

- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were “delighted” with the service they received.



Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus' Secure Call Platform (SCP). Securus has extensive experience preparing locations for system implementation without disrupting the facility's existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone instruments and cutting over to SCP.

A. Priority Level 1 includes, but is not limited to the following:

1. Loss of critical functionality
2. 50% or more phones in a facility out of service
3. Loss of administrative or investigative access or function
4. Loss of monitoring or recording function

Performance Standard: The time requirement for resolution of Level 1 Problems is
4 hours.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

- **Meantime To Repair SLA's:** (Based on severity of issue - from first contact till resolved)

Priority	SVV/ConnectUs Related Issues	All Other Types	DOCCS Level	Description
1	4 Hours	2 Hours	Level 1 & 2	30% or more system functionality adversely affected
2	12 Hours	24 Hours	Level 3	5%-29% system functionality adversely affected
3	24 Hours	72 Hours	Level 4	Less than 5% system functionality adversely affected
4	36 Hours	72 Hours	Level 5	All other system issues

B. Priority Level 2 includes, but is not limited to the following:

1. Loss of significant functionality
2. Data exchange failure
3. 20%--49% of phones in a facility out of service

Performance Standard: The time requirement for resolution of Level 2 Problems is
8 hours.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

- **Meantime To Repair SLA's:** (Based on severity of issue - from first contact till resolved)

Priority	SVV/ConnectUs Related Issues	All Other Types	DOCCS Level	Description
1	4 Hours	2 Hours	Level 1 & 2	30% or more system functionality adversely affected

2	12 Hours	24 Hours	Level 3	5%-29% system functionality adversely affected
3	24 Hours	72 Hours	Level 4	Less than 5% system functionality adversely affected
4	36 Hours	72 Hours	Level 5	All other system issues

C. Priority Level 3 includes, but is not limited to the following:

1. Loss of insignificant functionality
2. Software fixes not critical to operations
3. Individual phones representing 10%—20% of phones in a facility
4. Loss of trouble ticket system

Performance Standard: The time requirement for resolution of Level 3 Problems is
24 hours.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

- **Meantime To Repair SLA's:** (Based on severity of issue - from first contact till resolved)

Priority	SVV/ConnectUs Related Issues	All Other Types	DOCCS Level	Description
1	4 Hours	2 Hours	Level 1 & 2	30% or more system functionality adversely affected
2	12 Hours	24 Hours	Level 3	5%-29% system functionality adversely affected
3	24 Hours	72 Hours	Level 4	Less than 5% system functionality adversely affected
4	36 Hours	72 Hours	Level 5	All other system issues

D. Priority Level 4 includes, but is not limited to the following:

1. Individual phones representing less than 10% of phones in a facility

Performance Standard: The time requirement for resolution of Level 4 Problems is
48 hours.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

- **Meantime To Repair SLA's:** (Based on severity of issue - from first contact till resolved)

Priority	SVV/ConnectUs Related Issues	All Other Types	DOCCS Level	Description
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1	4 Hours	2 Hours	Level 1 & 2	30% or more system functionality adversely affected
2	12 Hours	24 Hours	Level 3	5%-29% system functionality adversely affected
3	24 Hours	72 Hours	Level 4	Less than 5% system functionality adversely affected
4	36 Hours	72 Hours	Level 5	All other system issues

E. Priority Level 5 includes, but is not limited to the following:

1. Represent scheduled maintenance activities and scheduled installation or removal of equipment

Performance Standard: The time requirement for resolution of Level 5 is **five working days**.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

- **Meantime To Repair SLA's:** (Based on severity of issue - from first contact till resolved)

Priority	SVV/ConnectUs Related Issues	All Other Types	DOCCS Level	Description
1	4 Hours	2 Hours	Level 1 & 2	30% or more system functionality adversely affected
2	12 Hours	24 Hours	Level 3	5%-29% system functionality adversely affected
3	24 Hours	72 Hours	Level 4	Less than 5% system functionality adversely affected
4	36 Hours	72 Hours	Level 5	All other system issues

5.2.1 Failure to comply

After three occurrences when 50% or more of the phones in a correctional facility are out of service for more than four (4) hours at an affected facility, DOCCS may impose a remedial measure that will include free calling at the facility for the number of hours corresponding with the out-of-service lapse of time. Contractor will provide supporting documentation to demonstrate free calling provided.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

5.2.2 Escalation Requirements

Time	Escalation Point	DOCCS Contact Point
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Missed performance standard	Supervisor	TBD
Missed performance standard + two (2) hours	Manager	TBD
Missed performance standard + four (4) hours	Director	TBD
Missed performance standard + six (6) hours	Vice President	TBD

The vendor must establish procedures that provide, at a minimum, escalation to agreed-upon points of contact for the timeframes indicated above.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

5.3 Performance Reviews

The vendor shall provide monthly, quarterly, and annual performance reports that meet DOCCS' specifications. The reports will include the data elements noted in Section 5 above along with the raw numbers used to achieve the percentages. Additionally, every quarter, the vendor shall provide a face-to-face review of all performance indicators and trends and a summary of service issues. The vendor shall provide an annual review of the operational status, the financial status, the cost and rate analysis as well as an overall contract review. All reports and reviews will be presented to DOCCS' staff.

Provide examples of draft reports.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Please see section/tab – REQUESTED DOCUMENTATION - - Sample Performance Review, (page 531)

END OF SECTION 5: PERFORMANCE REQUIREMENTS

6 Vendor Qualifications

6.1 Company Experience

The bidder shall submit satisfactory evidence that, in the sole judgment of DOCCS, it has at least three (3) years current experience providing ITS production systems and services for commercial or government clients. The proposed system must be a commercially available system and have been in full production for at least one (1) year for at least three (3) customers that serve at least a total of 500 inmate telephones each.

The bidder shall **submit three (3) client references** to support their experience claims. Incomplete or incorrect client contact information will be evaluated to the bidder's detriment. Current employees of DOCCS may not be used as references. **Bidders should advise proposed references that DOCCS will be calling them and confirm the references willingness to participate. The information must be provided using Appendix F, *Vendor Reference Form*.**

New York State will not be a test site for unproven technology. For all technology proposed, your references must include at least two sites where this technology has been in service as an integrated part of the inmate phone system for at least six (6) months. An onsite or real-time demonstration of the technology must be provided prior to finalization of the scoring for this procurement.

The subcontractors that will be used to perform any aspect of the work must complete Appendix F by providing three (3) references in the relative field of services. In addition, subcontractors must have at least three (3) years current experience providing the services in the specific field of service.

Provide the names of any federal, state or local correctional facilities and/or systems where the subcontractors' services have been used in the past three (3) years.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Please see three (3) client references using Appendix F in section / tab – COMPLETED FORMS, (page 643)

6.2 Past Performance

6.2.1 Security Incidents

Provide details on all incidents of security breaches, lost or misused data in last three (3) years including, but not limited to, the nature and extent of the incident, remedial actions taken, and current status.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Certain ICS providers would like you to believe that Securus was “hacked” based on an article that appeared last November in *The Intercept*. After this article was published, Securus retained outside counsel to conduct an independent investigation of the allegations appearing in the article. Counsel's investigation team included world renowned

forensic experts. After an exhaustive investigation, the team concluded that no system or database of Securus was “hacked” or otherwise unlawfully accessed, much less that inmate recordings or other data in a Securus system or database was unlawfully listened to, copied, read, or otherwise “stolen.” Rather, the investigators determined that the data/database at issue was on a third party platform over which Securus had absolutely no ownership or operational control. Further, although this third party system was unlawfully accessed (by someone unlawfully obtaining an id and password to access the system), there is no evidence that inmate call recordings or other data were actually listened to, copied, read, or otherwise “stolen.” So it is manifestly false to claim that a Securus database or system was “hacked” and our data was “stolen.” No Securus system or database has ever been “hacked” or otherwise unlawfully accessed.

6.2.2 Performance Data

Provide detailed performance information for the three (3) referenced systems identified in Section 6.1. At a minimum the performance information shall include the items identified in Section 5.1,

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Please see three (3) client references using Appendix F in section / tab – COMPLETED FORMS (page 643)

6.2.3 Legal Validity

Provide documentation of the validity of its chain of evidence methodology and its acceptance in legal proceedings. Include the number of legal cases in last three (3) years where the methodology was successful, and explain any instances where the validity of the chain of evidence was not accepted.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has been subpoenaed to testify 706 times in the past three years. Law enforcement officers all over the country are also called to testify, and Securus has no record on how many times this methodology is used in legal proceedings. We are unaware of any instances where the validity of the chain of evidence was not accepted.

Tamper Proof

File type preserves Chain of Custody requirements and thus is suitable for court evidence. This format contains internal codes to playback calls and to prevent tampering. Should tampering occur, the file becomes corrupt and is not playable at the point of the tampering.

Inmate Name Verification

Securus Secure Call Platform (SCP) allows inmates to record their name, associated with their custody account and PIN, once. The recorded name is played on all calls the inmate makes with their PIN. If PINs are not required, the system will ask the inmate to state their name on each call, the recording of which is then played to the called party. All pre-recorded inmate names are to be played to the called party when announcing the call.

For maximum flexibility, this function is configurable to use pre-recorded names, or not per inmate, facility, and customer level. A pre-recorded name may also be reset, forcing the inmate to record their name again.

This feature eliminates inmate's ability to pass messages without paying for the call. The inmate is given a custody account number for identification and is present on each call record and can be found on each call detail record. This chain of evidence verifies the call was made by that inmate.

Prevent Inmate from Passing Messages

Calls placed through the Securus Secure Call Platform (SCP) are processed through an automated attendant. SCP will not establish a two-way talk path until the called party agrees to accept the call by pressing the proper key on their telephone keypad.

Inmates have taken advantage of systems that allow them to record their name each time they place a call. Instead of recording their name, inmates have used this functionality to pass short messages to called parties without paying for the call. Some will even pass threats or harass victims or witnesses before the called party is even aware who is calling.

For these reasons, Securus recommends recording the inmate name one time and associating it to a unique PIN assigned to each inmate. This prerecorded name announcement is usually recorded in the presence of a correctional officer to ensure it is the inmate's real name and will be clearly understood by the called party. Whenever the inmate places a call using their PIN, their approved prerecorded name announcement will be played for the called party. The inmate will have no opportunity to pass any message until the called party accepts the call and billing begins.

The Securus Secure Calling Platform (SCP) provides a patented method for ensuring the authenticity of inmate call recordings made through the platform. This security feature—the Chain of Evidence—is a key component of SCP and is automatically included in all installations. The Chain of Evidence prevents tampering with the call detail record and call recording. SCP encrypts, time-stamps, and verifies the authenticity of each recording.

SCP meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.

In addition to the Chain of Evidence provided through SCP, Securus will provide expert staff to testify, at no cost to DOCCS, to the authenticity of the call recordings made on SCP.

Chain of Evidence

A phone call made on the 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 information about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge to its authenticity. SCP combines this contextual information with the audio data in memory and writes the information to disk as a continuous data stream. It is not possible to modify the recording after recording to disk, and each recording contains the critical information about the authenticity of the data.

Storing this data in one combined unit 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 all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and cannot be modified.

Downloading Calls as Evidence

SCP allows authorized users to copy recorded conversations to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. 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.

"I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney's Office has asked me to get inmate calls for all cases."

- Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department.

6.3 Staff Qualifications

Provide information regarding the qualifications and experience of the individuals that will be the primary points of contact for both customer and technical services as outlined in [Section 4.1.1](#). Provide résumés and completed (Appendix G) for at least three reference projects/assignments. Include the dates of the relevant experience in the résumés and qualification forms.

6.3.1 Staffing Numbers and Qualifications

Provide the following:

- The number of staff by functional area, work shift, average years of experience and turnover rates for the last three (3) years
- The ratio of customer service staff to the number of active accounts
- The ratio of the number of technical support staff to the number of installed sites

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Count of Last Name		
Aux 2	Home Department	Total
ARCHONIX	000870 - ARCHONIX - TN XJAIL	13
	000875 - ARCHONIX - NJ XGEN	14
	000880 - ARCHONIX - PAMET	4
	000890 - ARCHONIX - MN EMR	11
	000895 - ARCHONIX - EMR Shared Serv	3
ARCHONIX Total		45
CEO	000070 - CEO	2
CEO Total		2
CFO	000040 - CFO - Purchasing	2
	000072 - BUS ANALYSIS - Bus Unit	5
	000073 - CFO - Billing Operations	11
	000076 - CFO - Accounting	28
	000078 - CFO - Business Analysis	9
CFO Total		55
CORP DEVELOP	000030 - CORP DEVELOP	13
CORP DEVELOP Total		13
CUSTOMER CARE	000092 - CUSTOMER CARE - Call Cente	113
	000110 - CUSTOMER CARE - Ops Mgmt	6
	000112 - Client Management East	7
	000114 - CUSTOMER CARE - Reporting	6
	000116 - Client Management West	9
	000151 - CUSTOMER CARE - Temp	24
CUSTOMER CARE Total		165
GUARDED EXCHANGE	000912 - GEX - Investigative Soluti	75
	000913 - GEX - Overhead	4
	000914 - GEX - Digital Forensi	5
GUARDED EXCHANGE Total		84
HR	000074 - HR - Human Resources	11
	000094 - HR - Facilities	2
HR Total		13
IT - CIO	000032 - IT - Enterprise Mgmt Sys	29
	000033 - IT - Enterprise Operations	10
	000036 - IT - Security	8
	000037 - IT - CIO	1
IT - CIO Total		48
IT - NETWORK OPERATIONS	000038 - IT - Network Operations	6
	000059 - OPS - Systems	9
	000060 - OPS - Network	13
	000075 - OPS - Telecom Services	11
	000098 - OPS - Data Center & NOC	19
	000906 - MAS - Vanu	4
	000907 - MAS Cellblox	5
IT - NETWORK OPERATIONS Total		67
IT - VP APPLICATIONS	000031 - IT - SCN	60
	000034 - IT - Architecture & Capcty	18
	000035 - IT - VP Applications	1
	000050 - IT - VP Applications - Q	10

Count of active accounts vs. Customer Service staff: **14483:1**

Count of installed sites vs. Technical Support/Install: **18:1**

Count of installed sites vs. Technical Support/Install/Field: **6:1**

Count details:

- Total sites: 1915
- TS/IS: 107
- FS: 221

Please see résumés and completed Staff Qualification Forms (Appendix G) in section / tab – COMPLETED FORMS (page 643)

6.3.2 Staff Disqualification

DOCCS shall have the right to require the contractor to remove any individual assigned to this project at any time during the term of this contract at DOCCS' sole discretion.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

6.3.3 Staff Resignation or Discharge

The contractor shall immediately notify DOCCS of the resignation or discharge of the primary points of contact assigned to this project. Transfer of knowledge must occur prior to the departure of any staff members. The contractor shall propose a qualified replacement for DOCCS' review and approval.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

6.4 Vendor Responsibility

6.4.1 Vendor Responsibility Requirements

DOCCS conducts a review of prospective contractors ("Bidders") to provide reasonable assurances that the Bidder is responsive and responsible. A Vendor Responsibility Questionnaire is used for non-construction contracts and is designed to provide information to assess a Bidder's responsibility to conduct business in New York based upon financial and organizational capacity, legal authority, business integrity, and past performance history. By submitting a bid, Bidder agrees to fully and accurately complete the Vendor Responsibility Questionnaire. The Bidder acknowledges that the State's execution of the Contract will be contingent upon the State's determination that the Bidder is responsible, and that the State will be relying upon the Bidder's responses to the questionnaire when making its responsibility determination. See Appendix E for details.

The bidder agrees that if it is found by the State that the bidder's responses to the questionnaire were intentionally false or intentionally incomplete, on such finding, DOCCS will terminate the Contract. In no case shall such termination of the Contract by the State be deemed a breach thereof, nor shall the State be liable for any damages for lost profits or otherwise, which may be sustained by the Contractor as a result of such termination.

The Contractor shall at all times during the Contract term remain responsible. The Contractor agrees, if requested by the Commissioner of DOCCS or his designee, to present evidence of its continuing legal authority to do business in New York State, integrity, experience, ability, prior performance, and organizational and financial capacity.

The DOCCS' Commissioner or his designee, in his or her sole discretion, reserves the right to suspend any or all activities under this Contract, at any time, when he or she discovers information that calls into question the responsibility of the Contractor. In the event of such suspension, the Contractor will be given written notice outlining the particulars of such suspension. Upon issuance of such notice, the Contractor must comply with the terms of the suspension order. Contract activity may resume at such time as the DOCCS' Commissioner or his designee issues a written notice authorizing a resumption of performance under the Contract.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Please see section/tab – COMPLETED FORMS – Vendor Responsibility Questionnaire (page 643)

6.4.2 Complaint History

The vendor shall **provide full disclosure of complaints lodged against it to the Better Business Bureau, the FCC, any state public service commissions or similar agency and any state Attorneys General within the last three (3) years.**

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

BBB Complaints

State	Escalation Type	Customer Name	Phone Number	Complaint	Received	Resolved	Explanation of Resolution
WI	BBB	Cint Sizewski	608-430-XXXX	Billing Dispute	1/3/2014	1/10/2014	Satisfactorily Resolved
TX	BBB	Ron Greenhalgh	817-326-XXXX	Instant Pay/NowText2Connect/FCC	1/3/2014	1/10/2014	Satisfactorily Resolved
KY	BBB	Uinda Sue Garcia	502-257-XXXX	Refund Not Received; inability to Talk to Rep - IVR	1/8/2014	1/15/2014	Satisfactorily Resolved
NY	BBB	Jasmine Gray	954-536-XXXX	Cut Off Calls (COC); Failure to escalate within CBS	1/9/2014	1/16/2014	Satisfactorily Resolved
WI	BBB	Amy Lynn Swiatczak	414-578-XXXX	Payment Not Posted; Failure to escalate within CBS	1/14/2014	1/21/2014	Satisfactorily Resolved
FL	BBB	Jennifer O'Rife	727-277-XXXX	180-Day Policy; Failure to escalate within CBS	1/14/2014	1/21/2014	Satisfactorily Resolved
TX	BBB	Gina Morgan	936-666-XXXX	Billing Dispute	1/16/2014	1/23/2014	Satisfactorily Resolved
FL	BBB	Xiomara Chevas	770-784-XXXX	Customer Not Getting Calls (CNGC)	1/17/2014	1/24/2014	Satisfactorily Resolved
IA	BBB	Melissa Edwards	712-376-XXXX	180-Day Policy	1/22/2014	1/29/2014	Satisfactorily Resolved
IA	BBB	Brian Huckfeldt	515-447-XXXX	Cut Off Calls (COC)	1/27/2014	2/3/2014	Satisfactorily Resolved
GA	BBB	Laketa Rhodes	515-447-XXXX	Cut Off Calls (COC)	1/28/2014	2/4/2014	Satisfactorily Resolved
IL	F&F	Rose Kovanio	773-774-XXXX	Unwanted calls	1/2/2014	1/9/2014	Satisfactorily Resolved
MO	F&F	Ashley Frazer	816-679-XXXX	Payment Not Posted; inability to Talk to Rep - IVR	1/3/2014	1/10/2014	Satisfactorily Resolved
IL	F&F	Trishawn Hudson	713-629-XXXX	Cut Off Calls (COC); inability to Talk to Rep - IVR	1/10/2014	1/17/2014	Satisfactorily Resolved
IL	F&F	Mr. Whitney	Inmate Complaint #802940	Payment Not Posted	1/10/2014	1/17/2014	Satisfactorily Resolved
IL	F&F	Rezaalind Smith	773-966-XXXX	Cut Off Calls (COC)	1/13/2014	1/20/2014	Satisfactorily Resolved
WI	F&F	Paul Nowak	414-708-XXXX	Unwanted calls; inability to Talk to Rep - IVR	1/13/2014	1/20/2014	Satisfactorily Resolved
CA	F&F	Randal Stephens	209-785-XXXX	Fraud	1/13/2014	1/20/2014	Satisfactorily Resolved
CA	F&F	Robert Fiore	951-385-XXXX	High Rates	1/14/2014	1/21/2014	Satisfactorily Resolved
FL	F&F	Karin Berry	954-507-XXXX	Payment Issue; inability to Talk to Rep - IVR	1/14/2014	1/21/2014	Satisfactorily Resolved
TX	F&F	Janet O Bryant	936-444-XXXX	Bill Copy Request	1/15/2014	1/22/2014	Satisfactorily Resolved
MI	F&F	Donna Lillom	231-218-XXXX	Cut Off Calls (COC)	1/21/2014	1/28/2014	Satisfactorily Resolved
TX	F&F	Audy Tankerby	903-982-XXXX	Payment Issue	1/23/2014	1/30/2014	Satisfactorily Resolved
WA	F&F	Maggie DeLeon	509-910-XXXX	Inmate Debit	1/23/2014	1/30/2014	Satisfactorily Resolved
MO	F&F	Sharon Brown	573-603-XXXX	Credit Card Fraud	1/23/2014	1/30/2014	Satisfactorily Resolved
TX	F&F	Bertie Johnson	979-540-XXXX	Customer Not Getting Calls (CNGC)	1/28/2014	2/4/2014	Satisfactorily Resolved
CT	BBB	Quanel Spearman	Inmate Complaint	Payment Not Posted	2/5/2014	2/12/2014	Satisfactorily Resolved
SC	BBB	Brett Spencer	849-936-XXXX	Billing Dispute	2/10/2014	2/17/2014	Satisfactorily Resolved
IL	BBB	Gift Onyento	773-443-XXXX	Billing Dispute; inability to Talk to Rep	2/11/2014	2/18/2014	Satisfactorily Resolved
IL	BBB	Willie Dodd	Inmate Complaint	Refund Not Received	2/14/2014	2/21/2014	Satisfactorily Resolved
MO	BBB	Jeffrey Klingler	417-581-XXXX	Billing Dispute	2/14/2014	2/21/2014	Satisfactorily Resolved
GA	BBB	Nellie (Antonella) Neely	770-349-XXXX	Rate Dispute	2/14/2014	2/21/2014	Satisfactorily Resolved
IN	BBB	Stacey Slack	812-531-XXXX	Rate Dispute	2/17/2014	2/24/2014	Satisfactorily Resolved
IL	BBB	Joyce McCall	309-526-XXXX	Billing Dispute; inability to Talk to Rep	2/19/2014	2/25/2014	Satisfactorily Resolved
TX	BBB	Ricardo Beer	432-238-XXXX	escalate within CBS	2/20/2014	2/27/2014	Satisfactorily Resolved
CA	BBB	Porsha Matthews	520-413-XXXX	Cut Off Calls	2/24/2014	3/3/2014	Satisfactorily Resolved
OK	BBB	Ashley Abbott	918-557-XXXX	Payment Not Posted	2/25/2014	3/4/2014	Satisfactorily Resolved
NE	BBB	Pamela Cox	402-203-XXXX	Payment Issue	2/27/2014	3/6/2014	Satisfactorily Resolved
FL	BBB	Line St-Amant	954-857-XXXX	Cut Off Calls (COC)	2/27/2014	3/6/2014	Satisfactorily Resolved
TX	F&F	Gertha Johnson	979-540-XXXX	Payment Issue	2/9/2014	2/13/2014	Satisfactorily Resolved
NH	F&F	Fawn Jelonowski	603-447-XXXX	Customer not Getting Calls; Rude Rep; Inquiry	2/10/2014	2/17/2014	Satisfactorily Resolved
WI	F&F	Vicki Mitchell	920-779-XXXX	Payment Not Posted	2/17/2014	2/24/2014	Satisfactorily Resolved
KY	F&F	Wanda West	606-549-XXXX	Payment Not Posted; inability to Talk to Rep	2/19/2014	2/26/2014	Satisfactorily Resolved
FL	F&F	Gary Perkins	727-408-XXXX	Customer not Getting Calls	2/21/2014	2/28/2014	Satisfactorily Resolved
TX	F&F	Brandy Khodr	832-744-XXXX	Refund Not Received	2/24/2014	3/3/2014	Satisfactorily Resolved
IL	F&F	Demetrius Whitney	Inmate Complaint	Inquiry	2/25/2014	3/4/2014	Satisfactorily Resolved
SC	F&F	Joseph May	864-980-XXXX	Unwanted calls	2/28/2014	3/7/2014	Satisfactorily Resolved
TN	F&F	Jack Callahan	423-284-XXXX	SVV: Visit Issues	2/28/2014	3/7/2014	Satisfactorily Resolved

