the date and time of the declaration. All open tickets pertaining to the ongoing emergency recovery effort are linked to the new trouble ticket and closed to ensure that all recovery efforts are recorded against a single ticket number.

Post-mortem reports are completed for all declared emergency condition levels. Securus analyzes all post-mortem reports to advance our emergency recovery planning efforts.

Following the declaration of an emergency condition, the National Service Center will continue to notify the customer using established notification and escalation procedures.



Inmate Payphone System Failure Back-Up Escalation Plan

Emergency Contact Information

Securus will compile and maintain toll-free, 24-hour-a-day, 7-day-a-week emergency access phone number lists that will be readily available for use during an emergency situation. Contact information will be updated at regular intervals to ensure accuracy. The National Service Center will also maintain these emergency contact phone number lists and coordinate on a regular basis with field staff to ensure that all lists are accurate. In addition, Securus will develop relationships with local vendors who can support emergency recovery operations with the required services, supplies, and equipment.

Technical Support

Securus understands that throughout the duration of a critical event, our customers rely on our support to guide them with minimal loss of equipment and data. Qualified resources will be available to assist the GDC. These resources include approximately 150, full-time FSTs who can deploy nationwide, and a full list of contacts—up to and including Securus executives.

We also realize that during a disaster, it may be even more important that inmates and detainees stay in contact with their friends and family. To support these end users, Securus maintains two call centers that can continue call processing, even if there is a failure at one location.

Coordination

Coordination of all declared emergencies will depend on the emergency level. Field staff will coordinate the emergency response to all level 3 conditions. Headquarters will provide assistance at the request of field management for Level 2 emergency conditions, and will coordinate all Level 1 emergency efforts.

The field management team will work in conjunction with other Securus regions in the country or with vendors to supply resources, equipment, or manpower. Additional equipment and personnel may not arrive for several days, depending on available transportation, condition of the roadways and airports, and other factors, therefore, field management will not delay the decision to ask for assistance from other sources.

Mobilization

Mobilization of a Headquarters Response Team, if necessary, will depend on need, as determined by the headquarters and field management.

The Headquarters Response Team will be dispatched from Dallas as soon as possible to assist field recovery efforts. However, field staff will begin recovery operations without delay.

Emergency Response Teams

Securus will form the following teams to respond to declared emergency conditions. These teams will include subject matter experts and necessary support staff.

Team	Manning and Responsibility
Field Local Recovery Team	<ul style="list-style-type: none">Plans and directs local recovery operations.Staffed by field staff personnel only.
Headquarters Support Team	<ul style="list-style-type: none">Provides technical support and assistance to local recovery teams.Staffed cross-functionally, as required.
Headquarters Response Team	<ul style="list-style-type: none">Deployed to Securus local markets to assist local recovery operations.Staffed by subject-matter experts and led by headquarters operations management.

Recovery

Recovery operations may last several hours, several days, several weeks, or longer. Field staff will continue recovery operations until critical inmate calling functions have been recovered and Securus can restore phone service operations to normal call and data transmission capability. Senior Securus management will, at that time, recall the Headquarters Response Team and field staff will return to normal operation. Recovery operations may still continue but emergency operations are no longer necessary and are not cost effective to maintain.

Throughout emergency recovery operations, the headquarters and field staff record all recovery actions. Following the resolution of emergency response operations, all recovery teams and appropriate management submit pertinent information and comments to be included in the Post Mortem report.

MS27: Contractor shall describe its process for applying the GDC-approved pre-paid collect fee identified in Section 19.7 of the Scope of Services to a pre-paid collect account which may be associated with calls and fee structures from non-GDC facilities.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 19.7 Scope of Services.

Securus does not allow multiple Securus client accounts on a single pre-paid account. For example, if a called party needs to communicate with an inmate within a GDC facility and an inmate within another Securus client account such as the Florida DOC, (non-GDC facility) the called party will have to establish two (2) separate accounts with Securus, one for the

GDC inmate and one account for the Florida DOC inmate. The same number can be used for both accounts but the account owner will be billed under the rates and fees as negotiated by the individual Securus clients.

It is important to note that Securus currently is the contracted ITS provider in 11 of the 23 Georgia County facilities that house GDC inmates. In the event that an inmate is moved from one these County facilities to a GDC facility, the family or friend pre-paid account holder will not have to establish a new account with Securus. The account will be converted to accept calls from the GDC and all GDC negotiated rates and fees will apply.

Family and friends that establish pre-paid accounts with Securus to receive calls from inmates incarcerated within a GDC facility will be charged the "Pre-Paid Collect Transaction Fee" as approved by the GDC and noted in Attachment L Revenue Share Proposal of this eRFP.

The approved Pre-Paid Collect Transaction Fee will be charged for each funding event only when the account holder uses a credit or debit card to fund his or her account. As an alternative to the fee, Securus will allow the Pre-paid account holders the option of funding the account at no cost via check or money order payment.

It is important to note that unlike many of our competitors, Securus will only charge a single Pre-Paid Collect Transaction Fee per funding event regardless of the number of telephone numbers that are associated with a pre-paid account. Many of our competitors will multiply the transaction fee by the number of telephone numbers on an account.

MS28: Contractor shall detail its process for applying taxes to the cost of each debit call and meeting GDC's needs as required in Section 19.11 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 19.11 Scope of Services.

Securus will work with the existing commissary services provider to establish an automated process through which the inmate will have the ability to transfer money from his commissary/trust account to his Inmate Debit calling account with Securus. It will not be necessary for the commissary provider to actually "charge for inmate telephone services". The transfer of funds through the commissary provider is only a transfer of funds and is NOT a taxable transaction as the inmate is not buying debit calling from the commissary provider.

Taxes are then applied by Securus on the cost of actual debit calls that are then placed by the Inmate through his debit account with Securus.

Securus will apply all applicable taxes on a per call bases and deduct the total cost of the call (minute charges and applicable taxes) from the inmate's debit account. Unused debit funds upon inmate release will be transferred back through the commissary provider to the inmate's commissary/trust account or can be refunded directly to the inmate by Securus. As is also noted within this Attachment J response, Family and friends will have the

ability to deposit money directly into the inmate's Debit through our web, IVR, USPS and live operator funding options. These transfers of money to the inmate's Debit account are also non-taxable as they are only a transfer of funds.

Securus will be responsible for remitting all collected taxes to the appropriate taxing authority.

MS29: Contractor shall specify its validation processes as required in Section 21.1 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 21.1 Scope of Services.

Securus call validation is performed in real-time.

MS30: Contractor shall specify the process for unblocking a telephone number which was originally restricted for non-payment or exceeding a daily/weekly/monthly collect calling limit ("Collect Call Threshold"). Include the timeframe for removing a restriction once payment is received by the Local Exchange Carrier ("LEC").

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

In the event that an account holder has exceeded their account balance they will receive an automated notification (call to telephone number or text message to smart phone) letting them know that they have exceeded their balance and future calls will be blocked. They will be given instructions on how to make payment including an option to be immediately connected to the payment center. Immediate payments can also be made via our smart phone application or on-line.

The block will generally be removed in less than an hour following payment with a debit or credit card. The account holder can visit www.securustech.net or call 1-800-844-6591 after making a payment to check their account balance and confirm receipt of payment(s). A text confirmation of payment can also be received.

The process of maintaining all calling limits is managed through the Securus Secure Call Platform (SCP) and is fully automated.

When an account reaches the established limit calling will automatically be blocked and the party will be given a recording notice to that effect. When the blocked time frame has expired calling will immediately be restored. There is no delay in the process as there is no manual intervention.

While we are aware, via LIDB validation, of a LEC block status placed on a called number by the LEC, Securus does not "block" calling to a called parties account in the event that the called parties LEC has blocked their number for non-payment. Securus will continue to allow attempted calls to the number until the LEC block has been removed. The inmate will

be provided an automated notice that calling to the number is not currently allowed and to try the call again at a later time.