FL	BBB	Carol Ann Stuart	810-623-XXXX	Customer not Getting Calls: High Rates; Cannot reach CSR	3/5/2014	3/12/2014	Satisfied/Not Satisfied
TX	BBB	Felicitia Cox	806-894-XXXX	Unwanted calls: CBS giving wrong information; Rude Rep	3/10/2014	3/17/2014	Satisfied/Not Satisfied
TN	BBB	Shannon Thompson	931-266-XXXX	Out Off Calls (COC); Rate Dispute; Failure to escalate within CBS	3/10/2014	3/17/2014	Satisfied/Not Satisfied
MI	BBB	Susan Reed	313-846-XXXX	Customer not Getting Calls	3/10/2014	3/17/2014	Satisfied/Not Satisfied
CA	BBB	Porsha Matthews	818-579-XXXX	Cut Off Calls (COC)	3/11/2014	3/18/2014	Satisfied/Not Satisfied
TX	BBB	Zerick Waites	214-988-XXXX	Billing Dispute	3/11/2014	3/18/2014	Satisfied/Not Satisfied
TN	BBB	Teri Rowe	423-320-XXXX	Cut Off Calls (COC);	3/11/2014	3/18/2014	Satisfied/Not Satisfied
CO	BBB	Sharalynn Rocha	303-759-XXXX	Customer not Getting Calls	3/14/2014	3/21/2014	Satisfied/Not Satisfied
WI	BBB	Lindsey Thompson	715-213-XXXX	Payment Issue	3/19/2014	3/26/2014	Satisfied/Not Satisfied
TX	BBB	Kerrie Gray	832-306-XXXX	Cut Off Calls (COC)	3/19/2014	3/26/2014	Satisfied/Not Satisfied
FL	BBB	T Hamlette	954-243-XXXX	Cut Off Calls (COC)	3/20/2014	3/27/2014	Satisfied/Not Satisfied
CT	BBB	Matthew Durant	860-888-XXXX	Refund	3/28/2014	4/4/2014	Satisfied/Not Satisfied
VA	F&F	Moses Burton	757-279-XXXX	Customer not Getting Calls	3/4/2014	3/11/2014	Satisfied/Not Satisfied
FL	F&F	Carol Ann Stuart	239-935-XXXX	Customer not Getting Calls	3/4/2014	3/11/2014	Satisfied/Not Satisfied
TX	F&F	Lottie Everett	817-823-XXXX	Account Set Up	3/4/2014	3/11/2014	Satisfied/Not Satisfied
MI	F&F	Barbara Gaines	269-561-XXXX	Payment Not Posted	3/7/2014	3/14/2014	Satisfied/Not Satisfied
TX	F&F	Brittany Davis	832-567-XXXX	Refund Not Received	3/10/2014	3/17/2014	Satisfied/Not Satisfied
NY	F&F	Denise Dittola	718-564-XXXX	Billing Dispute; Failure to escalate within CBS; Rude Rep	3/10/2014	3/17/2014	Satisfied/Not Satisfied
OR	F&F	Marna Barnes	503-326-XXXX	Customer not Getting Calls	3/12/2014	3/19/2014	Satisfied/Not Satisfied
DC	F&F	Stephanie Nielsen	202-797-XXXX	Deny All Knowledge; Customer not Getting Calls	3/19/2014	3/26/2014	Satisfied/Not Satisfied
TX	F&F	Chinyere Akabueze	832-881-XXXX	Customer not Getting Calls; CBS giving wrong information;	3/19/2014	3/26/2014	Satisfied/Not Satisfied
TX	F&F	Gerrude Richardson	903-454-XXXX	Rude Rep	3/19/2014	3/26/2014	Satisfied/Not Satisfied
NC	F&F	Steve Coon	828-271-XXXX	Inquiry	3/20/2014	3/27/2014	Satisfied/Not Satisfied
GA	F&F	Patricia Jackson	478-978-XXXX	Inquiry	3/21/2014	3/28/2014	Satisfied/Not Satisfied
IN	F&F	Christopher Akinyemi	317-381-XXXX	Cut Off Calls (COC)	3/21/2014	3/28/2014	Satisfied/Not Satisfied
MD	F&F	n/a	301-356-XXXX	Video Violation	3/25/2014	4/1/2014	Satisfied/Not Satisfied
FL	F&F	Cecilia Lozano	239-633-XXXX	Customer not Getting Calls	3/25/2014	4/1/2014	Satisfied/Not Satisfied
CT	F&F	Christine Powell	203-727-XXXX	Payment Issue	3/26/2014	4/2/2014	Satisfied/Not Satisfied
IN	F&F	Christopher Akinyemi	317-381-XXXX	Cut Off Calls (COC)	3/26/2014	4/2/2014	Satisfied/Not Satisfied
TX	F&F	Bertie Cox	903-884-XXXX	Customer not Getting Calls	3/27/2014	4/3/2014	Satisfied/Not Satisfied
GA	F&F	Patricia Jackson	478-978-XXXX	Refund Not Received	3/28/2014	4/4/2014	Satisfied/Not Satisfied
TX	BBB	Melissa Sanders	832-851-XXXX	Payment Issue	4/2/2014	4/9/2014	Satisfied/Not Satisfied
IL	BBB	Kristina Rutherford	309-231-XXXX	Payment Issue	4/2/2014	4/9/2014	Satisfied/Not Satisfied
NM	BBB	Sue Vigil	505-426-XXXX	Account Set Up	4/2/2014	4/9/2014	Satisfied/Not Satisfied
KY	BBB	Patrick Chirco	502-883-XXXX	Account Set Up	4/3/2014	4/10/2014	Satisfied/Not Satisfied
WI	BBB	Scott Lewis	414-463-XXXX	180-Day Policy	4/7/2014	4/14/2014	Satisfied/Not Satisfied
TX	BBB	Steven Voll	not provided	Refund	4/8/2014	4/15/2014	Satisfied/Not Satisfied
WA	BBB	Ashley Johnson	253-332-XXXX	Out Off Calls (COC) - Cellular	4/8/2014	4/15/2014	Satisfied/Not Satisfied
NY	BBB	Michelle Heckman	917-755-XXXX	Fees: Payment/Funding	4/8/2014	4/15/2014	Satisfied/Not Satisfied
IL	BBB	Nicole Larrea	773-757-XXXX	Payment Issue; Fees: Payment/Funding	4/10/2014	4/17/2014	Satisfied/Not Satisfied
WI	BBB	Steven Doers	920-317-XXXX	Customer Not Getting Calls (CNSC)	4/11/2014	4/18/2014	Satisfied/Not Satisfied
TX	BBB	Barry Mortrud	214-558-XXXX	Fees	4/11/2014	4/18/2014	Satisfied/Not Satisfied
OK	BBB	Malinda Brooks	580-706-XXXX	Payment Not Posted	4/11/2014	4/18/2014	Satisfied/Not Satisfied
WA	BBB	Larry Lee Kenner	425-350-XXXX	Customer Not Getting Calls (CNSC)	4/14/2014	4/21/2014	Satisfied/Not Satisfied
WI	BBB	Ann Lynn Swiatczak	414-678-XXXX	Payment Not Posted	4/22/2014	4/29/2014	Satisfied/Not Satisfied
TX	BBB	Clinton Greer	928-210-XXXX	Out Off Calls (COC) - Cellular	4/22/2014	4/29/2014	Satisfied/Not Satisfied
GA	BBB	Sabra Ibell	414-478-XXXX	Customer Not Getting Calls (CNSC)	4/23/2014	4/30/2014	Satisfied/Not Satisfied

MI	BBB	Katherine McCalland	248-366-XXXX	Customer Not Getting Calls (CNGC)	4/25/2014	5/2/2014	Satisfactorily Resolved
FL	BBB	Brittany Wilson	561-376-XXXX	Out Off Calls (COC) - Cellular	4/28/2014	5/5/2014	Satisfactorily Resolved
OH	BBB	Alberta Bell	937-270-XXXX	Out Off Calls (COC) - Cellular	4/29/2014	5/6/2014	Satisfactorily Resolved
VA	BBB	Donna Glick	540-740-XXXX	Fraud	4/30/2014	5/7/2014	Satisfactorily Resolved
LA	BBB	Terrence Anderson	Inmate Complaint	Billing Issues	4/30/2014	5/7/2014	Satisfactorily Resolved
MN	F&F	Antoinette Scott	612-298-XXXX	Payment Issue; Failure to escalate within CBS	4/1/2014	4/8/2014	Satisfactorily Resolved
FL	F&F	Ivy Hershowitz	305-776-XXXX	Out Off Calls (COC) - Cellular	4/8/2014	4/15/2014	Satisfactorily Resolved
AZ	F&F	Michael Pierce	602-464-XXXX	High Rates; Fees; Payment/Funding; Fees	4/8/2014	4/15/2014	Satisfactorily Resolved
OH	F&F	Dana Bookbinder	209-647-XXXX	Fraud	4/8/2014	4/15/2014	Satisfactorily Resolved
Germany	F&F	Greg Hiney	011497141918082	Inability to Talk to Rep - IVR	4/8/2014	4/15/2014	Satisfactorily Resolved
CT	F&F	Sharia Quinn	203-999-XXXX	Inability to Talk to Rep - Hold Time	4/14/2014	4/21/2014	Satisfactorily Resolved
WI	F&F	Diane Kessler	262-484-XXXX	Customer Not Getting Calls (CNGC); Inability to Talk to Rep	4/14/2014	4/21/2014	Satisfactorily Resolved
TX	F&F	Dennis Dobbs	903-408-XXXX	Hold Time	4/14/2014	4/21/2014	Satisfactorily Resolved
CT	F&F	Ruth Borst	860-742-XXXX	Fraud	4/16/2014	4/23/2014	Satisfactorily Resolved
IN	F&F	Michelle Cobb	812-589-XXXX	Customer Not Getting Calls (CNGC)	4/17/2014	4/24/2014	Satisfactorily Resolved
FL	F&F	Freda Holmes	727-584-XXXX	Fraud	4/18/2014	4/25/2014	Satisfactorily Resolved
TN	F&F	David Youngdahl	423-284-XXXX	Payment Issue	4/22/2014	4/29/2014	Satisfactorily Resolved
NC	F&F	Holly Shook	828-775-XXXX	Payment Issue	4/23/2014	4/30/2014	Satisfactorily Resolved
TX	F&F	Bertie Cox	903-984-XXXX	Customer Not Getting Calls (CNGC)	4/24/2014	5/1/2014	Satisfactorily Resolved
FL	F&F	William Ferlon Carpenter	850-892-XXXX	Customer Not Getting Calls (CNGC)	4/25/2014	5/2/2014	Satisfactorily Resolved
IL	F&F	John Garcia	Inmate Complaint	High Rates	4/30/2014	5/7/2014	Satisfactorily Resolved
KY	BBB	John Belden	Inmate Complaint	Secure Instant Mail (SIM)	5/1/2014	5/8/2014	Satisfactorily Resolved
SC	BBB	Devon Smith	803-369-XXXX	Secure Instant Mail (SIM); RCF (Call Diversion)	5/1/2014	5/8/2014	Satisfactorily Resolved
OK	BBB	Tina Goertz	405-592-XXXX	Out Off Calls (COC) - Cellular	5/5/2014	5/12/2014	Satisfactorily Resolved
TX	BBB	Jamie Stockstill	254-595-XXXX	Payment Issues; Rude Rep	5/6/2014	5/13/2014	Satisfactorily Resolved
NC	BBB	Tyana Brasfield	980-338-XXXX	Cut Off Calls (COC) - Cellular; Inability to Talk to Rep - Hold Time	5/6/2014	5/13/2014	Satisfactorily Resolved
RI	BBB	Jill Tyler	401-521-XXXX	SVV: Visit Issues	5/7/2014	5/14/2014	Satisfactorily Resolved
MT	BBB	Stacey Gasta	406-459-XXXX	Customer Not Getting Calls (CNGC); CBS giving wrong information	5/12/2014	5/19/2014	Satisfactorily Resolved
MO	BBB	Lindley Owens	314-825-XXXX	SVV: Visit Issues; Failure to escalate within CBS	5/13/2014	5/20/2014	Satisfactorily Resolved
SC	BBB	Carey Hilton	803-460-XXXX	Out Off Calls (COC) - Cellular	5/13/2014	5/20/2014	Satisfactorily Resolved
IL	BBB	Michael Neal	773-636-XXXX	Out Off Calls (COC) - Cellular	5/20/2014	5/27/2014	Satisfactorily Resolved
MI	BBB	Karen Robert	616-502-XXXX	Secure Instant Mail (SIM)	5/21/2014	5/28/2014	Satisfactorily Resolved
MI	BBB	Audrey Willis	989-635-XXXX	RCF (Call Diversion)	5/22/2014	5/29/2014	Satisfactorily Resolved
TX	BBB	Irene Garcia	281-704-XXXX	Out Off Calls (COC) - Cellular	5/29/2014	6/5/2014	Satisfactorily Resolved
IL	BBB	Tashona Marshall	312-859-XXXX	CBS; Rude Rep	5/29/2014	6/5/2014	Satisfactorily Resolved
TN	F&F	Sharon Michael	615-663-XXXX	Customer Not Getting Calls (CNGC)	5/1/2014	5/8/2014	Satisfactorily Resolved
TX	F&F	Dawn Nolen	512-569-XXXX	Customer Not Getting Calls (CNGC)	5/1/2014	5/8/2014	Satisfactorily Resolved
KY	F&F	Carl Casey	502-633-XXXX	Fraud	5/1/2014	5/8/2014	Satisfactorily Resolved
TX	F&F	Ramona Ponce	214-337-XXXX	Payment Issue	5/2/2014	5/9/2014	Satisfactorily Resolved
TX	F&F	Brian Ward	903-618-XXXX	Refund	5/2/2014	5/9/2014	Satisfactorily Resolved
TX	F&F	Terry Minnick	817-726-XXXX	Account Status	5/9/2014	5/16/2014	Satisfactorily Resolved
TN	F&F	Use Bussey	901-674-XXXX	Unwanted calls	5/12/2014	5/19/2014	Satisfactorily Resolved
TX	F&F	Robert Phillips	Ex Inmate	Refund	5/14/2014	5/21/2014	Satisfactorily Resolved
PA	F&F	Teresa Dot	717-380-XXXX	Fraud	5/14/2014	5/21/2014	Satisfactorily Resolved
IN	F&F	Christopher Almyerni	317-381-XXXX	Fees	5/15/2014	5/22/2014	Satisfactorily Resolved
TX	F&F	Dave Coogan	???	Fraud	5/15/2014	5/22/2014	Satisfactorily Resolved
MA	F&F	Marsha Sheridan	978-408-XXXX	Cut Off Calls (COC) - Cellular; Inability to Talk to Rep - IVR	5/19/2014	5/26/2014	Satisfactorily Resolved

MN	F&F	Caroline White	218-732-XXXX	Customer Not Getting Calls (CNGC): Out Off Calls (COC) - Cellular; SVV: Visit Issues	5/28/2014	6/4/2014	Satisfactorily Resolved
MA	F&F	Keith Dion	774-322-XXXX	Refund	5/29/2014	6/5/2014	Satisfactorily Resolved
AR	F&F	Travis Talley	479-477-XXXX	Fraud	5/29/2014	6/5/2014	Satisfactorily Resolved
TX	F&F	Ramona Ponce	214-337-XXXX	Payment Issue	5/29/2014	6/5/2014	Satisfactorily Resolved
AZ	Better Business Bureau	Clae Crumblay	575-538-XXXX	Billing Issues	6/2/2014	6/23/2014 14:06	Satisfactorily Resolved
IN	Better Business Bureau	Marylou Lee	815-838-XXXX	Other	6/2/2014	6/23/2014 12:00	Satisfactorily Resolved
FL	Better Business Bureau	Kristine Obot	386-503-XXXX	PrePaid Overages	6/2/2014	6/23/2014 14:05	Satisfactorily Resolved
LA	Better Business Bureau	Rachel Korisy	240-386-XXXX	Payment Issue	6/3/2014	6/23/2014 16:46	Satisfactorily Resolved
FL	Better Business Bureau	Ronida Wood	813-569-XXXX	Payment Issue	6/4/2014	6/24/2014 16:48	Satisfactorily Resolved
IL	Better Business Bureau	Maria Amperian	708-705-XXXX	Cut Off Calls (COC) - Cellular	6/6/2014	6/24/2014 16:48	Satisfactorily Resolved
CT	Friends and Family	Laura Harrell	203-215-XXXX	Refund Issue	6/6/2014	6/16/2014 12:47	Satisfactorily Resolved
MN	Better Business Bureau	Flora Blunt	763-400-XXXX	Cut Off Calls (COC)	6/10/2014	6/25/2014 15:04	Satisfactorily Resolved
n/a	Better Business Bureau	Jeremy Jones	802-282-XXXX	Fraud	6/10/2014	7/1/2014 13:45	Satisfactorily Resolved
IL	Better Business Bureau	Mary Knox	765-491-XXXX	180-Day Policy	6/11/2014	7/2/2014 15:28	Satisfactorily Resolved
FL	Better Business Bureau	Natasha Estevez	305-764-XXXX	Cut Off Calls (COC) - Cellular	6/11/2014	7/1/2014 13:48	Satisfactorily Resolved
n/a	Friends and Family	Joe Ferguson	978-434-XXXX	Unwanted Innate Calls	6/13/2014	6/16/2014 13:10	Satisfactorily Resolved
OR	Friends and Family	Maria Barnes	503-279-XXXX	Billing Issues	6/13/2014	6/16/2014 12:45	Satisfactorily Resolved
n/a	Friends and Family	Linda Frazier	720-542-XXXX	Account Status	6/17/2014	6/20/2014 15:18	Satisfactorily Resolved
NJ	Friends and Family	Wayne Jensen	856-701-XXXX	Refund Issue	6/19/2014	6/20/2014 12:49	Satisfactorily Resolved
MI	Better Business Bureau	Jeris Buchanan	616-514-XXXX	Cut Off Calls (COC) - Cellular	6/23/2014	7/10/2014 15:49	Satisfactorily Resolved
MI	Better Business Bureau	Trudy Jeanette Jackson	989-329-XXXX	Fees	6/23/2014	7/10/2014 15:50	Satisfactorily Resolved
WI	Better Business Bureau	Carolyn Beckwith	608-393-XXXX	Payment Not Posted	6/25/2014	7/8/2014 8:44	Satisfactorily Resolved
WI	Better Business Bureau	Marcus Finch	Innate	Payment Not Posted	6/26/2014	7/10/2014 15:32	Satisfactorily Resolved
MA	Executive	Gail Weyant	617-325-XXXX	Customer Not Getting Calls	6/26/2014	7/15/2014 11:55	Satisfactorily Resolved
IN	Better Business Bureau	Denise Conkright	765-307-XXXX	CBS Giving Wrong Information	6/30/2014	7/14/2014 8:27	Satisfactorily Resolved
FL	Better Business Bureau	Linda Avery	301-877-XXXX	Billing Issues	7/1/2014	7/16/2014 14:04	Satisfactorily Resolved
FL	Better Business Bureau	JB Howe	850-537-XXXX	Fees	7/1/2014	7/16/2014 14:04	Satisfactorily Resolved
IL	Better Business Bureau	Dawn Durante	630-773-XXXX	180-Day Policy	7/1/2014	7/21/2014 16:33	Satisfactorily Resolved
IN	Friends and Family	Christopher Akinyemi	317-381-XXXX	Cut Off Calls (COC) - Cellular	7/2/2014	7/1/2014 16:19	Satisfactorily Resolved
SC	Better Business Bureau	Tracy Taylor	803-521-XXXX	Cut Off Calls (COC) - Cellular	7/2/2014	7/19/2014 9:49	Satisfactorily Resolved
KY	Better Business Bureau	Marchelle Dale	502-647-XXXX	Information Request	7/2/2014	7/18/2014 12:08	Satisfactorily Resolved
NC	Better Business Bureau	Kimberly Walker	336-791-XXXX	Billing Issues	7/2/2014	7/21/2014 16:44	Satisfactorily Resolved
KS	Executive	Michael Johnson	785-633-XXXX	Other	7/7/2014	7/15/2014 12:04	Satisfactorily Resolved
IL	Better Business Bureau	Warren Lowe	815-758-XXXX	Payment Not Posted	7/9/2014	7/22/2014 10:10	Satisfactorily Resolved
TX	Better Business Bureau	Lon Sprang	972-800-XXXX	Cut Off Calls (COC) - Cellular	7/9/2014	7/22/2014 10:35	Satisfactorily Resolved
TX	Better Business Bureau	Michelle Montes Martinez	817-484-XXXX	Account Status	7/9/2014	7/22/2014 10:19	Satisfactorily Resolved
AZ	Better Business Bureau	Tasha Shultz	520-499-XXXX	Cut Off Calls (COC) - Cellular	7/11/2014	7/24/2014 10:33	Satisfactorily Resolved
TX	Better Business Bureau	Destiny Bowser	512-939-XXXX	Cut Off Calls (COC) - Cellular	7/11/2014	7/24/2014 11:37	Satisfactorily Resolved
FL	Friends and Family	Maria Diaz	850-454-XXXX	Customer Not Getting Calls	7/14/2014	8/12/2014 10:36	Satisfactorily Resolved
TX	Friends and Family	Antelia Santee	281-459-XXXX	Billing Issues	7/14/2014	7/15/2014 11:49	Satisfactorily Resolved
MO	Better Business Bureau	Joseph Faith	636-675-XXXX	Customer Not Getting Calls	7/15/2014	8/1/2014 12:40	Satisfactorily Resolved
KS	Better Business Bureau	Jo Samuel	913-880-XXXX	Cut Off Calls (COC) - Cellular	7/15/2014	8/1/2014 12:48	Satisfactorily Resolved
MO	Executive	Jim Wyrsh	314-288-XXXX	Blocked/RCF	7/15/2014	7/23/2014 15:22	Satisfactorily Resolved
IL	Executive	Bob Cherfoniak	618-210-XXXX	Payment Issue	7/15/2014	9/11/2014 10:33	Satisfactorily Resolved
MO	Better Business Bureau	Stephen Libery	626-345-XXXX	Unwanted Innate Calls	7/16/2014	7/16/2014 14:04	Satisfactorily Resolved
VA	Friends and Family	Anita Johnson	804-224-XXXX	Customer Not Getting Calls	7/17/2014	7/23/2014 15:14	Satisfactorily Resolved
AZ	Better Business Bureau	Robert Gilbertson	707-260-XXXX	Fees	7/18/2014	8/5/2014 9:52	Satisfactorily Resolved
TX	Better Business Bureau	Lacy Larson	903-871-XXXX	Billing Issues	7/21/2014	8/5/2014 10:13	Satisfactorily Resolved
WI	Better Business Bureau	Jill Kupfer	715-207-XXXX	180-Day Policy	7/22/2014	8/7/2014 16:15	Satisfactorily Resolved
KS	Friends and Family	Bonnie Lorrig	865-425-XXXX	Refund Issue	7/22/2014	7/23/2014 15:09	Satisfactorily Resolved
OH	Friends and Family	Michelle Johnson	216-618-XXXX	Refund Issue	7/23/2014	8/18/2014 11:15	Satisfactorily Resolved
AZ	Better Business Bureau	Deryn Larson	623-335-XXXX	Blocked/RCF	7/28/2014	8/13/2014 15:46	Satisfactorily Resolved
IL	Friends and Family	Demetrius Whitney 802940	Innate	Payment Not Posted	7/28/2014	8/11/2014 10:14	Satisfactorily Resolved
CO	Better Business Bureau	Jackie Barton	720-203-XXXX	Fees	7/29/2014	8/13/2014 15:54	Satisfactorily Resolved
TX	Executive	Sandra Jackson	830-779-XXXX	Billing Issues	7/30/2014	7/31/2014 10:24	Satisfactorily Resolved
TX	Better Business Bureau	Jenny Alyce Williams	832-312-XXXX	Inability to Talk to Rep	7/31/2014	8/20/2014 11:04	Satisfactorily Resolved
IL	Better Business Bureau	Kristina Leflore (Rutherford)	309-231-XXXX	Cut Off Calls (COC) - Cellular	8/5/2014	8/19/2014 14:34	Satisfactorily Resolved
UT	Executive	Lynsi Holland	385-319-XXXX	Other	8/5/2014	8/18/2014 13:11	Satisfactorily Resolved
FL	Better Business Bureau	Tracy Stokes	850-380-XXXX	Cut Off Calls (COC) - Cellular	8/7/2014	8/20/2014 11:03	Satisfactorily Resolved
TX	Better Business Bureau	Lafraz Ford	817-703-XXXX	Payment Issue	8/8/2014	8/25/2014 11:19	Satisfactorily Resolved
UT	Executive	Wendy Rasmusen Griggs	801-403-XXXX	Payment Issue	8/8/2014	8/27/2014 11:05	Satisfactorily Resolved

n/a	Friends and Family	William Persons	636-485-XXXX	Denies All Knowledge (DAX)	8/11/2014	8/18/2014 11:18	Satisfactorily Resolved
TX	Better Business Bureau Executive	Zerick Whites	214-289-XXXX	Billing Issues	8/12/2014	8/28/2014 10:30	Satisfactorily Resolved
GA	Executive	Liz Mitchell	770-366-XXXX	Fees	8/13/2014	8/18/2014 10:34	Satisfactorily Resolved
TX	Friends and Family	George "Buck" Gorman	850-465-XXXX	Payment Issue	8/13/2014	8/27/2014 10:32	Satisfactorily Resolved
NV	Executive	Tim Dean	702-489-XXXX	Account Status	8/14/2014	8/28/2014 11:46	Satisfactorily Resolved
NV	Better Business Bureau	Janet Van Heck	702-468-XXXX	Refund Issue	8/19/2014	8/28/2014 10:32	Satisfactorily Resolved
IL	Better Business Bureau	Vince Aumann	312-415-XXXX	Account Set Up	8/20/2014	9/8/2014 15:04	Satisfactorily Resolved
TX	Better Business Bureau	Rebecca Rodriguez	817-820-XXXX	Billing Issues	8/20/2014	9/8/2014 15:07	Satisfactorily Resolved
KY	Better Business Bureau	Teresa Hoover	859-314-XXXX	Billing Issues	8/21/2014	9/9/2014 13:12	Satisfactorily Resolved
CO	Friends and Family	Jason Runyan	303-815-XXXX	Payment Issue	8/22/2014	8/27/2014 10:55	Satisfactorily Resolved
CO	Better Business Bureau	Jason Runyan	303-815-XXXX	Payment Issue	8/25/2014	9/9/2014 13:11	Satisfactorily Resolved
IL	Friends and Family	Demetrios Brocley	Inmate	Payment Not Posted	8/25/2014	8/28/2014 15:42	Satisfactorily Resolved
IL	Friends and Family	Nicole Leiva	309-473-XXXX	Blocked/RCF	8/26/2014	8/27/2014 10:29	Satisfactorily Resolved
IL	Executive	Dallas Brockton	618-487-XXXX	Account Set Up	8/28/2014	9/5/2014 14:57	Satisfactorily Resolved
KY	Better Business Bureau	Lori Mayfield	606-872-XXXX	Other	9/1/2014	9/16/2014 9:01	Satisfactorily Resolved
n/a	Better Business Bureau	David Bayle	N/A	Refund Issue	9/3/2014	9/4/2014 9:18	Satisfactorily Resolved
FL	Friends and Family	Elizabeth Fumble	352-789-XXXX	Unwanted Dialer Calls	9/3/2014	9/5/2014 15:37	Satisfactorily Resolved
VA	Better Business Bureau	Dane Shifflett	540-989-XXXX	Refund Issue	9/5/2014	9/16/2014 8:34	Satisfactorily Resolved
FL	Executive	Arlene Bothwell	352-396-XXXX	Failure to escalate within CBS	9/5/2014	9/8/2014 13:44	Satisfactorily Resolved
IL	Friends and Family	Dorothy Skinner	478-982-XXXX	Fraud	9/8/2014	9/8/2014 13:41	Satisfactorily Resolved
AZ	Better Business Bureau	Irene Simmons	520-459-XXXX	Cut Off Calls (COC) - Cellular	9/9/2014	9/17/2014 9:48	Satisfactorily Resolved
FL	Better Business Bureau	Rosann Jenkins	954-306-XXXX	Payment Not Posted	9/9/2014	9/10/2014 8:58	Satisfactorily Resolved
OH	Friends and Family	Cheryl McQuaid	614-963-XXXX	Refund Issue	9/9/2014	9/10/2014 13:17	Satisfactorily Resolved
TN	Better Business Bureau	Chelsea Wilcox	615-927-XXXX	Information Request	9/10/2014	9/24/2014 9:22	Satisfactorily Resolved
FL	Executive	Mark Fisher	352-343-XXXX	Unwanted Inmate Calls	9/10/2014	9/12/2014 15:32	Satisfactorily Resolved
IL	Friends and Family	Demetrius Whitney - Inmate	N/A	Payment Not Posted	9/10/2014	9/24/2014 15:42	Satisfactorily Resolved
OH	Executive	Jennifer Cannon	561-706-XXXX	Rude Rep	9/17/2014	9/18/2014 15:04	Satisfactorily Resolved
FL	Friends and Family	Paul Hunter	817-561-XXXX	Inability to Talk to Rep	9/18/2014	9/18/2014 14:32	Satisfactorily Resolved
AZ	Better Business Bureau	Dean Metzger	480-659-XXXX	Cut Off Calls (COC)	9/19/2014	9/25/2014 13:52	Satisfactorily Resolved
NM	Better Business Bureau	Rebecca Davis	505-258-XXXX	Cut Off Calls (COC) - Cellular	9/26/2014	10/6/2014 12:58	Satisfactorily Resolved
AL	Better Business Bureau	Stormy Williams Ravenhawk	334-300-XXXX	Cut Off Calls (COC) - Cellular	9/26/2014	10/6/2014 13:00	Satisfactorily Resolved
MIN	Friends and Family	Carolynne White	651-386-XXXX	Customer Not Getting Calls	9/26/2014	9/29/2014 12:55	Satisfactorily Resolved
TX	Better Business Bureau	Robert Hall	281-725-XXXX	Account Set Up	10/2/2014	10/15/2014 10:44	Satisfactorily Resolved
CO	Better Business Bureau	Jamie Crystal	503-549-XXXX	Payment Issue	10/2/2014	10/6/2014 12:42	Satisfactorily Resolved
KS	Better Business Bureau	Douglas Janien	603-718-XXXX	Fees	10/2/2014	10/6/2014 10:33	Satisfactorily Resolved
CA	Better Business Bureau	Serena Taylor	678-254-XXXX	Billing Issues	10/6/2014	10/10/2014 10:48	Satisfactorily Resolved
TX	Friends and Family	Adrienne Haink	304-931-XXXX	Customer Not Getting Calls	10/6/2014	10/10/2014 12:58	Satisfactorily Resolved
KS	Friends and Family	Bonnie Loring	630-780-XXXX	Refund Issue	10/8/2014	10/24/2014 11:39	Satisfactorily Resolved
IL	Better Business Bureau	Jessica Criss	530-370-XXXX	180-Day Policy	10/9/2014	10/10/2014 11:06	Satisfactorily Resolved
CA	Better Business Bureau	Laura Winner	920-548-XXXX	Refund Issue	10/9/2014	10/16/2014 9:30	Satisfactorily Resolved
WI	Better Business Bureau	Nicole La Forge	608-383-XXXX	Billing Issues	10/9/2014	10/14/2014 9:51	Satisfactorily Resolved
WI	Better Business Bureau	Carolyn Beckwith	608-383-XXXX	Payment Not Posted	10/9/2014	10/24/2014 13:09	Satisfactorily Resolved
CT	Better Business Bureau	Brandy Lester	585-615-XXXX	Payment Issue	10/13/2014	10/24/2014 13:11	Satisfactorily Resolved
WI	Better Business Bureau	Luit Bonilla - Inmate	N/A	Payment Not Posted	10/13/2014	10/16/2014 9:31	Satisfactorily Resolved
IL	Executive	Edward Smith	Inmate	LEC Billing Changes	10/13/2014	10/15/2014 11:48	Satisfactorily Resolved
TX	Better Business Bureau	Jarice Bailey	303-426-XXXX	Payment Not Posted	10/15/2014	10/22/2014 15:01	Satisfactorily Resolved
WI	Friends and Family	Steve Miller	316-204-XXXX	Unwanted Inmate Calls	10/15/2014	10/16/2014 9:23	Satisfactorily Resolved
KS	Friends and Family	Tammy Dornick	573-785-XXXX	Other	10/15/2014	10/24/2014 10:32	Satisfactorily Resolved
MO	Better Business Bureau	Heather Albridge	414-807-XXXX	180-Day Policy	10/15/2014	10/24/2014 13:13	Satisfactorily Resolved
WI	Better Business Bureau	Nichole Thompson	470-235-XXXX	Fees	10/17/2014	10/29/2014 16:30	Satisfactorily Resolved
MA	Better Business Bureau	Kenya Freeman	857-393-XXXX	Cut Off Calls (COC) - Cellular	10/20/2014	10/31/2014 9:12	Satisfactorily Resolved
GA	Better Business Bureau	Angela Long Byther	216-541-XXXX	Cut Off Calls (COC) - Cellular	10/21/2014	10/24/2014 13:14	Satisfactorily Resolved
OH	Better Business Bureau	Michelle Gaddis	309-963-XXXX	Payment Issue	10/21/2014	10/28/2014 15:12	Satisfactorily Resolved
IL	Better Business Bureau	Amie Carlock	979-201-XXXX	180-Day Policy	10/23/2014	10/31/2014 9:11	Satisfactorily Resolved
TX	Executive	Kenneth Rato	630-486-XXXX	Refund Issue	10/27/2014	10/31/2014 14:43	Satisfactorily Resolved
IL	Better Business Bureau	Tiffany Thompson	512-428-XXXX	Account Set Up	10/28/2014	11/6/2014 16:58	Satisfactorily Resolved
TX	Better Business Bureau	Dulce Serrano	512-428-XXXX	Billing Issues	10/28/2014	11/4/2014 9:47	Satisfactorily Resolved
WI	Better Business Bureau	David Rhodes	Inmate Complaint	Payment Not Posted	10/28/2014	10/31/2014 9:11	Satisfactorily Resolved
TX	Executive	Howard Smalowitz	512-894-XXXX	Other	10/28/2014	11/7/2014 11:10	Satisfactorily Resolved
CT	Executive	Mark Chicano	Inmate Complaint	Payment Issue	10/30/2014	11/7/2014 11:05	Satisfactorily Resolved
FL	Executive	Berdine Chaiman	813-626-XXXX	Refund Issue	10/31/2014	11/6/2014 11:38	Satisfactorily Resolved
CA	Better Business Bureau	Linda Kilson Scott	925-339-XXXX	Refund Issue	11/5/2014	11/3/2014 9:22	Satisfactorily Resolved
CO	Executive	Kristi Tyler	303-570-XXXX	Payment Issue	11/5/2014	11/11/2014 15:43	Satisfactorily Resolved

AZ	Executive	Teresa White	612-803-XXXX	Other	11/11/2014	11/14/2014	11/17/2014	11/17/2014	Satisfactorily Resolved
IL	Better Business Bureau	Elizabeth Leopold	815-236-XXXX	Payment Issue	11/12/2014	11/17/2014	11/17/2014	11/17/2014	Satisfactorily Resolved
CO	Executive	Patricia Inello	818-365-XXXX	LEC Billing Changes	11/12/2014	11/21/2014	11/21/2014	11/21/2014	Satisfactorily Resolved
GA	Better Business Bureau	Kneisha Nelson	678-497-XXXX	Cut Off Calls (COC) - Cellular	11/13/2014	11/17/2014	11/17/2014	11/17/2014	Satisfactorily Resolved
WA	Better Business Bureau	Beverly Berhards	425-222-XXXX	Refund Issue	11/13/2014	11/17/2014	11/17/2014	11/17/2014	Satisfactorily Resolved
TX	Executive	Rebecca Campoy	210-362-XXXX	Account Set Up	11/13/2014	11/14/2014	11/14/2014	11/14/2014	Satisfactorily Resolved
IL	Better Business Bureau	Priscilla Barragan	708-654-XXXX	Payment Issue	11/14/2014	11/18/2014	11/18/2014	11/18/2014	Satisfactorily Resolved
TX	Executive	Gregoria Delaon	806-257-XXXX	Customer Not Getting Calls	11/17/2014	11/21/2014	11/21/2014	11/21/2014	Satisfactorily Resolved
TX	Better Business Bureau	Matthew Stewart	912-222-XXXX	Refund Issue	11/19/2014	11/25/2014	11/25/2014	11/25/2014	Satisfactorily Resolved
IL	Better Business Bureau	Trineeta Heard	773-987-XXXX	Billing Issues	11/24/2014	12/2/2014	12/2/2014	12/2/2014	Satisfactorily Resolved
VA	Better Business Bureau	Holly Simmons	540-819-XXXX	Cut Off Calls (COC) - Cellular	11/24/2014	12/10/2014	12/10/2014	12/10/2014	Satisfactorily Resolved
TX	Executive	Tawanna Hill	469-407-XXXX	Payment Issue	11/24/2014	11/25/2014	11/25/2014	11/25/2014	Satisfactorily Resolved
NC	Executive	Ginnie McCombs	704-279-XXXX	PrePaid Overages	11/26/2014	11/26/2014	11/26/2014	11/26/2014	Satisfactorily Resolved
TX	Better Business Bureau	Seville White	832-763-XXXX	Cut Off Calls (COC) - Cellular	11/27/2014	12/8/2014	12/8/2014	12/8/2014	Satisfactorily Resolved
PA	Better Business Bureau	Nieves Wright	412-465-XXXX	Refund Issue	11/27/2014	12/8/2014	12/8/2014	12/8/2014	Satisfactorily Resolved
SC	Better Business Bureau	Dave Smith	803-767-XXXX	Other	12/3/2014	12/12/2014	12/12/2014	12/12/2014	Satisfactorily Resolved
FL	Better Business Bureau	Joanne Cratree	813-571-XXXX	Refund Issue	12/4/2014	12/12/2014	12/12/2014	12/12/2014	Satisfactorily Resolved
IN	Better Business Bureau	Royce Ford	765-884-XXXX	Other	12/4/2014	12/12/2014	12/12/2014	12/12/2014	Satisfactorily Resolved
FL	Better Business Bureau	David Ricany	386-944-XXXX	PrePaid Overages	12/4/2014	12/16/2014	12/16/2014	12/16/2014	Satisfactorily Resolved
VA	Better Business Bureau	Brent Carmon	804-447-XXXX	Other	12/4/2014	12/12/2014	12/12/2014	12/12/2014	Satisfactorily Resolved
FL	Friends and Family	Timothy Bowdley		Freud	12/4/2014	12/9/2014	12/9/2014	12/9/2014	Satisfactorily Resolved
TX	Better Business Bureau	Selma Zerfue	210-437-XXXX	Billing Issues	12/8/2014	12/16/2014	12/16/2014	12/16/2014	Satisfactorily Resolved
IL	Executive	Tony Bahrs	630-290-XXXX	Web Account Issue	12/8/2014	12/15/2014	12/15/2014	12/15/2014	Satisfactorily Resolved
NM	Executive	Blanca Lucero	505-695-XXXX	Unwanted Innate Calls	12/8/2014	12/9/2014	12/9/2014	12/9/2014	Satisfactorily Resolved
VA	Better Business Bureau	Carolyn Coward	703-750-XXXX	Customer Not Getting Calls	12/9/2014	12/19/2014	12/19/2014	12/19/2014	Satisfactorily Resolved
KY	Executive	Coretta Brown	513-851-XXXX	Freud	12/9/2014	12/12/2014	12/12/2014	12/12/2014	Satisfactorily Resolved
WI	Better Business Bureau	Patricia Chapman	773-582-XXXX	Payment Not Posted	12/10/2014	12/17/2014	12/17/2014	12/17/2014	Satisfactorily Resolved
LA	Better Business Bureau	Ms. Howard Lottis	931-823-XXXX	180-Day Policy	12/11/2014	12/19/2014	12/19/2014	12/19/2014	Satisfactorily Resolved
WI	Better Business Bureau	Luis Bonilla - Innate		180-Day Policy	12/11/2014	12/17/2014	12/17/2014	12/17/2014	Satisfactorily Resolved
NC	Executive	Il Amer Jean Baill Bonding - Sonja Power	910-231-XXXX	Payment Not Posted	12/11/2014	12/17/2014	12/17/2014	12/17/2014	Satisfactorily Resolved
WI	Better Business Bureau	Angier Jersett	816-389-XXXX	180-Day Policy	12/12/2014	12/19/2014	12/19/2014	12/19/2014	Satisfactorily Resolved
WI	Better Business Bureau	Nancy Creshinski	262-644-XXXX	LEC Billing Changes	12/16/2014	12/31/2014	12/31/2014	12/31/2014	Satisfactorily Resolved
AZ	Executive	Arnold Suring	928-978-XXXX	Other	12/16/2014	12/19/2014	12/19/2014	12/19/2014	Satisfactorily Resolved
IL	Friends and Family	Alisan Sanders	262-225-XXXX	Feet: Payment/Funding	12/19/2014	1/5/2015	1/5/2015	1/5/2015	Satisfactorily Resolved
KS	Friends and Family	Tammy Dorrnick	316-220-XXXX	Payment Issue	12/19/2014	1/20/2015	1/20/2015	1/20/2015	Satisfactorily Resolved
AZ	Better Business Bureau	Eula Thomas	623-206-XXXX	Payment Issue	12/22/2014	1/31/2015	1/31/2015	1/31/2015	Satisfactorily Resolved
NM	Better Business Bureau	Jovannah Sandoval	505-205-XXXX	Cut Off Calls (COC) - Cellular	12/23/2014	1/6/2015	1/6/2015	1/6/2015	Satisfactorily Resolved
KS	Better Business Bureau	Kathleen Parkman	612-978-XXXX	SW (Credit/Payment Issue)	12/23/2014	1/9/2015	1/9/2015	1/9/2015	Satisfactorily Resolved
KY	Better Business Bureau	Pritam Barr	813-428-XXXX	180-Day Policy	12/30/2014	1/6/2015	1/6/2015	1/6/2015	Satisfactorily Resolved
FL	Executive	Clayton Hill	352-870-XXXX	Billing Issues	12/30/2014	1/12/2015	1/12/2015	1/12/2015	Satisfactorily Resolved
MO	Executive	Steven Dyer	314-898-XXXX	Account Set Up	12/31/2014	1/12/2015	1/12/2015	1/12/2015	Satisfactorily Resolved
FL	Better Business Bureau	Jedia Haynes	850-728-XXXX	Cut Off Calls (COC) - Cellular	1/2/2015	1/6/2015	1/6/2015	1/6/2015	Satisfactorily Resolved
PA	Better Business Bureau	Andres Vennere	412-339-XXXX	Refund Issue	1/2/2015	1/9/2015	1/9/2015	1/9/2015	Satisfactorily Resolved
FL	Better Business Bureau	Alise Alexander	786-262-XXXX	180-Day Policy	1/5/2015	1/7/2015	1/7/2015	1/7/2015	Satisfactorily Resolved
TX	Better Business Bureau	Carmen Burchfield	832-412-XXXX	PrePaid Overages	1/5/2015	1/7/2015	1/7/2015	1/7/2015	Satisfactorily Resolved
AZ	Executive	Mike Upshultz	520-363-XXXX	Inability to Talk to Rep	1/6/2015	1/7/2015	1/7/2015	1/7/2015	Satisfactorily Resolved
IL	Executive	Sandra Perry	815-672-XXXX	Customer Not Getting Calls	1/6/2015	1/12/2015	1/12/2015	1/12/2015	Satisfactorily Resolved
TX	Executive	John Roschal	903-915-XXXX	Account Set Up	1/6/2015	1/7/2015	1/7/2015	1/7/2015	Satisfactorily Resolved
PA	Executive	Shawn Bernier	724-332-XXXX	SW (Credit/Payment Issue)	1/6/2015	1/7/2015	1/7/2015	1/7/2015	Satisfactorily Resolved
FL	Friends and Family	Amy Smith	850-419-XXXX	SW (Credit/Payment Issue)	1/6/2015	1/26/2015	1/26/2015	1/26/2015	Satisfactorily Resolved
CT	Better Business Bureau	Shannon Corcoran	860-985-XXXX	Payment Issue	1/6/2015	1/16/2015	1/16/2015	1/16/2015	Satisfactorily Resolved
MO	Better Business Bureau	Mark Hubbard	Innate	Customer Not Getting Calls	1/7/2015	1/16/2015	1/16/2015	1/16/2015	Satisfactorily Resolved
TX	Better Business Bureau	Elaina Nieves	210-573-XXXX	Account Status	1/7/2015	1/16/2015	1/16/2015	1/16/2015	Satisfactorily Resolved
MA	Better Business Bureau	Isiah Johnson	Ex Innate	Cut Off Calls (COC) - Cellular	1/7/2015	1/20/2015	1/20/2015	1/20/2015	Satisfactorily Resolved
KY	Friends and Family	Cheryl Kazez	606-571-XXXX	Refund Issue	1/7/2015	1/12/2015	1/12/2015	1/12/2015	Satisfactorily Resolved
IL	Better Business Bureau	Maria Lopez	773-567-XXXX	PrePaid Overages	1/8/2015	1/20/2015	1/20/2015	1/20/2015	Satisfactorily Resolved
TX	Better Business Bureau	Sonya Greer	281-229-XXXX	Payment Issue	1/8/2015	1/16/2015	1/16/2015	1/16/2015	Satisfactorily Resolved
IL	Executive	Michelle Gordon	708-200-XXXX	Rate Dispute	1/8/2015	1/8/2015	1/8/2015	1/8/2015	Satisfactorily Resolved
FL	Executive	Alicia Gillespie	239-537-XXXX	SW (Credit/Payment Issue)	1/10/2015	1/20/2015	1/20/2015	1/20/2015	Satisfactorily Resolved
OR	Better Business Bureau	Alejandro Vasquez	503-255-XXXX	Freud	1/12/2015	1/20/2015	1/20/2015	1/20/2015	Satisfactorily Resolved
n/a	Better Business Bureau	Mary Walters	917-410-XXXX	Freud	1/13/2015	1/21/2015	1/21/2015	1/21/2015	Satisfactorily Resolved
n/a	Better Business Bureau	Latasha Dunbar	254-258-XXXX	Account Set Up	1/13/2015	1/21/2015	1/21/2015	1/21/2015	Satisfactorily Resolved
CT	Better Business Bureau	James Hilton	N/A	Payment Not Posted	1/14/2015	1/21/2015	1/21/2015	1/21/2015	Satisfactorily Resolved