MS31: Contractor shall specify its process for completing calls that would otherwise be blocked because of Competitive Local Exchange Carriers ("CLEC"), cellular telephones and unbillable issues.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus understands that the GDC requires the use of inmate PANs. As is further described in response to MS13, Securus will, either through our proposed Inmate Managed Automated PAN feature or through our on-site administrative staff, validate each requested PAN number through various industry standard validation systems. The request to be added to an inmate's PAN will then be presented to the calling party for acceptance. Billing solutions will be presented to the called party based upon the pre-validation. If the called party's number is a cell phone or blocked because of LEC billing issues the party will be presented with options to establish a pre-paid account with Securus.

In the event that the GDC does allow for inmate direct dialing without a PAN listing, Securus will route all calls through our industry standard validation systems to check for LEC billing status and if the number is associated with a cell phone. If either of these cases exists, the called party will be presented with options to immediately establish a pre-paid account up to and including the option to be connected to our billing center.

As an option, under the inmate direct dialing option, the called party could be presented with the option to accept a free 1 minute call to briefly talk with the inmate prior to establishing a pre-paid account.

MS32: Contractor shall describe in detail what happens when an inmate attempts to place a collect call to a telephone number that is not billable and include details on the steps provided to the called party to setup a pre-paid account or receive calls.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Because the GDC has elected to use inmate PAN's, the called party number to be added to the inmate's PAN will be pre-validated through a manual or automated process. In either case, the owner of the number will be asked to verify if he or she wants their number to be added to the Inmate's PAN listing as part of the enrollment process. Upon acceptance, the party will be given instructions on how to establish a pre-paid account and the option to be directly connected to our Customer Service Center where they can immediately establish the account.

Once the Pre-paid account has been established and funded and the inmate has been notified that the number has been approved and added to his/her PAN listing, the inmate may place calls.

If the called party had accepted the request to add his/her number to the inmate's PAN listing but did not follow through with establishing an account, the inmate will be informed that an account does not currently exist and to try back later.

The called party will again be provided with an automated notification that an inmate within the GDC has attempted to place a call to their number and in order to receive calls they can either be immediately connected to the Securus Customer Service Center or go to securustechnologies.com to establish a Pre-paid account. They may also elect to be removed from the inmate's PAN listing if they have changed their mind regarding acceptance of calls from the inmate.

In the event that the GDC does allow for inmate direct dialing without a PAN listing, Securus will route all calls through our industry standard validation systems to check for LEC billing status and if the number is associated with a cell phone. If either of these cases exists, the called party will be presented with options to immediately establish a pre-paid account up to and including the option to be connected to our billing center.

As an option, under the inmate direct dialing option, the called party could be presented with the option to accept a free 1 min call to briefly talk with the inmate prior to establishing a pre-paid account.

Each of these processes and procedures will be discussed with the GDC upon contract award where modifications can be made to ensure that the process meets with the GDC's requirements and concerns.

MS33: Contractor shall describe its process for allowing the called party to setup and obtain pre-paid collect account and related information to meet the requirements in Section 21.3 of the Scope of Services. Further, Contractor shall describe additional tools available to the called party for pre-paid collect accounts such as online account access.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with all requirements of Section 21.3 Scope of Services.

Securus offers multiple options to pre-paid account holders to obtain information regarding their pre-paid collect account status, current balance and all account activity.

On a national basis, Securus has built an infrastructure to support friends and family members who complete more than 200 million calls and more than 1.8 billion minutes annually. Securus offers a unified customer service center in Dallas Texas that is owned by Securus and operated by over 150 full-time Securus employees, as well as the most user-friendly user-facing website in the industry.

User of AdvanceConnect the Securus pre-paid service offering will be provided a toll free access number to the Securus owned and operated customer service center located in Dallas, Texas. The center provides friends and family members the ability to establish accounts, make payments, check available balance and be given information regarding account activity.

The information is available through our automated and innovative IVR or they may talk directly to one of the more than 150 Securus employed customer service representatives. The Securus Correctional Billing Service (SCBS) center is open 24x7x365.

AdvanceConnect On-Line Access and Tools

In addition to live operator or IVR support, Family and Friends members can log into our public Website www.securustech.net. Securus recently invested in a complete redesign of the site and the end result is the industry's most informative and easy-to-navigate website. Family and friends of inmates can learn about Securus services, establish and fund Pre-paid accounts, view frequently asked questions, manage individual accounts and even Live chat with a Securus employed customer service representative 24x7x365.

Note that at the bottom of the first screen print, there is a hyperlink tab that provides direct access to a specific Securus DOC account client. Users that select the link will be directed to a custom site specific to the requirements of the noted DOC. Not all Securus DOC clients take advantage of this service however, in the event that the GDC interested, Securus can customize a site specific to the requirements of the GDC to include at a minimum the listing below. All information and forms will be reviewed and approved by the GDC.

- A list of all Inmate telephone products and services with descriptions
- Service rates
- Frequently Asked Questions (FAQs)
- Service ordering instructions
- End-User Escalation Process
- Link to State and/or DOC/GDC Websites
- Description of payment options
- Customer Service toll free numbers

Securus recommends that the evaluators of this RFP go to www.securustech.net and view the information available to the public as well as the customized information sites for the existing DOC clients listed.



Email Address

Password

[Log In | Enroll Now](#)
[Live Chat](#)

[Log in to Securus Online:](#)

☐ Remember Me

[Forgot Username or Password?](#)

[Home](#) |
 [Phone Services](#) |
 [Video Services](#) |
 [Email Services](#) |
 [Facilities We Serve](#) |
 [Customer Care](#) |
 [What is Securus Online?](#)



Friends and Family

Correctional Staff

Want to Visit an Inmate from Home?

Sign Up for Securus Video Visitation Today!

LEARN MORE

Receive a call today!

Open a prepaid AdvanceConnect™ account today and begin receiving calls immediately.

[Learn More](#)



Visit an inmate from home!

Save time and money by visiting your incarcerated friends and family from the comfort of your home or office.

[Learn More](#)



New FCC Rates in Effect

New FCC interstate \$.25/\$.21 per minute rate caps now in effect.

Get Started with Securus!

Learn About AutoPay and TextPay



Family and friends can easily navigate through the Website to fund pre-paid accounts, check balances, block numbers and live chat with an operator at any time.


Welcome to Securus Online Greg Nicholson | [Log Out](#)

[My Products](#)
[Phone Services](#)
[Video Services](#)
[Securus Alerts](#)
[Resources](#)
[My Settings](#)
[Customer Care](#)
[Securus Home](#)



Now you can Share your News Instantly with Jail Voicemail* for only \$1.99.
Call 866-949-4574 and Leave a Voicemail Today!

[CHECK AVAILABILITY](#)
*limited availability

Securus Phone Services



Phone Number: (801) 613-0000
Account Number: 8631235
Available Funds: **\$0.00**

Account Status: ● Blocked
Account Relation: Owner
Want to be notified when your balance is running low?
Sign up for email and text alerts by clicking on ["Manage Account"](#).

[ADD FUNDS](#)
[Manage Account](#)
[Call Details](#)
[Transaction Details](#)
[Block & Unblock Calls](#)



You can add funds to this inmate-owned calling account that lets inmates pay for their own calls. Search for and associate inmates with your Securus Online account and add funds today!

[FIND INMATE](#)

Securus Video Visitation



Want to visit an inmate from home? Save time and money by remotely visiting with your incarcerated loved one from the comfort of your home.

[SIGN UP](#)
[Check Facility Availability](#)

Add a New Service

Check availability of these great services and sign up today.