CT	Executive	Bessie Surratt	860-841-XXXX	180-Day Policy	1/15/2015	1/20/2015 16:29	Satisfactorily Resolved
FL	Better Business Bureau	Nancy Heath	352-861-XXXX	Cut Off Calls (DOC) - Cellular	1/16/2015	1/30/2015 12:44	Satisfactorily Resolved
TN	Better Business Bureau	Angela Bowman-Graham	423-313-XXXX	Cut Off Calls (DOC) - Cellular	1/16/2015	1/29/2015 9:54	Satisfactorily Resolved
OH	Executive	Katie Westrick	419-785-XXXX	Blocked/RCF	1/20/2015	4/11/2015 10:39	Satisfactorily Resolved
MO	Better Business Bureau	Tereha Bennett	913-281-XXXX	Payment Processors	1/21/2015	1/29/2015 9:53	Satisfactorily Resolved
WI	Better Business Bureau	Karen Hensler	920-756-XXXX	Refund Issue	1/21/2015	1/29/2015 9:53	Satisfactorily Resolved
VA	Better Business Bureau	Gloria Lynch	757-873-XXXX	Cut Off Calls (DOC) - Cellular	1/21/2015	1/29/2015 9:53	Satisfactorily Resolved
PA	Executive	John Legnino	Inmate	Information Request	1/21/2015	1/29/2015 15:59	Satisfactorily Resolved
TX	Executive	Joanne Jones	409-789-XXXX	SW (Credit/Payment Issue)	1/21/2015	4/11/2015 9:31	Satisfactorily Resolved
IL	Friends and Family	Warren Lowe	815-759-XXXX	180-Day Policy	1/21/2015	1/29/2015 15:59	Satisfactorily Resolved
FL	Executive	Jacqueline Sharriff	813-719-XXXX	Customer Not Getting Calls	1/21/2015	1/28/2015 15:32	Satisfactorily Resolved
TX	Executive	Ula Longbottom	214-662-XXXX	Payment Another Company	1/22/2015	1/26/2015 15:09	Satisfactorily Resolved
AZ	Better Business Bureau	Anthony Burke	480-243-XXXX	Cut Off Calls (DOC) - Cellular	1/23/2015	2/4/2015 8:23	Satisfactorily Resolved
AZ	Better Business Bureau	Toni Echorn	928-323-XXXX	Blocked/RCF	1/23/2015	2/6/2015 8:24	Satisfactorily Resolved
MI	Executive	Nichole Austin	989-217-XXXX	Payment Another Company	1/23/2015	1/26/2015 15:09	Satisfactorily Resolved
TX	Executive	Tammy Sobogik	972-621-XXXX	Customer Not Getting Calls	1/26/2015	1/26/2015 15:09	Satisfactorily Resolved
TX	Executive	Cheryl Bryant	409-719-XXXX	Cut Off Calls (DOC) - Cellular	1/26/2015	1/27/2015 13:28	Satisfactorily Resolved
KY	Better Business Bureau	Amber Sonenon	502-419-XXXX	Cut Off Calls (DOC) - Cellular	1/27/2015	2/10/2015 10:30	Satisfactorily Resolved
PA	Executive	Donna Murray	727-822-XXXX	Call Quality	1/28/2015	2/2/2015 15:01	Satisfactorily Resolved
GA	Executive	Wanda Welcorne	678-420-XXXX	Cut Off Calls (DOC) - Cellular	1/28/2015	1/28/2015 15:31	Satisfactorily Resolved
TX	Better Business Bureau	Alonso Sandoval	260-774-XXXX	Billing Issues	1/29/2015	2/4/2015 8:23	Satisfactorily Resolved
LA	Executive	Nicole Battiste	212-456-XXXX	Payment Failures	1/29/2015	2/2/2015 15:01	Satisfactorily Resolved
NC	Better Business Bureau	Condy Heavner Hill	704-232-XXXX	Payment Another Company	1/30/2015	2/12/2015 13:48	Satisfactorily Resolved
KY	Better Business Bureau	Allen Ewing	502-724-XXXX	Prepaid Overages	2/2/2015	2/10/2015 10:30	Satisfactorily Resolved
KY	Better Business Bureau	Shalonda Tinker	502-714-XXXX	Cut Off Calls (DOC) - Cellular	2/2/2015	2/19/2015 9:02	Satisfactorily Resolved
TX	Executive	Derrick Baller	Inmate	Information Request	2/2/2015	2/9/2015 9:35	Satisfactorily Resolved
KY	Better Business Bureau	Tanya Grady	859-913-XXXX	Cut Off Calls (DOC) - Cellular	2/4/2015	2/20/2015 9:46	Satisfactorily Resolved
TX	Better Business Bureau	Carol Weaver	972-243-XXXX	Billing Issues	2/4/2015	2/6/2015 8:25	Satisfactorily Resolved
WA	Better Business Bureau	Robin Ozuna	509-910-XXXX	Customer Not Getting Calls	2/4/2015	2/19/2015 12:59	Satisfactorily Resolved
WI	Better Business Bureau	Kathleen House	920-787-XXXX	Customer Not Getting Calls	2/4/2015	2/20/2015 9:46	Satisfactorily Resolved
MS	Better Business Bureau	Victi Gary	228-806-XXXX	Customer Not Getting Calls	2/4/2015	2/19/2015 9:02	Satisfactorily Resolved
n/a	Better Business Bureau	Jack Sanderson	N/A	Billing Issues	2/5/2015	2/20/2015 9:47	Satisfactorily Resolved
SC	Better Business Bureau	Amber Jenkins	864-395-XXXX	Payment Processors	2/5/2015	2/25/2015 8:42	Satisfactorily Resolved
CT	Better Business Bureau	Erica Villalona	518-512-XXXX	Customer Not Getting Calls	2/6/2015	2/19/2015 9:02	Satisfactorily Resolved
LA	Better Business Bureau	Timothy Guidry	214-462-XXXX	Payment Not Posted	2/6/2015	2/19/2015 9:02	Satisfactorily Resolved
TX	Better Business Bureau	Chelsea Talley	214-462-XXXX	SW (Credit/Payment Issue)	2/6/2015	2/25/2015 8:43	Satisfactorily Resolved
FL	Executive	Amy Smith	850-419-XXXX	SV (Visit Issue)	2/6/2015	5/5/2015 10:08	Satisfactorily Resolved
OR	Better Business Bureau	Maria Dixon	503-995-XXXX	Fees: Payment/Funding/High Rates	2/9/2015	2/20/2015 10:21	Satisfactorily Resolved
n/a	Executive	Hazel Barris	980-320-XXXX	Freud	2/9/2015	3/4/2015 16:50	Satisfactorily Resolved
TX	Better Business Bureau	Debi L Newton	979-595-XXXX	Cut Off Calls (DOC) - Cellular	2/10/2015	2/25/2015 8:42	Satisfactorily Resolved
TN	Better Business Bureau	Surette Marie Smith	504-388-XXXX	Account Set Up	2/10/2015	2/26/2015 9:28	Satisfactorily Resolved
MO	Better Business Bureau	James Clary	217-432-XXXX	Payment Not Posted	2/12/2015	2/19/2015 9:00	Satisfactorily Resolved
n/a	Better Business Bureau	Jessica Jennings	410-831-XXXX	Payment Chargebacks	2/12/2015	3/5/2015 9:21	Satisfactorily Resolved
TX	Better Business Bureau	Emily Puentes	361-343-XXXX	Payment Processors	2/17/2015	3/5/2015 9:21	Satisfactorily Resolved
GA	Better Business Bureau	Marcos Sanchez	229-317-XXXX	Refund Issue	2/17/2015	2/20/2015 11:41	Satisfactorily Resolved
n/a	Executive	Curtis Green	469-964-XXXX	Account/Billing Conversion	2/17/2015	3/9/2015 8:23	Satisfactorily Resolved
TX	Friends and Family	Brian Krihan	806-383-XXXX	Payment Processing Time	2/17/2015	4/6/2015 10:08	Satisfactorily Resolved
WI	Better Business Bureau	Sabina Kostic	319-820-XXXX	Payment Chargebacks	2/20/2015	3/5/2015 9:21	Satisfactorily Resolved
WA	Friends and Family	David Baker	253-840-XXXX	Freud	2/20/2015	2/20/2015 14:17	Satisfactorily Resolved
FL	Better Business Bureau	Amy Brown	786-419-XXXX	Cut Off Calls (DOC) - Cellular	2/23/2015	3/12/2015 8:57	Satisfactorily Resolved
TX	Better Business Bureau	Stefan Dubel	360-419-XXXX	SW (Credit/Payment Issue)	2/23/2015	3/11/2015 10:20	Satisfactorily Resolved
FL	Executive	Edna Lucas	904-415-XXXX	Prepaid Overages	2/24/2015	3/4/2015 16:50	Satisfactorily Resolved
KS	Executive	R H Rogers	316-522-XXXX	Cut Off Calls (DOC)	2/24/2015	3/4/2015 16:50	Satisfactorily Resolved
LA	Better Business Bureau	Nia Cleveland	225-975-XXXX	Account Set Up	3/3/2015	3/18/2015 15:34	Satisfactorily Resolved
TX	Better Business Bureau	Doris James	325-676-XXXX	180-Day Policy	3/3/2015	3/11/2015 10:19	Satisfactorily Resolved
CO	Better Business Bureau	Sandra Dilla	970-590-XXXX	Fees	3/3/2015	3/11/2015 10:20	Satisfactorily Resolved
KS	Better Business Bureau	Mariah Foley	316-371-XXXX	SW (Credit/Payment Issue)	3/3/2015	3/17/2015 15:06	Satisfactorily Resolved
CO	Better Business Bureau	Jennifer Brennan	847-489-XXXX	No Positive Acceptance	3/5/2015	3/17/2015 14:48	Satisfactorily Resolved
PA	Executive	Guy Beaver	570-643-XXXX	Web Account Issue	3/5/2015	3/26/2015 16:36	Satisfactorily Resolved
WA	Better Business Bureau	John Lujan	253-906-XXXX	Prepaid Overages	3/9/2015	3/19/2015 8:51	Satisfactorily Resolved
n/a	Better Business Bureau	Jennifer Turney	334-221-XXXX	Freud	3/10/2015	3/25/2015 14:00	Satisfactorily Resolved
WI	Better Business Bureau	Tara Teasmann	414-940-XXXX	Denies All Knowledge (DAM)	3/10/2015	3/27/2015 9:22	Satisfactorily Resolved
n/a	Executive	Jennifer	972-743-XXXX	Unwanted Dialer Calls	3/11/2015	4/7/2015 14:45	Satisfactorily Resolved

MN	Better Business Bureau	Marsha Roberts	651-373-XXXX		Cut Off Calls (COQ)	3/12/2015	3/27/2015 13:47	Satisfactorily Resolved
IL	Better Business Bureau	Marlene Presswood	773-226-XXXX		Cut Off Calls (COQ)	3/16/2015	3/27/2015 9:40	Satisfactorily Resolved
n/a	Executive	Leonard Wachmak	414-524-XXXX		Unwanted Inmate Calls	3/17/2015	4/7/2015 14:42	Satisfactorily Resolved
AZ	Better Business Bureau	Courtney Fisher	760-969-XXXX		Non Refundable SVV visits	3/18/2015	3/30/2015 10:03	Satisfactorily Resolved
n/a	Better Business Bureau	Janice Morgan	505-382-XXXX		Unwanted Inmate Calls	3/18/2015	3/26/2015 9:07	Satisfactorily Resolved
TX	Better Business Bureau	Tamara Anderson	979-549-XXXX		Information Request	3/18/2015	3/20/2015 9:39	Satisfactorily Resolved
WI	Better Business Bureau	Allison Peet	608-206-XXXX		Payment Chargebacks	3/18/2015	3/27/2015 9:57	Satisfactorily Resolved
WI	Better Business Bureau	Timothy Wehrlein	262-408-XXXX		180 Day Inactivity Policy	3/18/2015	3/27/2015 9:46	Satisfactorily Resolved
IL	Executive	Charles Hestler	847-332-XXXX		Non Refundable SVV visits	3/18/2015	4/10/2015 16:23	Satisfactorily Resolved
MI	Better Business Bureau	Jennifer Ostwald	989-370-XXXX		Cut Off Calls (COQ)	3/18/2015	4/16/2015 11:16	Satisfactorily Resolved
MN	Executive	Peggy M. Karch	N/A		CPNI	3/30/2015	4/8/2015 7:35	Satisfactorily Resolved
AZ	Executive	Elaine Fogel	602-358-XXXX		No Positive Acceptance	3/31/2015	4/27/2015 13:55	Satisfactorily Resolved
n/a	Friends and Family	Larry Lancaster	270-781-XXXX		Fraud Credit Card Identity	3/31/2015	4/28/2015 12:27	Satisfactorily Resolved
WI	Better Business Bureau	Sou Her	N/A		Refund Issue	4/1/2015	4/16/2015 11:06	Satisfactorily Resolved
FL	Executive	Ervin Norton	Inmate		LEC Billing Conversion	4/3/2015	4/23/2015 10:00	Satisfactorily Resolved
TX	Better Business Bureau	Kent Ohler	713-502-XXXX		Denies All Knowledge (DAK)	4/7/2015	4/10/2015 9:16	Satisfactorily Resolved
KY	Executive	Shabim Vafaei	818-606-XXXX		Unwanted Dialer Calls	4/8/2015	4/23/2015 14:12	Satisfactorily Resolved
IL	Better Business Bureau	Eleanor Field	832-641-XXXX		180 Day Inactivity Policy	4/9/2015	4/10/2015 9:24	Satisfactorily Resolved
TX	Better Business Bureau	Dunia Ramos	832-746-XXXX		Payment Not Posted	4/9/2015	4/17/2015 10:08	Satisfactorily Resolved
TX	Executive	Joanna Jones	409-789-XXXX		SVV	4/11/2015	4/11/2015 10:39	Satisfactorily Resolved
FL	Executive	Charles Woods	850-674-XXXX		High Rates	4/11/2015	4/17/2015 7:01	Satisfactorily Resolved
AZ	Better Business Bureau	George Nolin	602-551-XXXX		Refund Issue	4/13/2015	4/21/2015 10:01	Satisfactorily Resolved
AZ	Better Business Bureau	Denise Craft	714-271-XXXX		Fees: Wireless Admin/Regulatory	4/13/2015	4/17/2015 15:45	Satisfactorily Resolved
n/a	Better Business Bureau	Noreen Lancaster	404-362-XXXX		Account Set Up	4/13/2015	4/23/2015 9:31	Satisfactorily Resolved
TX	Better Business Bureau	Sukana Naranjo-Jaramillo	361-774-XXXX		Billing Dispute	4/13/2015	4/23/2015 9:31	Satisfactorily Resolved
UT	Better Business Bureau	Mary Jensen	801-652-XXXX		Cut Off Calls (COQ)	4/13/2015	4/17/2015 10:41	Satisfactorily Resolved
AZ	Better Business Bureau	Taya Compton	480-784-XXXX		SVV	4/14/2015	4/27/2015 11:48	Satisfactorily Resolved
KS	Better Business Bureau	Maria Rivas	316-260-XXXX		SVV	4/14/2015	4/29/2015 11:56	Satisfactorily Resolved
TX	Executive	Tonya Alexander	469-877-XXXX		Payment Issues	4/14/2015	4/16/2015 15:24	Satisfactorily Resolved
TX	Executive	stina Clay on behalf of Sherry Anderson	702-463-XXXX		Refund Process	4/15/2015	4/19/2015 17:51	Satisfactorily Resolved
IL	Better Business Bureau	Natalie Robinson	773-450-XXXX		No Positive Acceptance	4/16/2015	4/23/2015 9:24	Satisfactorily Resolved
n/a	Better Business Bureau	Casey Baldwin	N/A		Fees: Payment/Funding	4/16/2015	4/23/2015 9:30	Satisfactorily Resolved
GA	Better Business Bureau	LaTonya Gresham	678-353-XXXX		Cut Off Calls (COQ)	4/17/2015	5/8/2015 10:43	Satisfactorily Resolved
TX	Better Business Bureau	Monica Oliva	706-372-XXXX		SVV	4/17/2015	4/29/2015 11:58	Satisfactorily Resolved
GA	Better Business Bureau	Janet Smith	239-324-XXXX		Payment Fee Credits	4/17/2015	4/27/2015 11:48	Satisfactorily Resolved
IA	Better Business Bureau	Madissa Chance	712-293-XXXX		Fees: Wireless Admin/Regulatory	4/17/2015	4/28/2015 9:26	Satisfactorily Resolved
KS	Better Business Bureau	Tim Trent	816-885-XXXX		SVV	4/17/2015	4/29/2015 11:57	Satisfactorily Resolved
TX	Executive	ristina Day on behalf of Juanita Okpu	214-962-XXXX		Rule Rep	4/17/2015	4/19/2015 17:50	Satisfactorily Resolved
IL	Better Business Bureau	Elizabeth Tyler	773-633-XXXX		180 Day Inactivity Policy	4/21/2015	5/6/2015 9:53	Satisfactorily Resolved
NM	Better Business Bureau	Ronnie King	Inmate		Cut Off Calls (COQ)	4/22/2015	5/11/2015 16:19	Satisfactorily Resolved
WI	Better Business Bureau	Cory Ellis	386-473-XXXX		Payment Not Posted	4/22/2015	4/29/2015 11:59	Satisfactorily Resolved
FL	Better Business Bureau	Karen Roberts	704-774-XXXX		Account/Billing Conversion	4/23/2015	5/11/2015 14:46	Satisfactorily Resolved
n/a	Better Business Bureau	Wendy Ahlstrom	704-774-XXXX		Unwanted Inmate Calls	4/23/2015	5/11/2015 16:23	Satisfactorily Resolved
AZ	Better Business Bureau	Tammy Zellner	414-238-XXXX		SVV Wait Issue	4/27/2015	5/6/2015 14:20	Satisfactorily Resolved
CA	Better Business Bureau	Michael Davis	510-940-XXXX		Cut Off Calls (COQ)	4/27/2015	5/6/2015 14:44	Satisfactorily Resolved
NM	Better Business Bureau	Irene Symbola Shile	505-247-XXXX		Refund Issue	4/28/2015	5/11/2015 16:46	Satisfactorily Resolved
NC	Better Business Bureau	Marion Jewett	704-381-XXXX		Billing Issues	4/28/2015	5/14/2015 13:59	Satisfactorily Resolved
KY	Better Business Bureau	Scilly Morris	502-802-XXXX		Cut Off Calls (COQ)	4/28/2015	5/14/2015 14:27	Satisfactorily Resolved
CT	Friends and Family	Michael Zukowski	Inmate		CPNI	4/28/2015	5/4/2015 11:22	Satisfactorily Resolved
SC	Friends and Family	Sarah Bonaparte	843-486-XXXX		Fees: Wireless Admin/Regulatory	4/28/2015	5/4/2015 11:28	Satisfactorily Resolved
WI	Better Business Bureau	Susan Jean Renkens	920-202-XXXX		Refund Issue	4/30/2015	5/18/2015 16:18	Satisfactorily Resolved
MO	Friends and Family	Gregory King	660-815-XXXX		Unwanted Inmate Calls	4/30/2015	5/28/2015 16:15	Satisfactorily Resolved
AZ	Better Business Bureau	Christina Harrison	602-575-XXXX		SVV Wait Issue	5/1/2015	5/22/2015 10:50	Satisfactorily Resolved
FL	Better Business Bureau	Nicole Mozell	352-390-XXXX		Cut Off Calls (COQ)	5/1/2015	5/19/2015 15:34	Satisfactorily Resolved
IL	Better Business Bureau	Jerome Johnson	Inmate		Payment Not Posted	5/1/2015	5/1/2015 11:20	Satisfactorily Resolved
FL	Executive	Patricia Wiggins	561-667-XXXX		Duplicate Account Merged	5/1/2015	5/28/2015 14:23	Satisfactorily Resolved
CA	Better Business Bureau	Shirley McGill	619-423-XXXX		Cut Off Calls (COQ)	5/4/2015	5/19/2015 16:03	Satisfactorily Resolved
MA	Better Business Bureau	Shirley Hooper	978-394-XXXX		Cut Off Calls (COQ)	5/4/2015	5/21/2015 16:22	Satisfactorily Resolved
IL	Better Business Bureau	Jessie Ingram	773-412-XXXX		90 Day Inactivity Policy	5/5/2015	5/28/2015 11:29	Satisfactorily Resolved
IL	Better Business Bureau	Ronald Burrows	347-696-XXXX		No Positive Acceptance	5/5/2015	5/22/2015 13:05	Satisfactorily Resolved
TX	Better Business Bureau	Shirley Law	979-313-XXXX		Payment Issues	5/5/2015	6/2/2015 14:24	Satisfactorily Resolved
TX	Better Business Bureau	Yarnin Strickland	832-646-XXXX		Payment Issues	5/6/2015	6/2/2015 16:56	Satisfactorily Resolved
TX	Better Business Bureau	Percy Grant	214-859-XXXX		Refund Issue	5/6/2015	6/2/2015 17:05	Satisfactorily Resolved

VA	Better Business Bureau	Tia Sellers	410-916-XXXX		Tablet Issues	5/6/2015	5/19/2015 14:28	Satisfactorily Resolved
IL	Executive	Amy Kubic	630-549-XXXX		CPN	5/8/2015	5/14/2015 13:05	Satisfactorily Resolved
CT	Better Business Bureau	Ulyssa Campbell	203-345-XXXX		Failure to escalate within CBS #No Positive Acceptance	5/12/2015	6/2/2015 12:47	Satisfactorily Resolved
FL	Better Business Bureau	Stacey Lynn Collins	419-989-XXXX		180 Day Inactivity Policy	5/12/2015	6/2/2015 12:25	Satisfactorily Resolved
OH	Friends and Family	Rita Bettaglia	646-477-XXXX		Denies All Knowledge (DAK)	5/12/2015	6/9/2015 15:58	Satisfactorily Resolved
FL	Better Business Bureau	Charles Born	850-217-XXXX		Unwanted Innate Calls	5/14/2015	5/28/2015 16:04	Satisfactorily Resolved
AR	Better Business Bureau	Elizabeth Walid Barnasi	479-567-XXXX		Rude Rep	5/14/2015	5/22/2015 14:01	Satisfactorily Resolved
MS	Executive	Al Williams Bell Bond Co	662-429-XXXX		Payment Issues	5/14/2015	6/4/2015 12:21	Satisfactorily Resolved
LA	Friends and Family	Matina Abney	318-491-XXXX		Call Quality #High Rates	5/14/2015	6/9/2015 16:14	Satisfactorily Resolved
TX	Better Business Bureau	Jason Ayala	281-253-XXXX		CBS Giving Wrong Information	5/15/2015	6/2/2015 12:38	Satisfactorily Resolved
SC	Executive	Metro Bonding	828-776-XXXX		Payment Issues	5/15/2015	6/4/2015 17:08	Satisfactorily Resolved
MI	Better Business Bureau	Verzier Stewart	313-888-XXXX		Inability to Talk to Rep - Hold Time #Payment Not Posted	5/18/2015	6/9/2015 15:12	Satisfactorily Resolved
IL	Better Business Bureau	Carlos Ayala	N/A		Billing Issues	5/20/2015	6/12/2015 17:29	Satisfactorily Resolved
VA	Better Business Bureau	Debra Hudgins	757-570-XXXX		Secure Instant Mail (SIM)#SVV (Visit Issue)	5/20/2015	6/10/2015 12:05	Satisfactorily Resolved
IL	Executive	Rosa Marie Ackerman	217-528-XXXX		No Positive Acceptance	5/20/2015	6/5/2015 12:34	Satisfactorily Resolved
OH	Better Business Bureau	Dawn Ellis	419-787-XXXX		CBS Giving Wrong Information	5/21/2015	6/5/2015 13:27	Satisfactorily Resolved
AL	Better Business Bureau	Allison Adams	334-569-XXXX		Refund Issue	5/21/2015	6/12/2015 17:37	Satisfactorily Resolved
TX	Executive	De-Esta Wiley	817-683-XXXX		Denies All Knowledge (DAK)#Failure to escalate within	5/21/2015	6/4/2015 12:44	Satisfactorily Resolved
PA	Executive	Maryellen Moreyra	610-628-XXXX		CBS#Supervisor Failed to Return Phone Call	5/23/2015	6/9/2015 17:16	Satisfactorily Resolved
PA	Better Business Bureau	Maryellen Moreyra	610-628-XXXX		Failure to escalate within CBS#Remote Call Forwarding/Call	5/23/2015	6/10/2015 14:08	Satisfactorily Resolved
FL	Better Business Bureau	James Locklear	904-476-XXXX		Version#Rude Rep	5/27/2015	6/2/2015 12:30	Satisfactorily Resolved
KY	Better Business Bureau	David Mele	412-960-XXXX		Failure to escalate within CBS#Inability to Talk to Rep - Hold	5/27/2015	6/12/2015 17:36	Satisfactorily Resolved
MN	Executive	Soledad Brown	715-220-XXXX		Time#Inability to Talk to Rep (VR)	5/27/2015	6/9/2015 16:37	Satisfactorily Resolved
TX	Better Business Bureau	Guadalupe Arredondo	832-771-XXXX		Remote Call Forwarding/Call Diversion	5/28/2015	5/29/2015 15:55	Satisfactorily Resolved
n/a	Better Business Bureau	Nicole Lambert	N/A		Cut Off Calls (COQ)	6/2/2015	6/16/2015 17:04	Satisfactorily Resolved
TX	Better Business Bureau	Nancy Rablett	512-792-XXXX		Securus Outage	6/2/2015	6/16/2015 17:07	Satisfactorily Resolved
MI	Better Business Bureau	Kyle Maguire	714-206-XXXX		CBS Giving Wrong Information #Payment Issues	6/2/2015	6/17/2015 10:54	Satisfactorily Resolved
KY	Executive	Mary Maddox	214-549-XXXX		Information Request#Remote Call Forwarding/Call Diversion	6/2/2015	6/11/2015 13:00	Satisfactorily Resolved
TX	Better Business Bureau	Ron Fladmark	828-200-XXXX		Inability to Talk to Rep (VR)#Payment Issues	6/8/2015	6/17/2015 10:52	Satisfactorily Resolved
OH	Better Business Bureau	Suzanne Terrant	614-203-XXXX		Inability to Talk to Rep - Hold Time #Payment Issues	6/8/2015	6/17/2015 17:09	Satisfactorily Resolved
TX	Better Business Bureau	Danielle Kreckowaki	973-803-XXXX		CBS Giving Wrong Information #Rate Dispute	6/9/2015	6/19/2015 15:42	Satisfactorily Resolved
NY	Better Business Bureau	Jessica Cokely	814-380-XXXX		CBS Giving Wrong Information #Inability to Talk to Rep - Hold	6/9/2015	6/19/2015 12:31	Satisfactorily Resolved
AZ	Better Business Bureau	Theresa Elliott	928-580-XXXX		Time#Remote Call Forwarding/Call Diversion	6/11/2015	6/22/2015 17:13	Satisfactorily Resolved
CT	Better Business Bureau	Quandl Spearman (Nicole#Frazer)	203-528-XXXX		Billing Issues	6/11/2015	6/25/2015 17:09	Satisfactorily Resolved
Mn	Better Business Bureau	Derrick Johnson	414-522-XXXX		Payment Not Posted	6/11/2015	7/2/2015 8:31	Satisfactorily Resolved
MN	Better Business Bureau	Kyle Schanz	612-419-XXXX		Cut Off Calls (COQ)	6/11/2015	6/19/2015 17:29	Satisfactorily Resolved
IL	Better Business Bureau	Robert Sauseda	Inmate Complaint		Time#SVV (Visit Issue)	6/15/2015	6/19/2015 17:09	Satisfactorily Resolved
IL	Better Business Bureau	William Cavico	630-234-XXXX		90 Day Inactivity Policy#Inability to Talk to Rep (VR)	6/16/2015	6/25/2015 12:55	Satisfactorily Resolved
IL	Better Business Bureau	Michelle Willhite	815-263-XXXX		Account Set Up#Inability to Talk to Rep - Hold Time	6/17/2015	6/30/2015 7:49	Satisfactorily Resolved
KY	Better Business Bureau	Patrick Lochirco	502-589-XXXX		Cut Off Calls (COQ)#Inability to Talk to Rep - Hold Time	6/19/2015	7/1/2015 11:24	Satisfactorily Resolved
MI	Executive	Venesta Housley	419-788-XXXX		CPN#Inability to Talk to Rep (VR)	6/22/2015	6/25/2015 18:00	Satisfactorily Resolved
IL	Better Business Bureau	Juanita DeJesus	773-698-XXXX		Cut Off Calls (COQ)	6/23/2015	7/2/2015 9:44	Satisfactorily Resolved
IL	Better Business Bureau	Darcie Navarro	630-341-XXXX		180-Day Policy	6/23/2015	7/2/2015 15:27	Satisfactorily Resolved
CO	Better Business Bureau	Kathryn Knight	970-201-XXXX		Cut Off Calls (COQ)	6/23/2015	7/2/2015 15:31	Satisfactorily Resolved
FL	Better Business Bureau	Lashana Banks	352-971-XXXX		Failure to escalate within CBS#Inability to Talk to Rep - Hold	6/25/2015	7/6/2015 10:07	Satisfactorily Resolved
IL	Better Business Bureau	Rebecca Weems	217-726-XXXX		Time#Payment Not Posted	6/25/2015	7/2/2015 15:33	Satisfactorily Resolved
CO	Better Business Bureau	Jenny Zimmer	720-261-XXXX		Cut Off Calls (COQ)#Inability to Talk to Rep - Hold Time	6/25/2015	6/30/2015 8:08	Satisfactorily Resolved
IL	Better Business Bureau	Karen McCoy	312-450-XXXX		Unwanted Innate Calls	6/30/2015	7/10/2015 17:31	Satisfactorily Resolved
NC	Better Business Bureau	Donna Horner	336-221-XXXX		Cut Off Calls (COQ)	6/30/2015	7/8/2015 15:49	Satisfactorily Resolved
					Inability to Talk to Rep - Hold Time #Payment Issues			

AZ	Better Business Bureau Executive	Jason McConnell	602-320-XXXX		Refund Issue	7/1/2015	7/8/2015 16:11	Satisfactorily Resolved
PA		Monica Brown	910-989-XXXX		Fraud (Credit Card/Identity)	7/2/2015	7/16/2015 13:20	Satisfactorily Resolved
IL	Better Business Bureau	Margaret Bureau	630-725-XXXX		CBS Giving Wrong Information#Fraud: Payment/Funding	7/3/2015	7/14/2015 17:00	Satisfactorily Resolved
TX	Better Business Bureau	Fay Windsor	806-240-XXXX		Cut Off Calls (COQ)#Fraud: Dispute	7/3/2015	7/13/2015 13:50	Satisfactorily Resolved
MI	Better Business Bureau	Vonda Vaden Bates	612-247-XXXX		CBS Giving Wrong Information#SVV (Visit Issue)	7/3/2015	7/15/2015 16:24	Satisfactorily Resolved
PA	Better Business Bureau	Kristy Bonebrake	717-331-XXXX		CBS Giving Wrong Information#Failure to escalate within CBS#No Positive Acceptance	7/8/2015	7/23/2015 9:31	Satisfactorily Resolved
SC	Better Business Bureau	Robin Lynn Achord	843-424-XXXX		CBS Giving Wrong Information#Refund Issue	7/8/2015	7/17/2015 8:54	Satisfactorily Resolved
TX	Better Business Bureau	Daneshia Nelson	713-836-XXXX		CBS Giving Wrong Information#Cut Off Calls (COQ)#Inability to Talk to Rep - Hold Time	7/14/2015	7/27/2015 10:46	Satisfactorily Resolved
AR	Executive	Rudolph Shokal	208-837-XXXX		Cut Off Calls (COQ)#Inability to Talk to Rep (N/R)	7/14/2015	7/21/2015 12:47	Satisfactorily Resolved
IL	Executive	Claude McGee	214-298-XXXX		Cut Off Calls (COQ)#High Rates#Payment Not Posted	7/14/2015	7/30/2015 23:11	Satisfactorily Resolved
CA	Better Business Bureau	Leslie Miller	951-315-XXXX		Fraud (Credit Card/Identity)	7/15/2015	7/22/2015 12:44	Satisfactorily Resolved
FL	Executive	Bob Pollack	951-314-XXXX		Cut Off Calls (COQ)#Rude Rep	7/15/2015	7/21/2015 12:48	Satisfactorily Resolved
IL	Better Business Bureau	Toni Shumate	708-724-XXXX		CBS Giving Wrong Information#Customer Not Getting Calls#Failure to escalate within CBS	7/20/2015	7/30/2015 22:50	Satisfactorily Resolved
FL	Friends and Family	Carolyn Marshall	415-407-XXXX		Customer Not Getting Calls	7/20/2015	7/22/2015 11:27	Satisfactorily Resolved
TX	Better Business Bureau	Kristen Tanning	214-298-XXXX		Billing Issues#Inability to Talk to Rep - Hold Time	7/21/2015	8/4/2015 8:09	Satisfactorily Resolved
IN	Better Business Bureau	Marsha Clancy	317-627-XXXX		Cut Off Calls (COQ)	7/21/2015	8/4/2015 8:24	Satisfactorily Resolved
KS	Better Business Bureau	Thelma Canamar	832-209-XXXX		Inability to Talk to Rep - Hold Time#SVV (Visit Issue)	7/21/2015	8/4/2015 21:58	Satisfactorily Resolved
AZ	Better Business Bureau	Danielle Robinson	503-219-XXXX		Inability to Talk to Rep - Hold Time#Refund Issue	7/22/2015	8/4/2015 9:08	Satisfactorily Resolved
AZ	Better Business Bureau	Kasha Klinder	928-606-XXXX		180-Day Policy#Payment Issues	7/23/2015	8/6/2015 15:52	Satisfactorily Resolved
TX	Better Business Bureau	Jana Heward Smith	512-965-XXXX		Cut Off Calls (COQ)#Inability to Talk to Rep - Hold Time	7/24/2015	8/10/2015 9:46	Satisfactorily Resolved
GA	Better Business Bureau	Diane Hartman	801-368-XXXX		SVV	7/28/2015	8/10/2015 8:03	Satisfactorily Resolved
KY	Executive	Rudolph Shokal	650-576-XXXX		Customer Not Getting Calls	7/28/2015	7/30/2015 15:30	Satisfactorily Resolved
IL	Better Business Bureau	Keith Thompson	920-257-XXXX		Unwanted Inmate Calls#Unwanted Daler Calls	7/29/2015	8/10/2015 9:58	Satisfactorily Resolved
SC	Better Business Bureau	Scott Myers	978-614-XXXX		Inability to Talk to Rep (N/R)#Payment Issues#SVV (Visit Issue)	7/29/2015	8/4/2015 21:55	Satisfactorily Resolved
AZ	Better Business Bureau	Lacy Leppard	904-599-XXXX		Billing Issues#Failure to escalate within CBS	7/29/2015	8/6/2015 16:28	Satisfactorily Resolved
IL	Better Business Bureau	Kimberly Johnson	773-679-XXXX		Cut Off Calls (COQ)	8/21/2015	8/21/2015 15:50	Satisfactorily Resolved
TX	Better Business Bureau	Karla Miranda	210-213-XXXX		Account/Billing Conversion	8/3/2015	8/7/2015 17:23	Satisfactorily Resolved
WI	Better Business Bureau	Christine Manning-Bartz	920-676-XXXX		Payment Another Company#Remote Call Forwarding/Call Diversion	8/6/2015	8/10/2015 9:35	Satisfactorily Resolved
OH	Better Business Bureau	Kelly Hill	937-559-XXXX		Cut Off Calls (COQ)#High Rates	8/6/2015	8/13/2015 9:19	Satisfactorily Resolved
TX	Better Business Bureau	Kathy Ferrari	559-227-XXXX		Cut Off Calls (COQ)#Inability to Talk to Rep#Payment Another Company	8/7/2015	8/14/2015 10:12	Satisfactorily Resolved
GA	Better Business Bureau	Charmaine Norman	404-200-XXXX		SVV (Visit Issue)	8/12/2015	8/19/2015 11:46	Satisfactorily Resolved
AR	Better Business Bureau	Victoria Hamilton	903-948-XXXX		Call Quality#High Rates	8/17/2015	9/16/2015 15:27	Satisfactorily Resolved
TX	Friends and Family	Daneshia Nelson	713-836-XXXX		Cut Off Calls (COQ)	8/17/2015	8/18/2015 15:13	Satisfactorily Resolved
MI	Better Business Bureau	Megan Davison	734-664-XXXX		Cut Off Calls (COQ)#Fees: Payment/Funding#High Rates	8/21/2015	9/2/2015 8:33	Satisfactorily Resolved
VA	Better Business Bureau	Willie Smith	Inmate Complaint		High Rates#Inability to Talk to Rep - Hold Time	8/21/2015	8/26/2015 15:40	Satisfactorily Resolved
MO	Better Business Bureau	James Linhart	815-801-XXXX		Fraud (Credit Card/Identity)#Inability to Talk to Rep (N/R)	8/25/2015	9/3/2015 13:07	Satisfactorily Resolved
WY	Better Business Bureau	Bert Pezarski	406-561-XXXX		Fees: Wireless/Admin/Regulatory	8/25/2015	9/1/2015 14:49	Satisfactorily Resolved
MI	Better Business Bureau	Mike Pease	616-304-XXXX		High Rates	8/25/2015	9/3/2015 13:15	Satisfactorily Resolved
FL	Better Business Bureau	Ed Huffman	850-862-XXXX		Cut Off Calls (COQ)	8/27/2015	9/1/2015 15:10	Satisfactorily Resolved
GA	Better Business Bureau	Carol Harris	678-395-XXXX		CBS Giving Wrong Information#Payment Issues	8/27/2015	9/1/2015 15:31	Satisfactorily Resolved
TX	Friends and Family	Daneshia Nelson	713-836-XXXX		Cut Off Calls (COQ)	8/27/2015	9/1/2015 14:25	Satisfactorily Resolved
OH	Friends and Family	Kelly Hill	937-559-XXXX		Cut Off Calls (COQ)	8/27/2015	8/31/2015 8:12	Satisfactorily Resolved
TX	Better Business Bureau	Brenda Bonner	903-389-XXXX		Fraud (Credit Card/Identity)	9/1/2015	9/16/2015 16:10	Satisfactorily Resolved
AZ	Better Business Bureau	Fay Collier	623-934-XXXX		Inability to Talk to Rep - Hold Time#Refund Check Delivery Times	9/2/2015	9/11/2015 10:30	Satisfactorily Resolved
TX	Better Business Bureau	Geraldine Stowers	409-838-XXXX		Billing Issues	9/2/2015	9/16/2015 12:36	Satisfactorily Resolved
OH	Friends and Family	Kelly Hill	937-559-XXXX		Cut Off Calls (COQ)	9/9/2015	9/16/2015 10:11	Satisfactorily Resolved
MO	Better Business Bureau	Sarah Schmitt	314-600-XXXX		CBS Giving Wrong Information#Customer Not Getting Calls#Rude Rep	9/10/2015	9/16/2015 12:22	Satisfactorily Resolved
KS	Better Business Bureau	Carmen Figueroa	484-721-XXXX		Cut Off Calls (COQ)	9/11/2015	9/23/2015 13:42	Satisfactorily Resolved
OH	Better Business Bureau	Alberto Parente	440-343-XXXX		Failure to escalate within CBS#Remote Call Forwarding/Call Diversion	9/14/2015	9/25/2015 9:43	Satisfactorily Resolved