Save money and time, visit an inmate from home. [Learn More](#)

[SIGN UP](#)



Send a quick email to an inmate with Secure Instant Mail. [Learn More](#)


[LAUNCH](#)

Customer Care

Need help? Our Support team is here to help keep your Securus Online experience enjoyable and easy.



Live Chat
Chat now with a Customer Care team member.



Submit a Question
Submit a question to our Customer Care team.



FAQ
Have a question? Search our extensive knowledge base for an answer.

Funding of an AdvanceConnect pre-paid account is fast, easy and the site will provide complete detail of the funding event to include any fees charged for the funding event. Services noted on the Website that are not available to the user such as video visitation will not be available to GDC users unless the service is implemented. The addition of the hyperlink for GDC as described above will provide clarification for GDC users.

SECURUS
TECHNOLOGIES
connecting what matters™

Welcome to Securus Online Greg Nicholson | Log Out

My Products | Phone Services | Video Services | Securus Alerts | Resources | My Settings | Customer Care | Securus Home

Now you can Share your News Instantly with Jail Voicemail* for only \$1.99. Call 866-949-4574 and Leave a Voicemail Today! [CHECK AVAILABILITY](#)

Add Funds to AdvanceConnect

Account Number: 8631235 Phone #: (801) 613-0000 Balance: \$0.00

Billing Address

Your billing address must match your credit card. To avoid failed payments, please update the billing address to match the credit card.

First Name: GREG
Last Name: NICHOLSON
Address: 835 JEFFERSON COUR
City/State/Zip Code: RIVERTON UT 84085

Payment Details

Credit Card Type:

Deposit Amount

Amount to Deposit:

(Min: \$ 0.00 Max: \$ 0.00)
Transaction Fees: \$ 0.00
Total Charges: \$ 0.00

Add a New Service

Check availability of these great services and sign up today.

video Save money and time, visit an Inmate from home. [Learn More](#)

secure Send a quick email to an Inmate with Secure Instant Mail. [Learn More](#)

Customer Care

Need help? Our Support team is here to help keep your Securus Online experience enjoyable and easy.

Live Chat
Chat now with a Customer Care team member.

Submit a Question
Submit a question to our Customer Care team.

FAQ
Have a question? Search our extensive knowledge base for an answer.

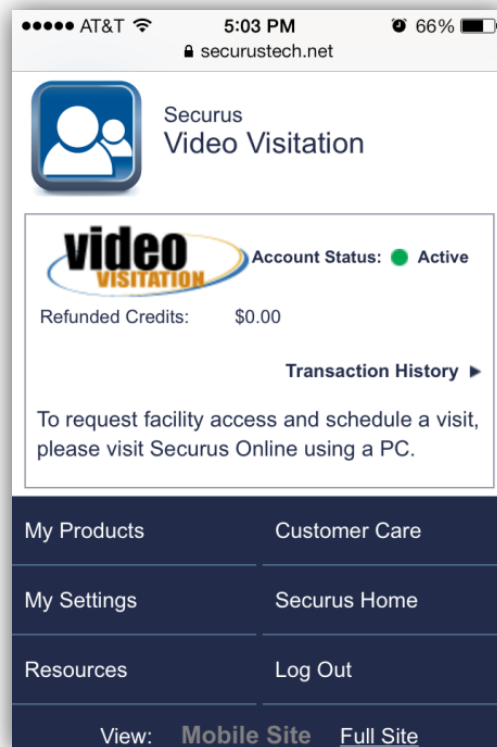
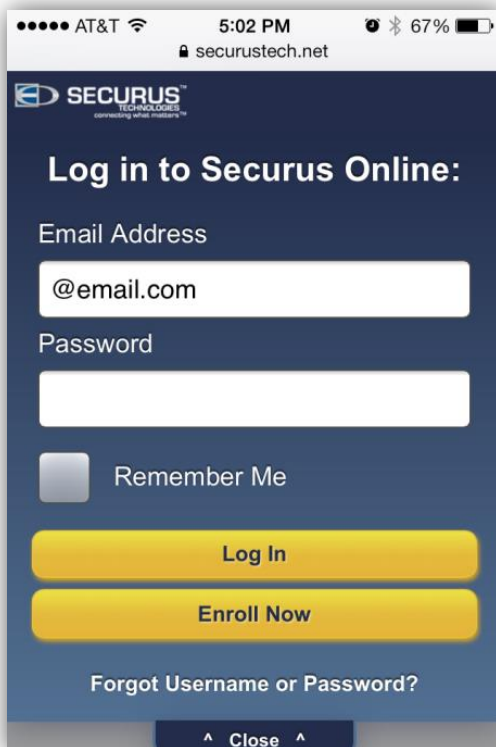
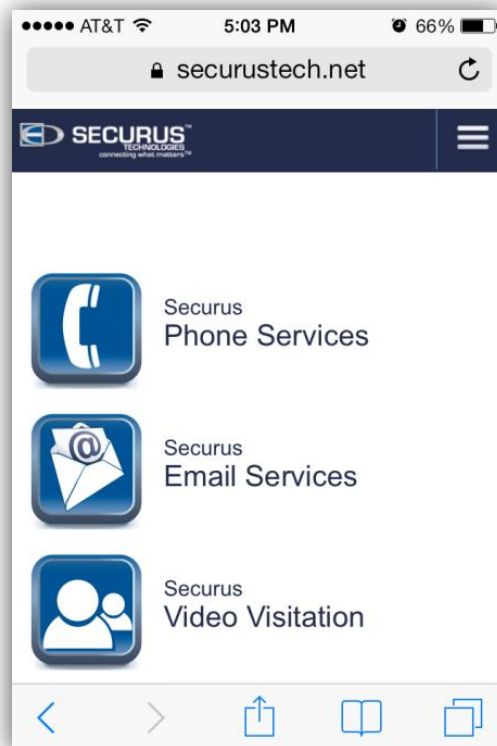
No other provider offers a unified customer service experience that can compare. Many providers outsource or use another support company under numerous names, some without their own website, which becomes confusing to family and friends members.

Optimized for Mobile and Tablet Users

Securus Online can be accessed by any Apple and/or Android smartphone and is also available on tablet devices. Smartphone users account for more than 60 percent of our total Website traffic. This means more Family and Friends access Securus Online via a smartphone than any other device.

For this reason, Securus has optimized our online experience for mobile devices. Users can make payments and view transaction histories as well as sign up for new services, and features not available from other inmate telephone service providers.

Securus Online eases the burden for Family and Friends and makes account management quick and easy.



Account Management and Text Notices

Securus sends low balance pre-paid account notifications via text to the mobile device the user selects or to the email address provided by the user. Securus also sends direct bill invoice due notifications via text to the mobile device the user selects or to the email address provided by the user.

TextPay for AdvanceConnect sends a text notification of low balance and offers the option to immediately fund their account by responding with the word "PAY". If they respond with "PAY" their account will be funded with a preset amount of their choice. Customers can only subscribe to TextPay with their mobile phone.

TextPay for direct bill sends a text notification when the invoice is due at 10-, 5- and 1-day intervals, and offers the option to immediately pay their invoice by responding with the word "PAY". If they respond with "PAY," their account will be paid in full (users can pay partial amounts online). Customers can only subscribe to TextPay with their mobile phone.

Additionally, users can establish the ability to automatically fund their AdvanceConnect account when available funds reach a specific amount such as \$10.00.

Calling Rate Disclosure – Securus Exclusive

A unique feature of the Securus friends and family Website is the Rate Calculator function. Most, if not all of Securus' competitors do not provide family and friends easy to access calling rates. We believe that this inhibits calling and causes frustration among the friends and family user community. Securus' Website not only discloses the rates but allows the user the ability to calculate the actual cost of a call through the Rate Calculator function on our Website. As depicted in the screen prints to follow, Friends and family members simply click on the drop down menu under phone services and select the Rate Calculator function.