IL	Better Business Bureau	Rebecca Cox	618-741-XXXX	CBS Giving Wrong Information#Rude Rep#SVV (Visit Issue)	9/17/2015	9/30/2015 15:47	Satisfactorily Resolved
OK	Better Business Bureau	Richard Stauffer	717-793-XXXX	Fraud (Credit Card/Identity)#Inability to Talk to Rep (VR)	9/21/2015	10/1/2015 9:30	Satisfactorily Resolved
AR	Executive	Rudolph Shokal	208-837-XXXX	Customer Not Getting Calls#Inability to Talk to Rep - Hold Time	9/21/2015	9/25/2015 9:54	Satisfactorily Resolved
VA	Better Business Bureau	Sherry Lawton	423-963-XXXX	Fees: Payment/Funding#Fees: Wireless/Admin/Regulatory	9/23/2015	10/7/2015 9:48	Satisfactorily Resolved
KY	Better Business Bureau	Tommy Southard	270-765-XXXX	Refund Check Delivery Times	9/24/2015	10/7/2015 9:35	Satisfactorily Resolved
GA	Better Business Bureau	Tamara Hamilton	404-734-XXXX	Rude Rep#SVV (Visit Issue)	9/25/2015	10/15/2015 12:29	Satisfactorily Resolved
FL	Better Business Bureau	Shanita Sharp	517-250-XXXX	CBS Giving Wrong Information#Rude Rep#SVV (Visit Issue)	9/29/2015	10/21/2015 15:51	Satisfactorily Resolved
TN	Better Business Bureau	Gloria Brown	901-743-XXXX	CBS Giving Wrong Information#Customer Not Getting Calls#Failure to escalate within CBS	9/29/2015	10/14/2015 10:47	Satisfactorily Resolved
CO	Better Business Bureau	Phyllis Brennan	303-595-XXXX	CPNI#Fees: Wireless/Admin/Regulatory#Inability to Talk to Rep - Hold Time	10/1/2015	10/20/2015 8:40	Satisfactorily Resolved
KY	Executive	Valerie Prater	502-653-XXXX	Remote Call Forwarding/Call Diversion	10/2/2015	10/12/2015 8:53	Satisfactorily Resolved
WI	Better Business Bureau	Luis Colon	Inmate Complaint	Payment Not Posted	10/6/2015	10/14/2015 10:10	Satisfactorily Resolved
FL	Better Business Bureau	Ashley Early	863-800-XXXX	Payment Issues	10/7/2015	10/22/2015 14:41	Satisfactorily Resolved
NY	Executive	Jane Nordmark	973-723-XXXX	CPNI#Unwanted Inmate Calls	10/7/2015	10/14/2015 11:11	Satisfactorily Resolved
IL	Better Business Bureau	Robert John	Inmate Complaint	180 Day Inactivity Policy	10/8/2015	10/19/2015 12:45	Satisfactorily Resolved
KY	Better Business Bureau	Jodi Kellman	859-533-XXXX	CBS Giving Wrong Information#Cut Off Calls (COQ)#Failure to escalate within CBS	10/8/2015	10/23/2015 13:45	Satisfactorily Resolved
TX	Executive	Joe Shields	281-704-XXXX	Unwanted Inmate Calls	10/8/2015	10/12/2015 12:00	Satisfactorily Resolved
AR	Better Business Bureau	Peggy Nettler	504-421-XXXX	Failure to escalate within CBS#Inability to Talk to Rep (VR)#Payment Not Posted	10/9/2015	10/22/2015 10:21	Satisfactorily Resolved
TX	Better Business Bureau	Bridget Seely	936-653-XXXX	Billing Issues	10/9/2015	10/30/2015 9:10	Satisfactorily Resolved
OH	Friends and Family	Kelly Hill	937-559-XXXX	Cut Off Calls (COQ)	10/9/2015	10/9/2015 16:03	Satisfactorily Resolved
MT	Better Business Bureau	Stella Bulchid	406-868-XXXX	Cut Off Calls (COQ)	10/13/2015	10/22/2015 14:59	Satisfactorily Resolved
CA	Better Business Bureau	Dalia Cervantes	760-712-XXXX	CBS Giving Wrong Information#Failure to escalate within CBS#Information Request	10/15/2015	11/6/2015 9:52	Satisfactorily Resolved
TX	Better Business Bureau	Paul Schifino	310-213-XXXX	Fraud (Credit Card/Identity)	10/15/2015	11/6/2015 15:25	Satisfactorily Resolved
VA	Better Business Bureau	Keosha Lakeia Jones	434-944-XXXX	Failure to escalate within CBS#Payment Not Posted#Rude Rep	10/15/2015	10/27/2015 14:41	Satisfactorily Resolved
WI	Better Business Bureau	Cheryl Taylor	920-497-XXXX	CBS Giving Wrong Information#Failure to escalate within CBS#Payment Issues	10/16/2015	10/27/2015 14:07	Satisfactorily Resolved
FL	Better Business Bureau	Marjorie Waterman	305-949-XXXX	Cut Off Calls (COQ)#Inability to Talk to Rep (VR)	10/19/2015	10/28/2015 16:39	Satisfactorily Resolved
CA	Better Business Bureau	Raquel Shull	909-533-XXXX	Inability to Talk to Rep (VR)#Unwanted Inmate Calls	10/20/2015	10/28/2015 17:14	Satisfactorily Resolved
MI	Better Business Bureau	Theresa Little	708-715-XXXX	Cut Off Calls (COQ)#Inability to Talk to Rep - Hold Time#SVV (Visit Issue)	10/21/2015	11/11/2015 17:14	Satisfactorily Resolved
MS	Better Business Bureau	Andreas Wells	662-403-XXXX	Remote Call Forwarding/Call Diversion	10/22/2015	11/11/2015 10:42	Satisfactorily Resolved
WI	Better Business Bureau	Oscar Garner	Inmate Complaint	Payment Not Posted	10/22/2015	11/9/2015 10:00	Satisfactorily Resolved
WI	Better Business Bureau	Erica Thomas	Inmate Complaint	Payment Not Posted	10/22/2015	10/28/2015 17:01	Satisfactorily Resolved
NY	Better Business Bureau	John Brower	631-988-XXXX	CBS Giving Wrong Information#Failure to escalate within CBS#No Positive Acceptance	10/26/2015	11/2/2015 14:44	Satisfactorily Resolved
TX	Better Business Bureau	Sandra Dwyer	903-753-XXXX	Account/Billing Conversion#Inability to Talk to Rep (VR)	10/27/2015	10/29/2015 10:42	Satisfactorily Resolved
NC	Better Business Bureau	Thomas Gilroy	570-212-XXXX	Refund Issue	10/28/2015	11/5/2015 9:40	Satisfactorily Resolved
KY	Friends and Family	Anetta Compton	859-537-XXXX	Payment Processing Time	10/30/2015	11/24/2015 16:30	Satisfactorily Resolved
AZ	Better Business Bureau	Nancy Steno	910-366-XXXX	180 Day Inactivity Policy	11/3/2015	11/9/2015 9:44	Satisfactorily Resolved
TX	Better Business Bureau	Amarda Fuller	817-966-XXXX	Account/Billing Conversion#Inability to Talk to Rep (VR)	11/3/2015	11/11/2015 10:13	Satisfactorily Resolved
TX	Better Business Bureau	Felicia Frazier	318-918-XXXX	Account/Billing Conversion	11/3/2015	11/11/2015 9:52	Satisfactorily Resolved
FL	Better Business Bureau	Lori Long	561-360-XXXX	Cut Off Calls (COQ)	11/4/2015	11/24/2015 14:02	Satisfactorily Resolved
GA	Better Business Bureau	Keri Mitchell	678-768-XXXX	CBS Giving Wrong Information#Fees: Wireless/Admin/Regulatory#Rude Rep	11/4/2015	11/16/2015 10:05	Satisfactorily Resolved
FL	Better Business Bureau	Paula Georges	754-366-XXXX	Cut Off Calls (COQ)	11/6/2015	11/24/2015 12:58	Satisfactorily Resolved
KY	Better Business Bureau	Frances Cox	859-334-XXXX	Payment Not Posted	11/9/2015	11/17/2015 15:08	Satisfactorily Resolved
GA	Better Business Bureau	Chris Wallah	803-292-XXXX	Fees: Wireless/Admin/Regulatory#Inability to Talk to Rep - Hold Time#Rude Rep	11/10/2015	11/23/2015 9:46	Satisfactorily Resolved
TX	Better Business Bureau	Qa Wynn Owens	972-746-XXXX	CBS Giving Wrong Information#Cut Off Calls (COQ)#Secure Instant Mail (SIM)	11/10/2015	12/4/2015 12:39	Satisfactorily Resolved

MI	Better Business Bureau	Iris Jolly	906-346-XXXX	CBS Giving Wrong Information # Fees:	11/10/2015	12/2/2015 13:31	Satisfactorily Resolved
LA	Better Business Bureau	Paul De Rouen	Inmate Complaint	Wireless/Admin/Regulatory/Inability to Talk to Rep - Hold Time	11/12/2015	11/20/2015 16:06	Satisfactorily Resolved
AZ	Better Business Bureau	Janice Barker	208-520-XXXX	Refund Check Delivery Times	11/3/2015	11/30/2015 15:41	Satisfactorily Resolved
UT	Better Business Bureau	Earnest Alycock	480-435-XXXX	CBS Giving Wrong Information #Rude Rep #SVV (Visit Issue)	11/13/2015	12/7/2015 12:59	Satisfactorily Resolved
IL	Executive	Christine Hanna	309-509-XXXX	Blocked Accounts #CBS Giving Wrong Information #Payment Not Posted	11/13/2015	11/18/2015 13:41	Satisfactorily Resolved
IL	Better Business Bureau	Betty Ann Brinson	912-739-XXXX	Payment Not Posted	11/16/2015	12/9/2015 15:26	Satisfactorily Resolved
NC	Better Business Bureau	Anthony Smith	434-296-XXXX	Cut Off Calls (COQ) #Failure to escalate within CBS #Rude Rep	11/16/2015	12/9/2015 15:30	Satisfactorily Resolved
TX	Better Business Bureau	Leticia West	832-935-XXXX	Cut Off Calls (COQ)	11/19/2015	12/10/2015 10:27	Satisfactorily Resolved
CA	Better Business Bureau	Patrick Krewson	760-847-XXXX	Credit Card Usage Blocks - Velocity Rules	11/20/2015	12/14/2015 14:00	Satisfactorily Resolved
TX	Better Business Bureau	Mark Hempel	479-850-XXXX	Fraud (Credit Card/Identity)	11/23/2015	12/15/2015 15:10	Satisfactorily Resolved
CA	Executive	Todd Kaelin	Inmate	Information Request	11/23/2015	11/25/2015 8:39	Satisfactorily Resolved
CO	Better Business Bureau	Evangeline Custaneda	303-345-XXXX	SVV (Visit Issue)	12/1/2015	12/21/2015 13:22	Satisfactorily Resolved
FL	Better Business Bureau	Debra Starcher	330-400-XXXX	High Rates	12/3/2015	12/24/2015 12:15	Satisfactorily Resolved
TX	Better Business Bureau	Mary Duncan	214-506-XXXX	Tablet Issues	12/3/2015	12/21/2015 13:31	Satisfactorily Resolved
AR	Better Business Bureau	Laura Thompson	501-778-XXXX	Payment Issues	12/3/2015	12/24/2015 12:10	Satisfactorily Resolved
TX	Executive	Steven Akers	224-656-XXXX	Information Request	12/7/2015	12/28/2015 14:26	Satisfactorily Resolved
SC	Friends and Family	Shelly Williams	843-413-XXXX	Fees: Payment/Funding #Inability to Talk to Rep (IVR)	12/7/2015	12/9/2015 8:41	Satisfactorily Resolved
TX	Executive	Bryan Mills	972-574-XXXX	Account Set Up	12/8/2015	12/10/2015 12:33	Satisfactorily Resolved
KY	Better Business Bureau	Sky Collins	502-299-XXXX	Billing Issues #Failure to escalate within CBS #Inability to Talk to Rep - Hold Time	12/14/2015	1/5/2016 8:38	Satisfactorily Resolved
LA	Executive	Michelle Conry	757-335-XXXX	Denied All Knowledge (DAX)	12/17/2015	12/24/2015 11:54	Satisfactorily Resolved
CT	Better Business Bureau	Cheryl Vaughan	203-274-XXXX	CBS Giving Wrong Information #Inability to Talk to Rep - Hold Time	12/23/2015	1/13/2016 16:07	Satisfactorily Resolved
TX	Better Business Bureau	Ruthie Bright	903-592-XXXX	Account Set Up #Inability to Talk to Rep - Hold Time	12/23/2015	1/12/2016 10:28	Satisfactorily Resolved
IN	Better Business Bureau	Tracy Smith	574-742-XXXX	CBS Giving Wrong Information #SVV (Visit Issue)	12/23/2015	1/18/2016 11:36	Satisfactorily Resolved
IL	Better Business Bureau	Kira Patterson	618-540-XXXX	Cut Off Calls (COQ)	12/24/2015	1/13/2016 16:04	Satisfactorily Resolved
IL	Better Business Bureau	Elizabeth Pittman	618-334-XXXX	Failure to escalate within CBS #Rude Rep #Unwanted Inmate Calls	12/29/2015	1/12/2016 10:04	Satisfactorily Resolved
TX	Executive	Detective B. Uppins	972-874-XXXX	CPNI #Fraud (Credit Card/Identity)	12/31/2015	2/1/2016 13:40	Satisfactorily Resolved
IL	Better Business Bureau	Marie Collins	352-486-XXXX	CBS Giving Wrong Information #Refund Issue	1/4/2016	1/19/2016 11:58	Satisfactorily Resolved
UT	Better Business Bureau	Thomas Pryor	801-968-XXXX	180 Day Inactivity Policy #CPNI	1/5/2016	1/18/2016 13:37	Satisfactorily Resolved
GA	Better Business Bureau	Valencia Tye	803-361-XXXX	CBS Giving Wrong Information #Inability to Talk to Rep - Hold Time #Refund Issue	1/6/2016	1/22/2016 15:35	Satisfactorily Resolved
IL	Better Business Bureau	Riley Fleming	Inmate	Payment Not Posted	1/6/2016	1/20/2016 14:48	Satisfactorily Resolved
IL	Better Business Bureau	Lorenzo Ellison	Inmate	Payment Not Posted	1/6/2016	1/19/2016 12:45	Satisfactorily Resolved
TX	Better Business Bureau	Halli Szaszynski	214-460-XXXX	CBS Giving Wrong Information #No Positive Acceptance	1/11/2016	1/26/2016 9:10	Satisfactorily Resolved
n/a	Better Business Bureau	Roberta Kosick	215-768-XXXX	Account Set Up #CPNI	1/12/2016	1/26/2016 9:57	Satisfactorily Resolved
TX	Better Business Bureau	Vickie Barnhill	208-286-XXXX	CBS Giving Wrong Information #Unwanted Inmate Calls	1/13/2016	1/26/2016 9:45	Satisfactorily Resolved
TX	Better Business Bureau	Donna Moserbar	512-259-XXXX	Account/Billing Conversion #Payment Not Posted	1/14/2016	1/28/2016 16:11	Satisfactorily Resolved
TX	Better Business Bureau	Rechele Paige	512-897-XXXX	180 Day Inactivity Policy #Account Set Up	1/14/2016	1/27/2016 16:57	Satisfactorily Resolved
IN	Better Business Bureau	Thomas Brown	317-525-XXXX	Fees: Wireless/Admin/Regulatory #Payment Issues	1/14/2016	1/27/2016 16:46	Satisfactorily Resolved
LA	Better Business Bureau	Theresa Cuarenta	347-871-XXXX	Account Set Up #Refund Issue	1/18/2016	1/29/2016 10:00	Satisfactorily Resolved
IL	Better Business Bureau	Mathew Daniels	312-890-XXXX	Payment Issues	1/18/2016	2/4/2016 13:09	Satisfactorily Resolved
PA	Executive	Walter Chraby	814-231-XXXX	Inability to Talk to Rep (IVR) #No Positive Acceptance	1/19/2016	1/22/2016 14:53	Satisfactorily Resolved
CO	Better Business Bureau	Catherine Whitaker	719-289-XXXX	Fees: Wireless/Admin/Regulatory #High Rates	1/20/2016	2/5/2016 15:13	Satisfactorily Resolved
FL	Better Business Bureau	Kevin Yeager	352-653-XXXX	Failure to escalate within CBS #Fees: Wireless/Admin/Regulatory	1/22/2016	2/4/2016 10:37	Satisfactorily Resolved
IL	Better Business Bureau	Melissa Bryant	815-823-XXXX	CBS Giving Wrong Information #Customer Not Getting Calls	1/26/2016	2/9/2016 16:28	Satisfactorily Resolved
TX	Better Business Bureau	Dana Barron	214-466-XXXX	Refund Issue	1/26/2016	2/5/2016 16:51	Satisfactorily Resolved
IL	Better Business Bureau	Krista Boka	217-779-XXXX	90 Day Inactivity Policy #Inability to Talk to Rep - Hold Time	1/27/2016	2/9/2016 15:45	Satisfactorily Resolved
IL	Better Business Bureau	Kim Dixon	773-568-XXXX	CBS Giving Wrong Information #Cut Off Calls (COQ) #Fees:	2/1/2016	2/18/2016 13:38	Satisfactorily Resolved
WI	Better Business Bureau	Mayfield Field	Inmate	Payment Not Posted	2/1/2016	2/4/2016 10:21	Satisfactorily Resolved
AZ	Better Business Bureau	Pamela Goodway	928-880-XXXX	CBS Giving Wrong Information #SVV (Visit Issue)	2/2/2016	2/15/2016 12:44	Satisfactorily Resolved

PA	Executive	George Lee	814-274-XXXX		Cut Off Calls (COQ)	2/2/2016	2/25/2016 12:30	Satisfactorily Resolved
TX	Better Business Bureau	Lakesha Bryant	409-382-XXXX		Billing Issues #Fees: Wireless/Admin/Regulatory	2/3/2016	2/15/2016 11:16	Satisfactorily Resolved
IL	Better Business Bureau	Held Kownacki	724-622-XXXX		CBS Giving Wrong Information #Fraud (Credit Card/Identity)	2/9/2016	2/23/2016 12:03	Satisfactorily Resolved
IL	Better Business Bureau	Debra High	217-597-XXXX		Cut Off Calls (COQ) #Hate Dispute	2/18/2016	2/22/2016 15:39	Satisfactorily Resolved
TX	Better Business Bureau	Mary Duncan	214-606-XXXX		SW Visit Issue	2/19/2016	3/1/2016 15:30	Satisfactorily Resolved
IL	Better Business Bureau	Heather Reed	309-269-XXXX		High Rates	2/25/2016	3/3/2016 15:06	Satisfactorily Resolved
IN	Better Business Bureau	Myles Fostett	773-239-XXXX		CBS Giving Wrong Information #Refund Issue	3/9/2016	3/14/2016 11:22	Satisfactorily Resolved
IL	Better Business Bureau	Brittany Davis	224-302-XXXX		Cut Off Calls (COQ) #Hate Rep/MSV Visit Issue	3/8/2016	3/15/2016 13:10	Satisfactorily Resolved
IL	Better Business Bureau	Marcus Miller	Inmate Complaint		Payment Not Posted	3/9/2016	3/11/2016 13:20	Satisfactorily Resolved
GA	Better Business Bureau	Lusonda Simmons	770-668-XXXX		Failure to escalate within CBS; #Payment Issues #Hate Rep	3/16/2016	3/17/2016 10:30	Satisfactorily Resolved
IL	Better Business Bureau	Orvin Agosto	Inmate Complaint		180 Day Inactivity Policy	3/16/2016	7/19/2016 11:33	Satisfactorily Resolved
GA	Better Business Bureau	Erica Dickens	404-566-XXXX		CBS Giving Wrong Information #Failure to escalate within CBS	3/18/2016	3/28/2016 9:19	Satisfactorily Resolved
FL	Better Business Bureau	Kenneth Case	760-329-XXXX		Failure to escalate within CBS #Hate Rep	3/23/2016	3/25/2016 9:34	Satisfactorily Resolved
WI	Better Business Bureau	Reinaldo Acosta	Inmate Complaint		Payment Not Posted	3/23/2016	3/23/2016 14:10	Satisfactorily Resolved
PA	Friends and Family	Marc Burger	Inmate		Call Quality	3/28/2016	4/6/2016 9:16	Satisfactorily Resolved
PA	Friends and Family	Walter Chiruby	Inmate		Call Quality	3/28/2016	4/6/2016 9:07	Satisfactorily Resolved
FL	Better Business Bureau	Benjamin Sodemkowicz	561-451-XXXX		Denies All Knowledge (DAK) #Failure to escalate within CBS	3/29/2016	4/6/2016 9:47	Satisfactorily Resolved
KS	Better Business Bureau	Brandi McKnight	785-408-XXXX		Billing Issues #CBS Giving Wrong Information	3/29/2016	3/30/2016 16:01	Satisfactorily Resolved
NY	Better Business Bureau	Juliette Ramos	914-268-XXXX		SW Visit Issue	3/29/2016	4/4/2016 9:35	Satisfactorily Resolved
NM	Better Business Bureau	Keith McNew	Inmate		Customer Not Getting Calls	4/8/2016	4/14/2016 14:00	Satisfactorily Resolved
IN	Better Business Bureau	Jennifer Harner	317-404-XXXX		Cut Off Calls (COQ) #Failure to escalate within CBS	4/11/2016	4/19/2016 12:40	Satisfactorily Resolved
OR	Better Business Bureau	Sally Walker	503-957-XXXX		Fees: Payment/Funding/High Rates	4/11/2016	4/25/2016 12:35	Satisfactorily Resolved
IL	Better Business Bureau	Idaliza Vargas	773-979-XXXX		Cut Off Calls (COQ) #Failure to escalate within CBS; #High Rates	4/12/2016	4/22/2016 14:03	Satisfactorily Resolved
IL	Better Business Bureau	Amanda Jacobson	262-812-XXXX		CBS Giving Wrong Information #Unwanted Inmate Calls	4/13/2016	4/18/2016 9:44	Satisfactorily Resolved
MN	Executive	Brandon Benier	320-360-XXXX		SW Visit Issue	4/14/2016	4/22/2016 9:26	Satisfactorily Resolved
IL	Better Business Bureau	Graig Mrazek	Inmate complaint		Payment Not Posted	4/15/2016	4/19/2016 10:13	Satisfactorily Resolved
CA	Better Business Bureau	Sharon Davis	951-331-XXXX		Billing Issues #CBS Giving Wrong Information; #Fees: Wireless/Admin/Regulatory	4/19/2016	4/27/2016 12:38	Satisfactorily Resolved
WA	Better Business Bureau	Dan Snyder	360-420-XXXX		JPay	4/19/2016	4/21/2016 12:14	Satisfactorily Resolved
CA	Better Business Bureau	Kathryn Young	831-801-XXXX		Payment Issues	4/20/2016	5/9/2016 10:59	Satisfactorily Resolved
IL	Better Business Bureau	Lance Tiedemann	312-576-XXXX		Unwanted Inmate Calls	4/21/2016	4/22/2016 13:42	Satisfactorily Resolved
IL	Better Business Bureau	Maria Dixon-Henderson	815-616-XXXX		CBS Giving Wrong Information #Cut Off Calls (COQ)	4/26/2016	5/9/2016 9:36	Satisfactorily Resolved
IL	Better Business Bureau	Corey Hodges	Inmate		Payment Not Posted	4/26/2016	5/2/2016 12:16	Satisfactorily Resolved
KY	Better Business Bureau	Amber Sorenson	502-641-XXXX		CBS Giving Wrong Information #Fees: Wireless/Admin/Regulatory	4/26/2016	5/2/2016 12:54	Satisfactorily Resolved
TX	Executive	Marilyn Amy	214-352-XXXX		Customer Not Getting Calls	4/26/2016	4/29/2016 9:29	Satisfactorily Resolved
NM	Better Business Bureau	Clay Bandy	303-936-XXXX		Billing Issues #Fees: Wireless/Admin/Regulatory	4/28/2016	5/2/2016 12:36	Satisfactorily Resolved
MA	Better Business Bureau	Jayne McAssey	774-291-XXXX		Billing Issues #Failure to escalate within CBS; #Hate Rep	4/29/2016	5/12/2016 10:45	Satisfactorily Resolved
M	Better Business Bureau	Shane Stokes	269-271-XXXX		SW Visit Issue	5/2/2016	5/13/2016 10:11	Satisfactorily Resolved
TX	Friends and Family	Misty Styles	770-607-XXXX		Unwanted Inmate Calls	5/2/2016	5/3/2016 13:42	Satisfactorily Resolved
IL	Better Business Bureau	Ivan Dockins	Inmate		Cut Off Calls (COQ)	5/9/2016	5/13/2016 8:46	Satisfactorily Resolved
GA	Better Business Bureau	Melanie Palmer	404-439-XXXX		Tablet Issues	5/20/2016	6/2/2016 11:47	Satisfactorily Resolved
IL	Executive	Keno Whirl	Inmate		Customer Not Getting Calls	5/20/2016	6/3/2016 12:56	Satisfactorily Resolved
KY	Better Business Bureau	Jenny North	606-983-XXXX		Payment Issues	5/23/2016	6/7/2016 9:56	Satisfactorily Resolved
GA	Better Business Bureau	Margaret Dwyer	718-507-XXXX		Fraud (Credit Card/Identity)	5/24/2016	6/9/2016 13:12	Satisfactorily Resolved
FL	Better Business Bureau	James Vough	352-369-XXXX		Cut Off Calls (COQ)	5/24/2016	5/26/2016 8:34	Satisfactorily Resolved
IN	Better Business Bureau	Madonna McElwee	317-797-XXXX		Inability to Talk to Rep - Hold Time #Payment Issues	5/25/2016	6/8/2016 11:50	Satisfactorily Resolved
TN	Better Business Bureau	Sara Pickard	423-362-XXXX		CBS Giving Wrong Information #Refund Issue	5/25/2016	6/9/2016 9:22	Satisfactorily Resolved
TX	Better Business Bureau	Shawn La Torre	512-354-XXXX		SW Visit Issue	6/13/2016	6/21/2016 8:52	Satisfactorily Resolved
AR	Executive	Shay Nichols	501-475-XXXX		Failure to escalate within CBS; #Payment Issues	6/14/2016	6/14/2016 16:07	Satisfactorily Resolved
TX	Executive	Tonye Alexander	469-877-XXXX		Refund Issue	6/21/2016	6/22/2016 9:15	Satisfactorily Resolved
WA	Better Business Bureau	Marilyn Sisson	360-529-XXXX		Fees: Wireless/Admin/Regulatory; #High Rates #Inability to Talk to Rep - Hold Time	6/22/2016	7/5/2016 11:58	Satisfactorily Resolved
KY	Better Business Bureau	Sadie Allison	502-389-XXXX		Fees: Wireless/Admin/Regulatory; #High Rates #Inability to Talk to Rep - Hold Time	6/23/2016	7/7/2016 14:23	Satisfactorily Resolved