They will then be asked to select the call type (Collect, Pre-paid or Debit), input their phone number and duration of the call and then select the State and Facility that their loved one is currently residing. The system will then calculate the total cost of the call and provide the rate per minute.

At any point during the process, the live chat function can be used to obtain live help from a Securus operator in our Dallas based Customer Support Center. Securus is the only vendor that offers this service and is a testament to our commitment to keep friends and family members informed on the services offered.

User Selects Rate Calculator from Phone Services Drop Down Menu



Receive a call today!

Open a prepaid AdvanceConnect™ account today and begin receiving calls immediately.

[Learn More](#)



Visit an inmate from home!

Save time and money by visiting your incarcerated friends and family from the comfort of your home or office.

[Learn More](#)



New FCC Rates in Effect

New FCC interstate \$.25/\$.21 per minute rate caps now in effect.

Get Started with Securus!

Learn About AutoPay and TextPay



User Selects Call Type, State and Facility. Input Phone Number and Call Duration

The screenshot shows the Securustech website's Rate Calculator. The browser address bar displays 'https://securustech.net/call-rate-calculator'. The page has a navigation bar with links like 'Suggested Sites', 'Securus Web Mail', 'Facility Portal Login', 'SCP Demo Site Login', 'Sales Sharepoint', 'CERTS', and 'Web Slice Gallery'. Below the navigation bar is a login section with fields for 'Email Address' and 'Password', and buttons for 'Log In | Enroll Now' and 'Forgot Username or Password?'. The main content area is titled 'Rate Calculator' and includes a 'Customer Care' sidebar with links for 'Live Chat', 'Submit a Question', and 'FAQ'. The form itself contains the following fields and values:

- Choose a Service: **Advanced Connect**
- Your Country: **United States**
- Your Phone Number: **1**
- Facility State: **VA**
- Facility Name: **NEWPORT NEWS-CITY PRISON FARM (1)**
- Call Date: **07/30/2014**
- Time: **10:41** AM
- Duration: **15** minutes

At the bottom of the form are 'RESET' and 'SUBMIT' buttons.

User is Provided with Total Cost of the Call and Rate Per Minute Information

The screenshot shows the results of the Rate Calculator. The browser address bar displays 'https://securustech.net/call-rate-calculator'. The page has a navigation bar with links like 'Suggested Sites', 'Securus Web Mail', 'Facility Portal Login', 'SCP Demo Site Login', 'Sales Sharepoint', 'CERTS', and 'Web Slice Gallery'. Below the navigation bar is a login section with fields for 'Email Address' and 'Password', and buttons for 'Log In | Enroll Now' and 'Forgot Username or Password?'. The main content area is titled 'Rate Calculator' and includes a 'Customer Care' sidebar with links for 'Live Chat', 'Submit a Question', and 'FAQ'. The results section displays the following information:

- The estimated cost of your call is \$ 3.15**
- Facility: NEWPORT NEWS-CITY PRISON FARM (1)**
- Call Duration: 15 Minutes**
- Connection Charge: \$ 0.00**
- Rated Cost: \$ 3.15**
- Total Cost: \$ 3.15**
- Breakdown of Call Rate per Minute**

Time	Day	Evening	Night
	(08:00-16:59)	(17:00-23:00)	(23:01-07:59)
Initial Amount	\$ 0.21	\$ 0.21	\$ 0.21
Additional Amount	\$ 0.21	\$ 0.21	\$ 0.21

Below the table, there is a section with additional information:

- Rate periods are based upon the time of the day a call is accepted.
- International Calling may not be permitted at all Securus serviced Correctional Facilities.
- Please note that facilities may have a connection charge per call, an initial rate for the first minute of call, and then a different rate for each minute after the first minute of a call. Rates are subject to change.
- This rate quote is valid at **Wed Jul 30 10:42:32 CDT 2014**.
- In addition to the quoted rate of the call, applicable taxes and fees may apply. Please refer to our [Terms and Conditions](#).

Securus is continually upgrading our on-line experience for system users. Our site and the services we offer on-line are under constant review by our marketing organization to ensure for an overall pleasant and easy to understand and use experience.

MS34: Contractor shall describe its process for managing Billed Number Screening (BNS) and ensuring Contractor's accuracy of its validation.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

The Local Exchange Carrier updates and manages Billed Number Screening (BNS) codes are associated with a customer account. BNS codes are made available to all Telecommunications industry through the Line Information Database (LIDB). Securus' instance of the Line Information Database is hosted by AT&T. To ensure accurate Local Exchange Carrier billing and correct BNS code, Securus queries LIDB in real-time for all call attempts.

MS35: Specify how collect calls are billed and how taxes and required fees are applied to the total cost of a collect call in preparation for billing.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Collect calls are billed directly by Securus and not a third party to ensure accurate billing and to control bad debt. The monthly bill statement includes a detail description of calls received, debits, credits, fees and taxes.

Taxes are calculated and assessed after call completion to ensure accurate tax assessment by jurisdiction and individually documented on the payer's invoice during the billing cycle. Securus and Wolters Kluwer, a leading provider of tax software, upgraded the Securus taxing software on April 15, 2015 ensuring the accurate assessment of all Federal and State taxes.

MS36: Describe Contractor's process and ITS capabilities for setting-up and validating pre-paid collect accounts and the account holders to meet GDC's needs as required in Section 21.7 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with Section 21.7 Scope of Services.

Securus pre-paid accounts will very specifically show that the account is set up on a cell phone account. This can be viewed within the CDR records and can be validated at any time by the GDC.

As is further described within response to item MS13 of this Attachment J response, when an inmate requests a called party's number to be added to his/her PAN listing, the called party will receive an automated notification from Securus letting them know that an inmate (specific name is announced) within the Georgia Department of Corrections has requested that their number be added to his allowed call listing. They may accept or deny the request.

Upon acceptance, the called party will be given the option to immediately be connected with our Dallas based customer service center to establish a pre-paid account via our IVR application or talk directly with a Securus customer service representative. As an option, they will also be given the information on how to log into the Securus Website www.securustech.net to establish an account.

The set-up process is very easy and depending on the funding option selected by the account holder can be ready to receive calling from the inmate within minutes of the inmate's initial request to add the person to their PAN listing.

MS37: Contractor shall describe all of the types of pre-payment/deposit methods available to called parties for pre-paid collect accounts (e.g. Visa, Master Card/debit card, money order, etc.) and Contractor's process for accommodating refunds associated with pre-paid collect accounts.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus offers a wide variety of funding options for friends and family members of inmates to use in setting up Pre-paid accounts. We know that convenience drives account creation and that account creation drives more calling, so we focus on making sure the funding process is easy to follow and available when and where the inmates' friends and family members need it. We believe that we offer the most comprehensive and convenient options for funding accounts in the industry.

Family and friends can call our call center 24 hours a day, 7 days a week and 365 days a year and speak with a live operator, or take advantage of our default, easy-to-use IVR system to help them set up and fund their accounts using a major credit card, or they can take advantage of our easy-to-use Website for funding, or they can fund accounts by check or money order through the mail.

Securus offers a wide variety of funding options for friends and family members of inmates to use in setting up Pre-paid accounts. We know that convenience drives account creation and that account creation drives more calling, so we focus on making sure the funding process is easy to follow and available when and where the inmates' family and friends need it.

We believe that we offer the most comprehensive and convenient options for funding accounts in the industry. The table below displays our features of our funding options and how they benefit called parties.