KS	Better Business Bureau	Melissa McPherson	316-484-XXXX	Fees: Wireless/Admin/Regulatory;Inability to Talk to Rep - Hold Time;#SVV (Visit Issue) CBS Giving Wrong Information;#Failure to escalate within CBS;#Refund Issue	6/23/2016	6/30/2016 14:58	Satisfactorily Resolved
TX	Better Business Bureau	Lora Mashaw	214-837-XXXX	CBS Giving Wrong Information;#Failure to escalate within CBS;#Refund Issue	6/27/2016	7/11/2016 12:29	Satisfactorily Resolved
TX	Executive	Hal Walker	469-794-XXXX	Payment Issues	6/27/2016	7/1/2016 9:04	Satisfactorily Resolved
FL	Better Business Bureau	Jaime Mack	904-444-XXXX	Payment Issues	6/30/2016	7/14/2016 11:14	Satisfactorily Resolved
GA	Better Business Bureau	Robin Anderson	702-704-XXXX	CBS Giving Wrong Information;#No Positive Acceptance	7/1/2016	7/15/2016 9:48	Satisfactorily Resolved
TX	Better Business Bureau	Sylvia Morris	713-984-XXXX	CBS Giving Wrong Information;#Refund Issue	7/4/2016	7/18/2016 16:46	Satisfactorily Resolved
AZ	Better Business Bureau	Karey Hockes	11312013	CBS Giving Wrong Information;#Payment Issues	7/15/2016	7/26/2016 13:49	Satisfactorily Resolved
CO	Better Business Bureau	Kathryn Konick	307-231-XXXX	Payment Issues	7/15/2016	7/26/2016 14:07	Satisfactorily Resolved
FL	Better Business Bureau	Michael Marston	904-239-XXXX	CBS Giving Wrong Information;#Fraud (Credit Card/Identity)	7/19/2016	7/26/2016 14:31	Satisfactorily Resolved
IL	Better Business Bureau	Antoine Watson	Immata	Billing Issues;#CNI	7/19/2016	8/2/2016 9:57	Satisfactorily Resolved
n/a	Better Business Bureau	Samantha Jones	281-899-XXXX	High Rates	7/19/2016	8/2/2016 9:27	Satisfactorily Resolved
VA	Better Business Bureau	Douglas Kidd	434-473-XXXX	Failure to escalate within CBS;#Inability to Talk to Rep (VR);#Payment Issues	7/21/2016	8/3/2016 13:17	Satisfactorily Resolved
FL	Executive	Christina Mathieu	850-736-XXXX	SVV (Visit Issue)	8/1/2016	8/19/2016 10:49	Satisfactorily Resolved
AZ	Better Business Bureau	Karen McClanahan	928-978-XXXX	SVV (Visit Issue)	8/2/2016	8/11/2016 13:50	Satisfactorily Resolved
TX	Friends and Family	Joanne Jones	409-789-XXXX	Billing Issues	8/4/2016	8/5/2016 13:21	Satisfactorily Resolved
PA	Better Business Bureau	Vaughn MacGregor	814-795-XXXX	Unwanted Inmate Calls	8/5/2016	8/11/2016 14:05	Satisfactorily Resolved
IL	Better Business Bureau	Tonia Scott-Pate	563-570-XXXX	Unwanted Dealer Calls	8/8/2016	8/17/2016 13:29	Satisfactorily Resolved
CO	Better Business Bureau	Amanda DiMaio	219-928-XXXX	SVV (Visit Issue)	8/10/2016	8/23/2016 13:08	Satisfactorily Resolved
TX	Executive	Jon Turner	813-817-XXXX	Unwanted Inmate Calls	8/12/2016	8/16/2016 14:14	Satisfactorily Resolved
TX	Executive	Joanne Jones	409-789-XXXX	High Rates	8/12/2016	8/19/2016 12:48	Satisfactorily Resolved
AR	Better Business Bureau	Heath Stocks	Immata	Cut Off Calls (COQ)	8/16/2016	8/25/2016 10:24	Satisfactorily Resolved
AZ	Better Business Bureau	Maria Harper	623-340-XXXX	SVV (Visit Issue)	8/19/2016	8/30/2016 12:14	Satisfactorily Resolved
CO	Better Business Bureau	Kathryn Trujillo	970-628-XXXX	CBS Giving Wrong Information;#High Rates	8/23/2016	9/1/2016 14:29	Satisfactorily Resolved
KS	Better Business Bureau	Brittney Williamson	785-250-XXXX	Inability to Talk to Rep (VR);#SVV (Visit Issue)	8/25/2016	8/31/2016 8:51	Satisfactorily Resolved
OR	Better Business Bureau	Barb O'Neill	503-990-XXXX	Billing Issues;#CBS Giving Wrong Information	8/30/2016	9/9/2016 10:00	Satisfactorily Resolved
WI	Better Business Bureau	Rebecca Harp	414-760-XXXX	Payment Issues	8/31/2016	9/13/2016 12:14	Satisfactorily Resolved
TX	Better Business Bureau	Cara Rhodes	608-931-XXXX	CBS Giving Wrong Information;#Failure to escalate within CBS;#Payment Issues	9/2/2016	9/15/2016 15:46	Satisfactorily Resolved
IN	Better Business Bureau	Sabrina Dini	574-575-XXXX	Rude Rep;#SVV (Credit/Payment Issue)	9/7/2016	9/13/2016 12:47	Satisfactorily Resolved
MA	Executive	Albert Beaulre	413-464-XXXX	Payment Issues	9/12/2016	9/29/2016 10:24	Satisfactorily Resolved
FL	Better Business Bureau	Terry Hiley	407-878-XXXX	Cut Off Calls (COQ)	9/14/2016	9/21/2016 10:18	Satisfactorily Resolved
IA	Better Business Bureau	Michelle Gujjarro	402-679-XXXX	CBS Giving Wrong Information;#Failure to escalate within CBS;#SVV (Visit Issue)	9/14/2016	9/23/2016 9:54	Satisfactorily Resolved
IL	Better Business Bureau	Leonard Garner	Immata	Billing Issues	9/15/2016	9/16/2016 14:46	Satisfactorily Resolved
FL	Friends and Family	Tracy Stokes	850-635-XXXX	Payment Issues	9/15/2016	9/23/2016 8:52	Satisfactorily Resolved
UT	Better Business Bureau	Kacy Schauer	801-528-XXXX	Cut Off Calls (COQ);#Failure to escalate within CBS	9/19/2016	9/30/2016 12:53	Satisfactorily Resolved
IL	Better Business Bureau	Renata Steward	224-587-XXXX	Payment Issues	9/20/2016	10/3/2016 16:18	Satisfactorily Resolved
TX	Executive	Trish Green	512-775-XXXX	Unwanted Inmate Calls	9/20/2016	9/23/2016 9:01	Satisfactorily Resolved
FL	Friends and Family	Wanda Davis	850-638-XXXX	Call Quality;#Cut Off Calls (COQ)	9/20/2016	9/29/2016 10:41	Satisfactorily Resolved
FL	Better Business Bureau	Meha Leyner	850-910-XXXX	Call Quality	9/21/2016	10/4/2016 8:46	Satisfactorily Resolved
FL	Friends and Family	Jennifer Odorn	352-419-XXXX	SVV (Visit Issue)	9/23/2016	9/29/2016 10:50	Satisfactorily Resolved
TX	Better Business Bureau	Regina Nelson	512-573-XXXX	SVV (Visit Issue)	9/27/2016	9/30/2016 11:20	Satisfactorily Resolved
IL	Better Business Bureau	Anthony Brown	Immata	Payment Issues	9/29/2016	10/4/2016 15:39	Satisfactorily Resolved
TX	Executive	Mary Brooks	334-803-XXXX	Billing Issues	9/29/2016	10/13/2016 9:01	Satisfactorily Resolved
AZ	Better Business Bureau	Matthew Brown	703-350-XXXX	SVV (Visit Issue)	9/30/2016	10/13/2016 10:02	Satisfactorily Resolved
FL	Better Business Bureau	Maria Lopez	954-663-XXXX	Cut Off Calls (COQ)	9/30/2016	10/13/2016 11:17	Satisfactorily Resolved
IL	Executive	Maya Schenwer	847-525-XXXX	SVV (Visit Issue)	9/30/2016	10/20/2016 10:02	Satisfactorily Resolved
IL	Better Business Bureau	Angela Honjo	312-730-XXXX	Credit Card Usage Blocks - Velocity Rules	10/6/2016	10/20/2016 16:17	Satisfactorily Resolved
NY	Better Business Bureau	Ramona Osborne	513-969-XXXX	Refund Issue	10/18/2016	10/28/2016 12:33	Satisfactorily Resolved
IL	Better Business Bureau	Michelle Wilhite	815-263-XXXX	CBS Giving Wrong Information;#Cut Off Calls (COQ)	10/20/2016	10/27/2016 12:31	Satisfactorily Resolved
TX	Better Business Bureau	Robert Waiter	936-449-XXXX	Billing Issues;#Inability to Talk to Rep (VR)	10/21/2016	10/31/2016 12:04	Satisfactorily Resolved
TN	Better Business Bureau	Mike Welch	931-510-XXXX	SVV (Visit Issue)	10/25/2016	11/3/2016 13:41	Satisfactorily Resolved
PA	Better Business Bureau	Shamira Ellis	814-386-XXXX	Payment Issues	10/27/2016	11/9/2016 14:11	Satisfactorily Resolved
WI	Better Business Bureau	Lesia Hawkey	715-316-XXXX	Cut Off Calls (COQ);#SVV (Visit Issue)	11/10/2016	11/22/2016 9:50	Satisfactorily Resolved
TX	Friends and Family	Tom Wattinger	225-249-XXXX	High Rates	11/10/2016	11/10/2016	In progress
LA	Better Business Bureau	Michelle Jackson	512-423-XXXX		11/15/2016	11/23/2016 10:22	Satisfactorily Resolved
AK	Better Business Bureau	Penny Postal	856-667-XXXX		11/29/2016		In progress
CA	Better Business Bureau	Jennifer McClain	562-296-XXXX		11/29/2016		In progress

KS	Better Business Bureau	Traci Cook	785-829-XXXX	Refund Issue	11/29/2016	12/2/2016 11:06	Satisfactorily Resolved
NJ	Better Business Bureau	Brian Whitney	973-955-XXXX	Billing Issues	11/30/2016	12/2/2016 10:44	Satisfactorily Resolved
IL	Friends and Family	Antoine Watton	N/A		12/1/2016		In progress
FL	Better Business Bureau	Julianne Bazile	754-244-XXXX		12/6/2016		In progress
IL	Executive	Jerry Brandt	573-655-XXXX		12/6/2016		In progress

Please note that Securus has redacted customer identifying information for telephone numbers from the complaint information provided. Federal , 47 CFR, SubpartJ-Customer Proprietary Network Information ("CPNI") rules protect customers from the release of such information without their consent.

Agency complaints

State	Agency	Customer Name	Phone Number*	*Complaint	Date Received	Resolved	Resolution
OH	PSC	Roger Sharnhart	740-776-XXXX	Automated Calls	1/3/2013	1/7/2013	Satisfactorily Resolved
AK	PSC	Kevin Kambak	(907) 747-XXXX	Automated Calls	1/4/2013	1/4/2013	Satisfactorily Resolved
ND	AGO	Arlene Nilschke	701-222-XXXX	Automated Calls	1/9/2013	1/9/2013	Satisfactorily Resolved
IL	PSC	Angelo Pargia	(708) 293-XXXX	Pay Now	1/9/2013	1/11/2013	Satisfactorily Resolved
MD	FCC	James Widenhouse	XXXX	RCF (Call diversion)	1/9/2013	1/14/2013	Satisfactorily Resolved
TX	FCC	Cynthia Carpenter	906-250-XXXX	Billing Dispute	1/9/2013	Responded	Satisfactorily Resolved
LA	PSC	Lee Brown	(318) 635-XXXX	3-way deflection	1/10/2013	1/11/2013	Satisfactorily Resolved
WI	DOA	William Counts	Inmate complaint 211570	Refund	1/14/2013	1/17/2013	Satisfactorily Resolved
AK	RODA	Ian Coleman	907-720-XXXX	Account Inquiry	1/16/2013	1/24/2014	Satisfactorily Resolved
TX	PUC	Zerick Waites	214-388-XXXX	Billing Dispute	1/17/2013	1/21/2013	Satisfactorily Resolved
AK	FCC	Suzanne Clifton	907-223-XXXX	High Rates	1/17/2013	1/23/2013	Satisfactorily Resolved
NV	PUC	Tommy Olsen	312-787-XXXX	Automated Calls	1/18/2013	1/18/2013	Satisfactorily Resolved
GA	FCC	Michelle Bush	434-XXXX	High Rates	1/24/2013	1/28/2013	Satisfactorily Resolved
WA	FCC	Noel Woodard	907-224-XXXX	High Rates	1/24/2013	1/29/2013	Satisfactorily Resolved
MD	AGO	Deborah Zumwalt	636-937-XXXX	Billing Dispute	1/29/2013	2/5/2013	Satisfactorily Resolved
MI	AGO	Michael Majerek	269-845-XXXX	Billing Dispute	1/30/2013	1/31/2013	Satisfactorily Resolved
AZ	PUC	Judith Wiseman	480-393-XXXX	Out of Calls	1/30/2013	2/5/2013	Satisfactorily Resolved
TN	AGO	Claudette Kerr	423-285-XXXX	Refund	2/1/2013	2/6/2013	Satisfactorily Resolved
OH	FCC	Doris Harp	419-428-XXXX	Billing dispute	2/6/2013	2/7/2013	Satisfactorily Resolved
TX	FCC	Cynthia Carpenter	(906) 250-6654	Billing dispute	2/6/2013	2/27/2013	Satisfactorily Resolved
GA	FCC	Ida Vereen	(678) 973-0911	System Issues(Calls won't connect)	2/6/2013	2/28/2013	Satisfactorily Resolved
MI	AGO	Robert Levi	(248) 366-4412	Refund	2/11/2013	2/13/2013	Satisfactorily Resolved
MN	Escalation	Rose Holmes	N/A	Security Issue	2/12/2013	2/18/2013	Satisfactorily Resolved
GA	FCC	Michelle Bush	434-XXXX	Multiple Issues	2/12/2013	2/19/2013	Satisfactorily Resolved
TN	FCC	Clifford Taddler	(423) 293-4457	Billing dispute	2/13/2013	2/15/2013	Satisfactorily Resolved
WI	DOA	Inmate Dominique Robinson	Inmate#313512	Billing Dispute	2/14/2013	2/25/2013	Satisfactorily Resolved
NC	DOA	Henry Armfield	336-312-XXXX	Unwanted Calls	2/18/2013	2/19/2013	Satisfactorily Resolved
MD	DOA	Angela Callahan	410-409-XXXX	Out of Calls	2/20/2013	2/22/2013	Satisfactorily Resolved
WI	Escalation	Bert Koltz	608-770-XXXX	(Alleged) Telemarketing Calls	2/22/2013	2/26/2013	Satisfactorily Resolved
LA	AGO	Nettie Boudoin	337-256-XXXX	Blocked Calls	2/25/2013	2/25/2013	Satisfactorily Resolved
MO	PUC	Beverly Watkins	573-793-XXXX	Unwanted Calls	2/25/2013	2/27/2013	Satisfactorily Resolved
WI	FCC	William Counts	Inmate Complaint	Refund	2/25/2013	3/4/2013	Satisfactorily Resolved
OH	DOA	Craig Wolin	(419) 333-XXXX	Billing dispute	2/27/2013	3/4/2013	Satisfactorily Resolved
MN	FCC	Richard Harwell	952-456-XXXX	Refund	2/28/2013	3/15/2013	Satisfactorily Resolved
MO	AGO	William D. Rohlf	417-343-XXXX	Call Diversions/ Advertising Inquiry	3/3/2013	3/22/2013	Satisfactorily Resolved
OH	FCC	Stephanie Keaton	614-260-XXXX	Billing Explanation	3/7/2013	4/1/2013	Satisfactorily Resolved
TN	FCC	Daniel Franks	615-274-XXXX	High Rates	3/7/2013	4/3/2013	Satisfactorily Resolved
TN	FCC	Phyllis Swayze	423-288-XXXX	Call Diversion	3/7/2013	4/19/2013	Satisfactorily Resolved