Family and Friend Funding Options

Means to You

In-house Call Center <ul style="list-style-type: none">• Available 24 hours a day, 7 days a week and 365 days a year• Staffed with Securus employees• Use automated telephone access or talk to a “live” agent• Fund an account<ul style="list-style-type: none">◦ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices)• Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered)	We believe the customer experience should not be out-sourced to an outside vendor. As such, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you don't have to use staff time to answer questions on telephone account issues.
Website Access <ul style="list-style-type: none">• Create an account• Fund an account<ul style="list-style-type: none">◦ Accept Visa, and MasterCard (all options may not be available to all customers based on our risk management practices)• Manage account (see above description)	This is a popular option for those parties that wish to fund without interacting with a call center agent. More funding means more calls.
Lockbox <ul style="list-style-type: none">• Accept personal checks, money orders, and cashier's checks• No funding minimum	Cash conscious parties can fund without a transaction fee and without a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.

Refunds

AdvanceConnect Pre-paid account holders may obtain a refund on an active account, by contacting the Securus Customer Service Center at 1 (800) 844-6591, by email at customer_service@securustech.net or by chat at www.securustech.net.

Real-time refunds can be applied to credit card transactions made by phone or Website, full and/or partial refund amounts will be applied to the payment source last used. For full refunds on accounts where the last payment was made via Western Union, those funds will be refunded to the customer through Western Union.

For partial refunds on accounts that were paid via Western Union and for both full and partial refunds on payments mailed to our lockbox, a check will be mailed via regular U.S. Postal Service delivery.

MS38: Contractor shall specify the maximum amount, if any, a called party is allowed to deposit each time a pre-paid collect account is opened/funded.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

With regard to funding maximum, Securus does not place a maximum funding limit on AdvanceConnect pre-paid accounts.

MS39: Contractor shall describe in detail what happens when an inmate attempts a call to a telephone number associated with a pre-paid collect account that has insufficient funds.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

The inmate will hear a message that the call cannot be placed because there are insufficient funds available to make the call and to try again later.

The account holder then receive an automated message stating that an inmate is attempting to call and that they do not have sufficient funds to allow for the call.

They will be given instructions on how to place funds on their account and give the option to be connected to the Securus Customer Service Center where they can immediately place funds on their account.

MS40: Contractor shall describe its direct bill payment option as required in Section 21.14 of the Scope of Services.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus will comply with Section 21.14 Scope of Services.

Securus will allow for the migration of all current direct bill customers with the incumbent contractor to ensure they are able to maintain a direct bill account with the new contract without interruption.

Securus offers direct billing as an option to our end user customers. A direct-billed account allows collect calls to be billed monthly directly from Securus. The Direct Bill account is our premium payment product. Called parties can receive calls today and pay for them tomorrow. The following features are available:

- Itemized monthly statement of call activity. The phone line is open to receive inmate calls as long as the monthly bill statement is paid in full on or before the due date and the account is are under the established credit limit
- Unlimited phone Calls will connect to post paid cell phones
- You have 24/7/365 account Access via Customer Service IVR system and website

To set up a direct-billed account, the inmate's friend or family member will provide SCBS with their billing telephone number, name, and address, and will be subject to a credit check (as allowed by state regulations).

MS41: Contractor shall provide the names, years of service, qualifications, company addresses and telephone number(s) for the Contractor's main point(s) of contact for the Facilities.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Keith Eismann, National Sales Manager DOC Accounts

Mr. Keith Eismann, one of three National Sales Managers within the Securus DOC management team will act as the GDC's first line of contact and escalation for all sales and contract related issues. Mr. Eismann has been in the Telecommunications and Corrections Communications industry for more than 28 years with MCI, Value Added Communications, Inc., and now with Securus. In his role as National Sales Manager, he is responsible for new business relationships and contract management specific to State Departments of Corrections. In addition to new business, he works closely with DOC support team members to coordinate new business growth, cultivate existing business relationships, support a high level of customer service, and streamline communications with our customers. Mr. Eismann has significant experience in the management of large scale governmental contracts. He has been involved in the inmate telephone industry effectively since inception of controlled solutions and provides a wealth of real-world experience and industry knowledge to his managed client base and Securus.

Contact Information:

Keith R. Eismann

National Sales Manager - DOC Accounts

24 Reynosa

San Antonio, Texas 78261

keismann@securustech.net

210-385-2350

Art Heckel, Regional Sales Manager – DOC Accounts

Mr. Heckel has over 30 years experience in the telecommunications market. He has been involved in the provision of inmate telephone systems since 1978. Mr. Heckel has extensive customer service, technical, product, and operations experience specific to the provision of public inmate telephone service. He is currently responsible for all T-NETIX sales and marketing activities throughout the United States.

Mr. Heckel worked for Bell Atlantic for more than twenty-four years before joining T NETIX in 1996. Mr. Heckel was responsible for all payphone in the government market including all correctional accounts in his position as Director of Government Sales with Bell Atlantic. He also held key positions in product management, strategic planning, operations and marketing during his years Bell Atlantic. Mr. Heckel holds a degree in Business Administration from Farleigh Dickinson University.

Contact Information:**Art Heckel, National Sales Manager – DOC Accounts**

163 E Main St

Little Falls, NJ 07424

aheckel@securustech.net

973-890-7824

Matt Anderson, Sales Vice President

Mr. Anderson is the Sales Vice President of our national accounts for Department of Corrections (DOC) customers. He serves as a point of contact for service escalation for DOC customers. Mr. Anderson will be available to the GDC during implementation and installation to provide directions and support during this critical project phase. Mr. Anderson will also be available to assist with training on Securus' products and services that will increase the GDC's efficiency and effectiveness in meeting its stated mission of supervising adult offenders through safe and humane services, programs, and facilities.

Contact Information:**Matt Anderson, Sales Vice President**

4975 NW 104th Ave

Coral Springs, FL, 33076

manderson@securustechnologies.com

954-494-2187

Steve Viefhaus, Sales Vice President, DOC Accounts

Steve is Sales Vice President of Department of Corrections (DOC) Accounts with more than 33 years of communications experience. In this role, Steve has responsibility for DOC sales and customer retention activities. Steve led the team responsible for implementing the new inmate calling service contract for the Pennsylvania Department of Corrections.

Contact Information:**Steve Viefhaus, Sales Vice President, DOC Accounts**

14651 Dallas Parkway, Suite 600

Dallas, TX 75254

sviefhaus@securustechnologies.com

314-374-7515

Josh 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. Prior to 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.

Contact Information:

Josh Conklin, Vice President of Sales

14651 Dallas Parkway, Suite 600

Dallas, TX 75254

jconklin@securustechnologies.com

972-277-0312

MS42: Contractor shall detail the use of any subcontractors (installation, on-site support, outsourced customer service, billing, etc.) which will be involved in providing the requirements as specified in this RFP and the awarded contract. Contractor shall provide background of its relationship with the identified subcontractor(s) and define what role they will have from both an implementation and on-going support perspective.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

One of the unique advantages of Securus is that we will provide 100 percent of all services to the GDC. We will not rely on any subcontractor for any portion of our proposed solution to include end user customer service and in-state technical and administrative support. Further we own 100 percent of all proposed software and hardware solutions.

This 100 percent ownership allows Securus to better meet the requirements of our DOC clients.

MS43: Contractor shall complete Attachment M - Reference Form by providing a list of state and/or Federal customers and the length of tenure in providing inmate/detainee telephone service to the listed state and/or Federal customers. Contractor shall also provide on Attachment M – Reference Form three (3) customer references where Contractor provides the equipment and services comparable to the requirements in this RFP. Contractor’s references should include one (1) customer where voice biometric technology has been implemented. The references provided must be currently under contract with Contractor and have been operating under the contract for at least one (1) year. Contractor shall include the following information for each reference: facility name, facility address, contact name, contact title, telephone number and email address, ADP, total number of completed calls each month, contract effective date and number of inmate telephones. Such contact person provided for each of the references must be the individual who utilizes Contractor’s software application.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus has included with our response Attachment M – Reference Form.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS ATTACHMENT J – MANDATORY SCORED RESPONSE DOCUMENT.

Attachment M

Reference Form

Section 1

Contractor shall provide a list of state and/or Federal customers and the length of tenure in providing inmate/detainee telephone service to these state and/or Federal customers.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

As is detailed throughout the Securus response to this eRFP, Securus has been providing inmate telephone services to State, City, County and Federal Departments of Corrections for over 25 years. We currently have over 2,600 facilities operating on our proposed SCP inmate telephone service (ITS) platform with over 1,000,000 inmates and over 5,000,000 Family and Friends utilizing our calling solutions. No other vendor can match Securus level of market presence, overall experience and corporate stability.

Provided within the table to follow, Securus has provided a complete listing of our active contracts with State Department of Corrections. This table provides the name of the DOC, the start date of the contract, number of inmates, facilities served as well as annual number of calls and minutes.

Securus was also recently awarded the State of Arkansas Department of Corrections contract. We are in the process of implementing our proposed SCP inmate telephone and Video Visitation solutions throughout all of the Arkansas State DOC facilities.

Each of our DOC clients were won through a competitive procurement and these DOC's selected Securus because of our experience in the industry, financial stability and proposed technical and financial solutions.

Securus also has a significant presence within the City and County corrections market providing our SCP ITS solutions in some of the largest City and County Correctional Facilities in the United States to include Dallas County, TX, Harris County TX, Cook County, IL and most recently, the City of New York's Rikers Island Complex which houses over 11,000 inmates.

Within the State of Georgia alone, Securus is currently providing inmate telephone services in over 50 counties to include 5 of the 10 highest populated Counties; DeKalb, Clayton, Fulton, Gwinnett and Henry. This base of customers in the State allows us to establish relationships with many customers prior to their incarcerated loved one moving to a GDC facility.

A significant point regarding our existing Georgia County client base, is the fact that Securus currently provides ITS services in 11 of the 23 County facilities that are currently contracted by the GDC to house GDC inmates (according to the 12/18/14 GDC Facility Directory). Family and friends of these inmates will not be required change their pre-paid calling accounts if an inmate from one of these facilities is transferred to the GDC. Securus will simply change the billing type on the account.

Additionally, our proposed THREADS investigations solution will allow for the sharing of critical intelligence data between all Securus Georgia Counties and the GDC as all Securus clients use the same SCP ITS solution. No other vendor will provide this ability to share inmate calling data between GA Counties and the GDC to expand your investigative reach.

Finally, an important factor to consider is that unlike many of the references that will be provided by our competitors in response to this eRFP, each of the Securus provided references are using the Securus Secure Call Platform (SCP) inmate telephone system.

The exact same inmate telephone system, related hardware, software and back office supporting systems as proposed by Securus in response to this eRFP. Many of the references provided by our competitors may not even be using the same inmate telephone service platforms as proposed to the GDC.

Securus Technologies, Inc. Active Department of Corrections Customers						
Name of Organization	Contract Start date	Contract Status	ADP	Number of Facilities	Annual Traffic	
					Calls	Minutes
Florida Department of Corrections	9/25/2007	Active	101,000	123	9.8 million	127 million
North Dakota Department of Corrections and Rehabilitation	1/1/2009	Active	1,540	4	196,000	1.2 million
Kentucky Department of Corrections	6/1/2006	Active	13,900	12	1.8 million	23.3 million
Connecticut Department of Corrections	3/1/2012	Active	16,500	21	5.2 Million	53.4 Million
Missouri Department of Corrections	6/28/2011	Active	31,875	24	15 million	159 million
Louisiana Department of Public Safety and Corrections	3/9/2012	Active	19,446	18	3.5 million	45 million
Illinois Department of Corrections	6/27/2012	Active	49,643	43	5.5 million	127 million
Pennsylvania Department of Corrections	9/22/2014	Active	50,914	26	11 million	150 million
New Mexico Department of Corrections	3/30/2011	Active	3,820	6	1.26 million	19.7 million
Alaska Department of Corrections	3/15/2008	Active	3,500	14	185,800	2.28 million
Arkansas Department of Corrections	4/20/2015	Active	16,500	27	Currently in the installation stage Avg. Call/Min data not yet available.	

Section 2

Contractor shall submit three (3) references where Contractor provides the equipment and services comparable to the requirements in this RFP. Contractor's references should include one (1) customer where voice biometric technology has been implemented. The references provided must be currently under contract with Contractor and have been operating under the contract for at least one (1) year.

Contractor shall include the following information for each reference: facility name, facility address, contact name, contact title, telephone number and email address, ADP, average number of completed calls each month, number of inmate telephones and contract effective date. Such contact person provided for each of the references must be the individual who utilizes Contractor's software application.

SECURUS HAD READ, UNDERSTANDS AND COMPLIES.

Securus has provided within the tables to follow our proposed three (3) client references. Each of these clients have been installed for over a year and are using the exact same ITS systems and solutions as proposed to the GDC. To fulfill the voice biometric reference requirement, Securus has provided the Kentucky DOC information. The Kentucky DOC has our SCP Secure Voice upfront PIN validation voice biometric solution installed at each of their facilities.

Reference #1

Customer/Facility Name: Missouri Department of Corrections Contact - Amy Roderick Title - Inspector General Phone - 573-526-6504 Email - Amy.roderick@doc.mo.gov Customer/Facility Address - P.O. Box 236 Jefferson City, MO 65102	Average Daily Population (ADP) - 32,000 Average Number of Completed Calls Each Month - 1,250,000 Number of Inmate Telephones - 1,806 Contract Effective Date - June 28, 2011
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Reference #2

Customer/Facility Name: Connecticut Department of Corrections Contact - Domenick Pisano Title - Lieutenant Intelligence Division Phone - 860-692-7531 Email - Domenickj.pisano@ct.gov Customer/Facility Address: 24 Wolcott Hill Rd. Wethersfield, CT 06109	Average Daily Population (ADP) - 18,000 Average Number of Completed Calls Each Month - 433,000 Number of Inmate Telephone - 1,400 Contract Effective Date - March 1, 2012
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Reference #3

Customer/Facility Name: Kentucky Department of Corrections Contact - Jonathan Hall Title - Information Systems Administration Mgr. Phone - (502) 782-2257 Email - jonathan.hall@ky.gov Customer/Facility Address: 275 East Main Frankfort, KY 40602	Average Daily Population (ADP) - 12,100 Average Number of Completed Calls Each Month - 112,600 Number of Inmate Telephones - 780 Contract Effective Date - June 1, 2006 Currently Utilizing Voice Biometric PIN Validation
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Section 3 Informational Only

The following questions will be utilized by GDC/DOAS in conducting its reference checks:

1. In what capacity do you currently work with this Supplier?
2. Rate your satisfaction with the products, equipment, system, and software provided by the Supplier.
3. Rate how well the agreed upon, planned implementation schedule was consistently met and the Inmate Telephone System (including inmate telephones) was installed on time.
4. Rate the Supplier's overall customer service and timeliness in responding to your service inquiries, issues and resolutions.
5. Rate the knowledge of the Supplier's assigned staff and their ability to accomplish duties as contracted.
6. Rate the accuracy and timeliness of the Supplier's traffic reports, CDRs, call billing information.
7. Rate the Supplier's ability to quickly and thoroughly resolve a problem related to the services provided.
8. Rate the Supplier's flexibility in meeting your business requirements.
9. Rate the likelihood of you/your organization would recommend this Supplier to others in the future.
10. If applicable, rate your satisfaction with your use of Supplier's voice biometric technology.
11. Have you ever had to impose a performance penalty/collect liquidated damages under your current contract with this supplier?
12. With which aspect(s) of this Supplier's services are you most satisfied?
13. With which aspect(s) of this Supplier's services are you least satisfied?

STATE OF GEORGIA
DEPARTMENT OF CORRECTIONS
REVENUE SHARE PROPOSAL
Attachment L

Contractor must comply with the calling rates and fees specified below. Additional fees shall be prohibited with the exception of regulatory required charges and taxes which are defined in Section 19 – Revenue Share of the Scope of Services of the eRFP.

Revenue Share Percentage: Contractor shall propose a single Revenue Share percentage (%) which shall be applied to all local, intralata/intrastate, interlata/intrastate and international Gross Revenues as defined in Section 19 – Revenue Share of the Scope of Services of the eRFP. Contractor’s Revenue Share percentage of 0% shall be applied to interlata/interstate Gross Revenues as defined in Section 19 – Revenue Share of the Scope of Services of the eRFP.

MMG: Contractor shall include a Minimum Monthly Guarantee (MMG) Payment. The first MMG Payment shall be made payable to GDC within 60 days of the execution date of the Contract in conjunction with the phase one timeline of the implementation plan, and all future MMG payments shall be due on the 20th day of each month under the Contract and any renewal terms. Should Contractor complete Facility installations prior to the due date of the first MMG payment, Contractor shall pay GDC Revenue Share on Gross Revenue (as defined) at the proposed Revenue Share percentage for any revenues generated by and through the ITS during such time and follow the payment requirements in Section 24 - Payment and Reporting of the Scope of Services of the eRFP. For all MMG payments, should the Revenue Share due calculated on the Gross Revenue (as defined) exceed the MMG payment received, Contractor shall begin paying GDC Revenue Share on Gross Revenue (as defined) at the proposed Revenue Share percentage. Contractor shall follow the payment requirements in Section 24 – Payment and Reporting of the Scope of Services of the eRFP. If the sum of Revenue Share calculated on the Gross Revenue (as defined) is less than the MMG, GDC shall not be responsible for refunding any portion of the MMG to Contractor.

Financial Incentive: Contractor shall include a Financial Incentive in the form of a monetary value due GDC upon execution of the Contract. (i.e. Signing bonus, Technology Grant, etc.)

Calling Rates:

Call Type	Collect, Pre-Paid Collect, Direct Billed, Debit, etc.	
	Surcharge	Per Minute Rate
Local	\$0.00	\$0.13
Intralata/Intrastate	\$0.00	\$0.13
Interlata/Intrastate	\$0.00	\$0.17
Interlata/Interstate	\$0.00	\$0.21
Domestic International	\$0.00	\$0.50
International – Mexico	\$0.00	\$0.50
International	\$0.00	\$1.00

**STATE OF GEORGIA
DEPARTMENT OF CORRECTIONS
REVENUE SHARE PROPOSAL
Attachment L**

Fees, Regulatory Charges, and Taxes:

Fee/Charge Name	Description	Amount
Universal Service Fund ("USF")	Universal Service Fund is changed quarterly by the FCC.	15.5%* *as adjusted quarterly
Pre-Paid Collect Transaction Fee	Fees charged to end-users for funding a pre-paid collect account.	\$4.75
Pre-Paid Collect Minimum Deposit Amount	Minimum amount an end-user can deposit when funding a pre-paid collect account.	\$25.00
All Other Fees	Fees or charges applied by Contractor or a third party for calls processed through the ITS from the GDC Facilities.	\$0.00
Applicable Taxes	All required taxes are allowed.	Varies

Voicemail Messaging: Contractor shall identify a per transaction fee to be charged to the end-user for each voicemail message. Contractor shall deduct the transaction fee from the end-user's pre-paid collect account. Contractor shall also provide GDC a Revenue Share for each voicemail message completed by the end user to the inmate. Contractor shall provide the Revenue Share on each completed voicemail message before any deductions are made for unbillable transactions, bad debt, rejected voicemail messages, uncollectible transactions, fraudulent transactions, merchant adjustments, malfunctions, or any other Contractor expenses. Additionally, GDC shall not be liable for any of Contractor's costs including, but not limited to, taxes, shipping charges, network charges, insurance, interest, penalties, termination payments, attorney fees, or liquidated damages.

Contractor is required to submit its proposal in this specific format and only submit the information required in the table below and the areas highlighted in blue. Contractor shall not deviate from this format or modify or edit the table or add any additional footnotes or text. Contractor's response below will be evaluated and scored.

Revenue Share Percentage:	97 %
MMG Payment:	\$ 860,000.00
Financial Incentive(s):	\$ 4,000,000.00

STATE OF GEORGIA
DEPARTMENT OF CORRECTIONS
REVENUE SHARE PROPOSAL
Attachment L

Voicemail Messaging Transaction Fee:	\$ 1.00
Voicemail Messaging Revenue Share:	\$ 75%

Cost Reimbursement Payment for Interstate Calling: Pursuant to the Federal Communications Commission's (FCC) 2013 Report and Order and Further Notice of Proposed Rulemaking (WC Docket No. 12-375, FCC 13-113), Section III(C)(2)(b) ("Site Commission Payments"), including footnote #203, GDC reserves the right to recoup from Contractor certain administrative and operational expenses (Cost Reimbursement Payment) in connection with the provision of interstate and/or intrastate inmate telephone services (ITS) (or both). Such Cost Reimbursement Payment may take the form of a per-minute rate, flat monthly payment, or other fee structure. The Cost Reimbursement Payment shall be due and payable upon receipt of the invoice by Contractor. GDC may accompany the Cost Reimbursement Payment invoice with a supporting report documenting the administrative and operational expenses incurred by GDC in association with ITS covered by the Cost Reimbursement Payment.

GDC does not require a Cost Reimbursement Payment upon execution of the Contract. In the event GDC wishes to utilize its option to implement the Cost Reimbursement Payment, then, at GDC's request, GDC and Contractor shall negotiate in good faith an Amendment to the Contract, reasonably acceptable to GDC, to document the GDC-imposed Cost Reimbursement Payment. If Contractor and GDC are unable to mutually agree on such a Contract Amendment within thirty (30) days of GDC's request, then GDC may terminate the Contract at its sole discretion and without penalty or liability to GDC.

Should a material change in the rules or policies of the FCC applicable to ITS occur following the execution of this Contract, which change affects: (1) the ITS rates permitted to be charged by the Contractor to inmates under this Contract; (2) the right of GDC to recover its ICS costs; or (3) the ability of GDC to require Contractor to pay to GDC commissions, fees (including but not limited to the Cost Reimbursement Payment) or other ITS cost recovery mechanisms, then, at GDC's request, Contractor and GDC will negotiate in good faith an Amendment to the Contract, reasonably acceptable to GDC, that enables GDC to fully recover its ITS costs in a manner compliant with the change in the FCC's ITS rules or policies. If Contractor and GDC are unable to mutually agree on such a Contract Amendment within thirty (30) days of GDC's request, then GDC may terminate the Contract at its sole discretion and without penalty or liability to GDC.

Supplier General Information Worksheet

Supplier General Information

This spreadsheet requests basic information concerning the Supplier and may establish other requirements the Supplier must meet to be considered eligible for award. Read each question carefully and provide all requested answers.

Question #	Description																				
1	Provide Company Information:																				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: yellow;"> <th style="width: 35%;">Description</th> <th style="width: 65%;">Response</th> </tr> </thead> <tbody> <tr> <td>Company Name (Provide full legal name)</td> <td>Securus Technologies, Inc.</td> </tr> <tr> <td>Address 1</td> <td>14651 Dallas Parkway</td> </tr> <tr> <td>Address 2</td> <td>Suite 600</td> </tr> <tr> <td>City</td> <td>Dallas</td> </tr> <tr> <td>State</td> <td>Texas</td> </tr> <tr> <td>Zip Code</td> <td>75254</td> </tr> <tr> <td>Authorized Person's Name</td> <td>Keith R. Eismann</td> </tr> <tr> <td>Telephone Number</td> <td>210-385-2350</td> </tr> <tr> <td>eMail Address</td> <td>keismann@securustechnologies.com</td> </tr> </tbody> </table>	Description	Response	Company Name (Provide full legal name)	Securus Technologies, Inc.	Address 1	14651 Dallas Parkway	Address 2	Suite 600	City	Dallas	State	Texas	Zip Code	75254	Authorized Person's Name	Keith R. Eismann	Telephone Number	210-385-2350	eMail Address	keismann@securustechnologies.com
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2	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: yellow;"> <th style="width: 80%;">Georgia Based Business/Reciprocal Preference Law O.C.G.A. §50-5-60(b) In which state is your company domiciled?</th> <th style="width: 20%;">Supplier's Domicile (State)</th> </tr> </thead> <tbody> <tr> <td>For the purposes of evaluation only, Suppliers resident in the State of Georgia will be granted the same preference over Suppliers resident in another state in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other state to Suppliers resident therein over Suppliers resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a resident Supplier is a Supplier who is domiciled in the State of Georgia.</td> <td>Texas</td> </tr> </tbody> </table>	Georgia Based Business/Reciprocal Preference Law O.C.G.A. §50-5-60(b) In which state is your company domiciled?	Supplier's Domicile (State)	For the purposes of evaluation only, Suppliers resident in the State of Georgia will be granted the same preference over Suppliers resident in another state in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other state to Suppliers resident therein over Suppliers resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a resident Supplier is a Supplier who is domiciled in the State of Georgia.	Texas																
Georgia Based Business/Reciprocal Preference Law O.C.G.A. §50-5-60(b) In which state is your company domiciled?	Supplier's Domicile (State)																				
For the purposes of evaluation only, Suppliers resident in the State of Georgia will be granted the same preference over Suppliers resident in another state in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other state to Suppliers resident therein over Suppliers resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a resident Supplier is a Supplier who is domiciled in the State of Georgia.	Texas																				
3	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: yellow;"> <th style="width: 80%;">Small Business: Can your company be classified as a Small Business?</th> <th style="width: 20%;">Response</th> </tr> </thead> <tbody> <tr> <td> <p>A Small Business is defined as a Georgia resident business which is independently owned and operated. In addition, such business must have either fewer than <u>300</u> employees or less than <u>\$30 million</u> in gross receipts per year. Georgia resident business means any business that regularly maintains a place from which business is physically conducted in Georgia for at least one year prior to any bid or proposal to the state or a new business that is domiciled in Georgia and which regularly maintains a place from which business is physically conducted in Georgia; provided, however, that a place from which business is conducted shall not include a post office box, a leased private mailbox, site trailer, or temporary structure. (Official Code of Georgia Annotated §50-5-121).</p> <p>Also, the State encourages all companies to sub-contract portions of any state contract to small and minority business enterprises. Suppliers interested in taking advantage of the Georgia income tax incentives provided for by the Official Code of Georgia Annotated Section 48-7-38, relative to the use of minority subcontractors in the performance of contracts awarded by the State of Georgia, should contact the Supplier Relations Administrator: Supplier Relations Administrator Department of Administrative Services 200 Piedmont Avenue, S.E. Suite 1308, West Tower Atlanta, Georgia 30334 9010 Telephone: (404) 657-6000 Fax: (404) 657-8444</p> </td> <td>No</td> </tr> </tbody> </table>	Small Business: Can your company be classified as a Small Business?	Response	<p>A Small Business is defined as a Georgia resident business which is independently owned and operated. In addition, such business must have either fewer than <u>300</u> employees or less than <u>\$30 million</u> in gross receipts per year. Georgia resident business means any business that regularly maintains a place from which business is physically conducted in Georgia for at least one year prior to any bid or proposal to the state or a new business that is domiciled in Georgia and which regularly maintains a place from which business is physically conducted in Georgia; provided, however, that a place from which business is conducted shall not include a post office box, a leased private mailbox, site trailer, or temporary structure. (Official Code of Georgia Annotated §50-5-121).</p> <p>Also, the State encourages all companies to sub-contract portions of any state contract to small and minority business enterprises. Suppliers interested in taking advantage of the Georgia income tax incentives provided for by the Official Code of Georgia Annotated Section 48-7-38, relative to the use of minority subcontractors in the performance of contracts awarded by the State of Georgia, should contact the Supplier Relations Administrator: Supplier Relations Administrator Department of Administrative Services 200 Piedmont Avenue, S.E. Suite 1308, West Tower Atlanta, Georgia 30334 9010 Telephone: (404) 657-6000 Fax: (404) 657-8444</p>	No																
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4	Minority Business: Can your company be classified as a Minority Owned Business? Indicate below the percentage of company ownership/control attributable to each of the minority groups listed:																				

Supplier General Information Worksheet

	<p>A Minority Business enterprise means a small business concern which is at least 51% owned and controlled by one or more minorities and is authorized to do and is doing business under the laws of the State of Georgia, paying all taxes duly accessed and domiciled within this state (Official Code of Georgia Annotated §50-5-131).</p>													
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5	Is your company a scrutinized company? Please answer either a, b, or c as described	Response												
	<p>Any Supplier that currently and/or previously, within the last three years, has had business activities or other operations outside of the United States, must certify that it is not a "scrutinized company." A scrutinized company is a company conducting business operations in Sudan that is involved in power production activities, mineral extraction activities, oil-related activities, or the production of military equipment, but excludes a company which can demonstrate any of the following exceptions noted in O.C.G.A. Section 50-5-84. False certification hereunder may result in civil penalties, contract termination, ineligibility to bid on state contractors for three or more years, and/or any other available remedy. If the Supplier is a scrutinized company, the Supplier shall not be eligible to bid on or submit a proposal for a contract with the State Entity unless DOAS makes a determination in accordance with O.C.G.A. Section 50-5-84 that it is in the best interests of the State to permit the scrutinized company to submit a bid or proposal. Any scrutinized company desiring DOAS to make such a determination should contact both DOAS and the Issuing Officer immediately.</p> <p>Please answer either a, b or c in the response column of this worksheet to indicate your answer:</p> <p>a. I certify my company is NOT a "scrutinized company."</p> <p>b. I certify my company is a "scrutinized company."</p> <p>c. I certify I have requested and received written permission from DOAS to submit a response to this Event in accordance with O.C.G.A. Section 50-5-84.</p>	a.												
6	Have you submitted a completed Tax Compliance form?	Response												
	<p>To be eligible for contract award, the supplier must not owe taxes to the State of Georgia. Also, in accordance with Official Code of Georgia Annotated §50-5-82, the State Entity is prohibited from awarding any contract valued at more than \$100,000.00 to a nongovernmental vendor if that vendor or an affiliate of the vendor is a "dealer" failing or refusing to collect sales or use taxes on its sales delivered to Georgia. Each Supplier must submit a completed Tax Compliance Form (SPD-SP045), which has been provided as a downloadable document by accessing the link below. In the event the Supplier is being considered for contract award (and the contract is valued at more than \$100,000.00), the information provided in the Tax Compliance Form will be submitted by the State Entity to the Georgia Department of Revenue ("DOR") for a determination as to whether the Supplier is a "prohibited source" or has other tax deficiencies. The State Entity reserves the right to submit the Supplier's completed form to DOR for review even if the contract is valued at less than \$100,000.00. Download the Tax Compliance form using the link below and upload the completed form as part of your response:</p> <p style="text-align: center;">http://doas.ga.gov/StateLocal/SPD/Seven/Pages/Home.aspx</p> <p>Any Offeror identified as a prohibited source will be ineligible for award. Accordingly, the Offeror is strongly encouraged to check its tax status now and resolve any outstanding tax liabilities prior to submitting this response. Department of Revenue has identified the following source to allow Offerors to check current tax status:</p>	Yes												

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	http://www.etax.dor.ga.gov/	
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