AK	PSC	Carla Cheatham	907-746-XXXX	Billing Dispute	3/14/2013	3/29/2013	Satisfactorily Resolved
NC	PSC	Helen Barbour	919-772-XXXX	Rec Billing Changes	3/15/2013	3/21/2013	Satisfactorily Resolved
OH	PUC	David Hamilton	740-646-XXXX	Denies All Knowledge	3/18/2013	3/27/2013	Satisfactorily Resolved
AK	PUC	Sally Hinkley	904-646-XXXX	Payment Not Posted	3/22/2013	3/27/2013	Satisfactorily Resolved
NC	PUC	Rosie Henderson	704-399-XXXX	Billing Explanation	3/22/2013	4/5/2013	Satisfactorily Resolved
KY	FCC	Ryan Estridge	606-593-XXXX	CNGC	3/26/2013	4/2/2013	Satisfactorily Resolved
MT	PUC	Judy Johnson	406-387-XXXX	Rec Billing Changes	3/27/2013	4/1/2013	Satisfactorily Resolved
MS	FCC	Crystal Dawson	601-485-XXXX	Billing Explanation	3/27/2013	4/9/2013	Satisfactorily Resolved
OH	PUC	Mary Potts	937-283-XXXX	Denies All Knowledge	3/29/2013	4/3/2013	Satisfactorily Resolved
AZ	AGO	William Carr	520-647-XXXX	Denies All Knowledge	3/29/2013	4/8/2013	Satisfactorily Resolved
FL	PSC	Richard F. Bryant	B2102	Rates	4/1/2013	5/2/2013	Satisfactorily Resolved
TX	FCC	Barbara Dickson	214-331-XXXX	Billing Dispute	4/7/2013	4/16/2013	Satisfactorily Resolved
OH	Complaint	James Wright	330-447-XXXX	Unwanted Calls	4/8/2013	4/8/13	Satisfactorily Resolved
TX	PUC	Zerick Waites	214-388-XXXX	Billing Dispute	4/8/2013	11/13/2013	Satisfactorily Resolved
OH	FCC	Beth Smith	330-314-XXXX	Prepaid Overage	4/10/2013	4/11/2013	Satisfactorily Resolved
IL	FCC	Latorya Maddox	XXXX	High Rates/Cons Call Home	4/10/2013	4/11/2013	Satisfactorily Resolved
IL	FCC	Angelo Targia	(708) 293-0268	Billing Dispute	4/10/2013	4/12/2013	Satisfactorily Resolved
LA	FCC	Ronald Irby	(713) 726-8051	High Rates	4/10/2013	5/9/2013	Satisfactorily Resolved
WA	Complaint	Justin Casaday	(360) 931-0859	Credit Card Fraud	4/11/2013	4/12/2013	Satisfactorily Resolved
TX	PSC	HL Legg	(979) 535-7332	Denies All Knowledge	4/12/2013	4/24/2013	Satisfactorily Resolved
IL	AGO	Martha Benson	(847) 664-0012	Dropped Calls	4/15/2013	4/17/2013	Satisfactorily Resolved
FL	PSC	Thomas Harris	(071) 281V4204	Approved Calling List (Inquiry)	4/16/2013	4/23/2013	Satisfactorily Resolved
TX	FCC	Garland Hardin	903-641-XXXX	Billing Dispute	4/17/2013	4/24/2013	Satisfactorily Resolved
IL	PSC	Howard Leroy King	708-770-XXXX	Billing Dispute	4/17/2013	4/26/2013	Satisfactorily Resolved
AL	PSC	Janet Adams	907-562-XXXX	CNGC	4/17/2013	4/24/2013	Satisfactorily Resolved
WI	PSC	Lenora Davis	XXXX	Billing Dispute	4/22/2013	4/26/2013	Satisfactorily Resolved
AZ	PUC	Nellie Fay Kohl	602-715-XXXX	Billing Dispute	4/22/2013	4/29/2013	Satisfactorily Resolved
FL	FCC	Frank Martell	954-483-XXXX	Billing Dispute	4/24/2013	5/8/2013	Satisfactorily Resolved
AZ	PSC	Sam Alibrando	273-XXXX	CNGC	4/26/2013	5/3/2013	Satisfactorily Resolved
IL	FCC	Claudia Whaley	893-XXXX	Block	5/1/2013	5/13/2013	Satisfactorily Resolved
AZ	FCC	James Jones	250-XXXX	Rates	5/1/2013	5/14/2013	Satisfactorily Resolved
MD	FCC	Inmate#4260-206	Inmate#4260-206	Rates	5/6/2013	5/24/2013	Satisfactorily Resolved
ND	AGO	Barbara Kapple	(701) 720-XXXX	Billing Dispute	5/10/2013	5/21/2013	Satisfactorily Resolved
OH	FCC	Carol Mac Donald	330-264-XXXX	CNGC	5/22/2013	5/23/2013	Satisfactorily Resolved
TX	FCC	Afroz Burges	713-436-XXXX	Billing Dispute	5/22/2013	6/20/2013	Satisfactorily Resolved
IL	FCC	Inmate Willie Fullilove	Inmate#RC5933	Rate Inquiry	5/29/2013	6/3/2013	Satisfactorily Resolved
MO	AGO	Bill White	XXXX	Block	5/29/2013	6/5/2013	Satisfactorily Resolved
AR	AGO	Clay Outten	(479) 636-XXXX	Block	5/31/2013	6/21/2013	Satisfactorily Resolved
NC	PSC	Philip L Beaman	336-693-XXXX	Automated Calls	6/3/2013	6/10/2013	Satisfactorily Resolved
IL	FCC	Alethia McCall	773-952-XXXX	RCF (Call diversion)	6/5/2013	6/14/2013	Satisfactorily Resolved
OH	PSC	Richard Orgel	419-242-XXXX	Billing Dispute	6/12/2013	6/17/2013	Satisfactorily Resolved
CT	AGO	Al Burmin	(203) 600-XXXX	Automated Calls	6/13/2013	6/26/2013	Satisfactorily Resolved

PA	AGO	Maria Czulewicz	(814) 879-XXXX	Billing Dispute	6/18/2013	7/1/2013	Satisfactorily Resolved
LA	FCC	Lois Blanchard	(985) 449-XXXX	Exceeded PVP	6/19/2013	7/5/2013	Satisfactorily Resolved
CT	AGO	Lawrence Mansy	(203) 524-XXXX	Automated Calls	6/20/2013	6/25/2013	Satisfactorily Resolved
TX	AGO	Michael Barnes	Inmate# 259445	Billing Dispute	6/20/2013	8/1/2013	Satisfactorily Resolved
IL	AGO	David N. Sigler	815-895-XXXX	Block	6/24/2013	7/3/2013	Satisfactorily Resolved
OK	FCC	Paul King	405-797-XXXX	Quality of Service	6/26/2013	7/9/2013	Satisfactorily Resolved
LA	AGO	Henrietta S. McCrary	225-755-XXXX	Billing Dispute	6/28/2013	7/19/2013	Satisfactorily Resolved
OH	PSC	Diane Love	440-839-XXXX	Billing Dispute	7/1/2013	7/9/2013	Satisfactorily Resolved
IL	AGO	Chrysalis Chrisim	773-997-XXXX	Fraud	7/9/2013	7/23/2013	Satisfactorily Resolved
IA	FCC	Penny Hryoshyn	319-360-XXXX	Automated Messages	7/10/2013	7/11/2013	Satisfactorily Resolved
FL	FCC	Kathy Pardee	863-658-XXXX	RCF (Call diversion)	7/10/2013	7/16/2013	Satisfactorily Resolved
IL	FCC	Inmate Willie Fulllove	Inmate# R C5933	Rate Inquiry	7/10/2013	7/26/2013	Satisfactorily Resolved
AK	PSC	Inmate Jack Ibach/ Judi Fairbanks	425-821-XXXX	CNGC	7/11/2013	7/18/2013	Satisfactorily Resolved
IN	AGO	Indiana AGO Complaint	XXXX	Automated Calls	7/11/2013	7/23/2013	Satisfactorily Resolved
IL	AGO	Art Nelson	Inmate# 86268	Billing Dispute	7/11/2013	7/25/2013	Satisfactorily Resolved
NC	AGO	Mary Jo Jenkins	828-989-XXXX	Automated Calls	7/16/2013	7/31/2013	Satisfactorily Resolved
IL	AGO	Jermaine Carpenter	Inmate# B-32167	Approved Calling List (Inquiry)	7/18/2013	8/6/2013	Satisfactorily Resolved
MO	FCC	Francine Webb	314-921-XXXX	Billing Inquiry	7/31/2013	8/21/2013	Satisfactorily Resolved
IL	AGO	Jermaine Carpenter	Inmate Complaint	Block	8/3/2013	8/6/2013	Satisfactorily Resolved
WI	DCA	Reynold Moore	Inmate Complaint	Refund Not Receive	8/6/2013	8/15/2013	Satisfactorily Resolved
WA	AGO	Brian Hallett	(509) 493-1928	Billing Dispute	8/8/2013	8/12/2013	Satisfactorily Resolved
IL	AGO	Raphael Cameron	Inmate Complaint	Refund Not Receive	8/8/2013	8/13/2013	Satisfactorily Resolved
WI	PSC	Jimmie Miller	Inmate Complaint	Billing Dispute	8/9/2013	8/14/2013	Satisfactorily Resolved
WA	AGO	Linda Marie Ford	253-466-XXXX	Automated Calls	8/12/2013	8/16/2013	Satisfactorily Resolved
WA	AGO	James Browder	360-319-XXXX	Denies All Knowledge	8/12/2013	8/20/2013	Satisfactorily Resolved
AZ	AGO	Elizabeth Gipple	928-402-XXXX	Billing Dispute	8/15/2013	8/22/2013	Satisfactorily Resolved
FL	DCA	Yvonne Hall	813-887-XXXX	Refund Issue: 180 Day Policy	8/20/2013	9/4/2013	Satisfactorily Resolved
OR	FCC	Jessica Jensen	714-585-XXXX	RCF (Call diversion)	8/21/2013	9/13/2013	Satisfactorily Resolved
PA	FCC	Paula Anderson	570-275-XXXX	Rates	8/21/2013	9/17/2013	Satisfactorily Resolved
NC	PSC/PUC	James Crawford	910-805-XXXX	Automated Calls	8/25/2013	9/1/2013	Satisfactorily Resolved
WA	AGO	Patricia Danford	425-454-XXXX	Denies All Knowledge	8/28/2013	9/16/2013	Satisfactorily Resolved
AL	FCC	Charles Ware	256-337-XXXX	High Rates	8/28/2013	9/17/2013	Satisfactorily Resolved
KY	FCC	Cathy Dowell	859-638-XXXX	High Rates	9/4/2013	9/19/2013	Satisfactorily Resolved
KY	FCC	Nathaniel Gerhart	502-296-XXXX	Account Inquiry	9/4/2013	9/24/2013	Satisfactorily Resolved
TX	FCC	Cleo Giddens	302-678-XXXX	Refund Not Receive	9/4/2013	10/3/2013	Satisfactorily Resolved
TX	FCC	Ruby Prado	512-695-XXXX	Cut Off Call	9/4/2013	10/31/2013	Satisfactorily Resolved
FL	DACS	Robert Anthony Stahl	386-330-XXXX	Refund Not Receive	9/9/2013	9/19/2013	Satisfactorily Resolved
TX	FCC	Caryn Baker	281-984-XXXX	Automated Calls	9/11/2013	9/23/2013	Satisfactorily Resolved
CA	FCC	Bruce Grant	650-595-XXXX	High Rates	9/18/2013	9/25/2013	Satisfactorily Resolved
CA	FCC	Margaret Childers	559-674-XXXX	High Rates	9/18/2013	9/30/2013	Satisfactorily Resolved
MA	FCC	Randal Huston	781-854-XXXX	High Rates	9/18/2013	10/1/2013	Satisfactorily Resolved
NC	DOJ	Betty W. Ross	919-467-XXXX	Billing Dispute	9/19/2013	9/26/2013	Satisfactorily Resolved

TX	FCC	Ginger Coleman	470-362-XXXX	Call Quality	10/2/2013	10/7/2013	Satisfactorily Resolved
AK	DOATCP	Toni Kirschenmann	509-966-XXXX	Blocked	10/7/2013	10/16/2013	Satisfactorily Resolved
OH	AGO	Susan Voegel	330-499-XXXX	Denies All Knowledge	10/15/2013	10/23/2013	Satisfactorily Resolved
CA	PUC	Shawn Woodall	Inmate Complaint	Refund Not Receive	10/29/2013	11/1/2013	Satisfactorily Resolved
CO	FCC	Kay Ferro	970-641-XXXX	DAK	10/30/2013	11/1/2013	Satisfactorily Resolved
FL	FCC	Neko Barlow	407-470-XXXX	Cut Off Call	11/6/2013	12/4/2013	Satisfactorily Resolved
AR	AGO	Scott McKenzie	870-219-XXXX	Billing Dispute	11/6/2013	11/21/2013	Satisfactorily Resolved
IN	FCC	Edward Bay	812-277-XXXX	Pay Now	11/13/2013	12/13/2013	Satisfactorily Resolved
LA	PUC	Iva Hanna	318-673-XXXX	Cut off Calls	11/13/2013	12/19/2013	Satisfactorily Resolved
FL	FCC	Douglas Cliché	(352) 359-7972	High Rates	11/20/2013	11/18/2013	Satisfactorily Resolved
IL	AGO	John Gill	Inmate Complaint	Refund Not Receive	11/22/2013	11/25/2013	Satisfactorily Resolved
MI	FCC	L.G. Brown	989-292-XXXX	RCF (Call diversion)	12/4/2013	12/16/2013	Satisfactorily Resolved
IN	FCC	Jennifer Swinyd	850-454-XXXX	Refund	12/4/2013	12/23/2013	Satisfactorily Resolved
IN	RCOA	Andrea Fornier	812-870-XXXX	RCF Block	12/6/2013	12/23/2013	Satisfactorily Resolved
TX	FCC	Bonifacio Duran	512-921-XXXX	RCF (Call diversion)	12/11/2013	1/6/2014	Satisfactorily Resolved
CA	FCC	Annette Russ	530-680-XXXX	High Rates	12/11/2013	1/7/2014	Satisfactorily Resolved
TX	FCC	Kate Kindelspire	361-728-XXXX	RCF (Call diversion)	12/11/2013	1/7/2014	Satisfactorily Resolved
TX	FCC	Ms. C. Carpenter	906-250-XXXX	Billing Dispute	12/12/2013	1/3/2014	Satisfactorily Resolved
AK	PUC	Alan Newby	907-488-XXXX	High Rates	12/12/2013	12/17/2013	Satisfactorily Resolved
AK	RCOA	Arlene Chapman	907-373-XXXX	Account Inquiry	12/13/2013	12/20/2013	Satisfactorily Resolved
MO	AGO	Cassandra Ann Brown	573-291-XXXX	Denies All Knowledge	12/13/2013	1/13/2014	Satisfactorily Resolved
NM	DOA	Sandoval	Inmate Complaint	Payment Posting Delay	12/17/2013	1/20/2014	Satisfactorily Resolved
CA	FCC	Jeff McPherson	619-333-XXXX	RCF (Call diversion)	1/2/2014	1/15/2014	Satisfactorily Resolved
CA	FCC	Steven Nair	470-208-XXXX	RCF (Call diversion)	1/2/2014	1/17/2014	Satisfactorily Resolved
AR	FCC	Wilma Niles	501-318-XXXX	Payment Posting Delay	1/2/2014	2/4/2014	Satisfactorily Resolved
LA	DOJ	Patricia Frey	225-242-XXXX	Billing Dispute	1/6/2014	1/14/2014	Satisfactorily Resolved
IL	AGO	John Gill	Inmate Complaint	Refund	1/9/2014	1/22/2014	Satisfactorily Resolved
PR	FCC	Rosela Taull	787-790-XXXX	Billing Dispute	1/9/2014	1/27/2014	Satisfactorily Resolved
MA	FCC	Elizabeth Schaul	216-272-XXXX	High Rates	1/9/2014	1/28/2014	Satisfactorily Resolved
AK	RCOA	Richard Hudson	907-452-XXXX	Billing Dispute	1/10/2014	1/10/2014	Satisfactorily Resolved
FL	DOJ	Wesley Charles Gager	352-562-XXXX	Video Visitation	1/14/2014	2/11/2014	Satisfactorily Resolved
AR	PSC	Debbie Cossey	501-743-XXXX	Billing Dispute	1/16/2014	1/27/2014	Satisfactorily Resolved
IL	AGO	Karen Ward	773-287-XXXX	Refund Issue: 180 Day Policy	1/16/2014	1/29/2014	Satisfactorily Resolved
TX	FCC	Derek Smith	832-372-XXXX	High Rates	1/22/2014	1/30/2014	Satisfactorily Resolved
LA	FCC	Alonzo Allen	Inmate Complaint	High Rates	1/22/2014	2/3/2014	Satisfactorily Resolved
CA	FCC	Maureen Sweeney	858-373-XXXX	DAK	1/22/2014	2/3/2014	Satisfactorily Resolved
CA	FCC	Selena Brewer	662-345-XXXX	RCF (Call diversion)	1/22/2014	2/4/2014	Satisfactorily Resolved
AL	FCC	Terrance Peacock	334-588-XXXX	High Rates	1/29/2014	2/10/2014	Satisfactorily Resolved
IL	AGO	Lashawn Hemdon	Inmate Complaint	Payment Posting Delay	2/7/2014	2/18/2014	Satisfactorily Resolved
CA	FCC	Robert Fiore	951-395-XXXX	Pay Now	2/12/2014	2/18/2014	Satisfactorily Resolved
MD	FCC	Torina Collis	240-508-XXXX	Billing Dispute	2/19/2014	2/21/2014	Satisfactorily Resolved
OH	DOA	Darrin Harris	419-524-XXXX	DAK/LEC	2/19/2014	2/28/2014	Satisfactorily Resolved

AL	FCC	Chdy Carlen	334-369-XXXX	Billing Dispute	2/26/2014	3/6/2014	Satisfactorily Resolved
FL	FCC	Gisela Salerno	786-601-XXXX	High Rates	3/5/2014	3/21/2014	Satisfactorily Resolved
KY	FCC	Bratcher	Inmate Complaint	High Rates	3/12/2014	4/2/2014	Satisfactorily Resolved
GA	FCC	Claudia Davis	770-482-XXXX	Billing Dispute	3/12/2014	3/24/2014	Satisfactorily Resolved
NC	PUC	Dorothy W Shanklin	XXXX	Automated Calls	3/17/2014	3/19/2014	Satisfactorily Resolved
AL	FCC	Earl Rief	256-632-XXXX	Billing Dispute/Account Inquiry	3/19/2014	3/26/2014	Satisfactorily Resolved
CT	FCC	Jerome Carlaso	(646) 827-XXXX	rate change)	3/19/2014	4/9/2014	Satisfactorily Resolved
TX	FCC	Bonnie Sweet	#1327814	Billing Dispute	3/19/2014	4/17/2014	Satisfactorily Resolved
MO	AGO	William Goodman	417-714-XXXX	account using company website .	3/25/2014	3/28/2014	Satisfactorily Resolved
AK	PUC	Don McDonald	Inmate Complaint	rate change)	3/25/2014	4/9/2014	Satisfactorily Resolved
FL	FCC	Carol Stuart	XXXX	Transaction Fees	3/26/2014	4/1/2014	Satisfactorily Resolved
MO	FCC	Gail Dees	(636) 789-2349	rate change)	3/26/2014	3/31/2014	Satisfactorily Resolved
TX	FCC	Adrian Estrada	#1707518	rate change)	3/26/2014	4/8/2014	Satisfactorily Resolved
TX	FCC	Freesia Denton	903-887-XXXX	Payment Posting Delay	3/26/2014	4/28/2014	Satisfactorily Resolved
NY	FCC	Ronald Ganis	212-957-XXXX	rate change)	3/26/2014	4/25/2014	Satisfactorily Resolved
CO	FCC	Sharalynn Rodha	303-759-XXXX	CNGC	3/26/2014	4/28/2014	Satisfactorily Resolved
MI	FCC	Heleen Garcia	(inmate)	rate change)	3/26/2014	4/29/2014	Satisfactorily Resolved
MN	FCC	Anita Carthers	763-228-XXXX	Billing Dispute	3/26/2014	5/2/2014	Satisfactorily Resolved
KY	FCC	Patricia Thomas	513-349-XXXX	Billing Dispute/Inmate Debit Acct	4/4/2014	5/6/2014	Satisfactorily Resolved
AK	PSC	Jack Itach	Inmate Complaint	CNGC/LEC Billing Eliminated	4/4/2014	4/15/2014	Satisfactorily Resolved
AR	PSC	Michael Pierce	(602) 464-XXXX	Billing Dispute/Rate Inquiry	4/4/2014	4/15/2014	Satisfactorily Resolved
VT	AGO	Janet M. O'Bryan	413-441-XXXX	Fraudulent Charges	4/9/2014	Pending	Satisfactorily Resolved
LA	PSC	Janet Crouse	(225) 928-XXXX	High Rates/Rate Inquiry	4/8/2014	4/16/2014	Satisfactorily Resolved
LA	PSC	Susan Burch	(225) 721-XXXX	High Rates/Rate Inquiry	4/8/2014	4/16/2014	Satisfactorily Resolved
LA	PSC	Charles H. Parker	Inmate Complaint	Rate Inquiry/Pay Now calls	4/9/2014	4/21/2014	Satisfactorily Resolved
WA	FCC	Diane Cristelli Webb	206-617-XXXX	Payment Issue	4/9/2014	5/14/2014	Satisfactorily Resolved
TX	FCC	Gerald Hochmecht #519312	Inmate Complaint	High Rates (FCC y/ Collection Calls	4/9/2014	5/14/2014	Satisfactorily Resolved
CT	FCC	Melissa Syvain	203-873-XXXX	High Rates (FCC)	4/9/2014	5/8/2014	Satisfactorily Resolved
WA	AGO	Clinton E Shell	Inmate Complaint	RCF/CNGC	4/15/2014	4/22/2014	Satisfactorily Resolved
FL	FCC	Johanne Madsen	XXXX	Dropped calls/Premature Disconnect	4/23/2014	5/19/2014	Satisfactorily Resolved
TX	FCC	Cedric Pruitt	Inmate Complaint	High Rates	4/23/2014	5/16/2014	Satisfactorily Resolved
MT	PSC	Rona Witt	(406) 452-XXXX	Unable to reach a representative	4/23/2014	4/23/2014	Satisfactorily Resolved
NY	AGO	Susan West	515-991-XXXX	DAK/ Fraudulent Charges	4/25/2014	4/30/2014	Satisfactorily Resolved
OH	AGO	Alberta Bell	937-270-XXXX	Dropped Calls	4/27/2014	5/5/2014	Satisfactorily Resolved
AK	PSC	Marjorie Shorthill	907-696-XXXX	High Rates	4/30/2014	5/13/2014	Satisfactorily Resolved
NM	PSC	Jacob Zuriga	505-402-XXXX	High Rates	4/30/2014	5/5/2014	Satisfactorily Resolved
MI	FCC	Katherine Burdett	269-967-XXXX	High Rates (FCC)/Disconnected Calls	4/30/2014	5/22/2014	Satisfactorily Resolved
CA	FCC	Martin Ozolina	760-405-XXXX	Automated Calls	4/30/2014	5/21/2014	Satisfactorily Resolved
IL	PSC	James Barr	312-814-XXXX	CNGC	5/5/2014	5/20/2014	Satisfactorily Resolved
TX	FCC	Mike Burrington	815-864-XXXX	High Rates (FCC)	5/7/2014	6/13/2014	Satisfactorily Resolved
IL	FCC	Jacqueline Brewer	Inmate Complaint	Rate Inquiry	5/7/2014	6/13/2014	Satisfactorily Resolved
TX	FCC	Richard Jaxson	281-256-XXXX	High Rates (FCC)	5/7/2014	6/13/2014	Satisfactorily Resolved

AZ	FCC	James Gill	623-486-XXXX	Billing Issues	5/7/2014	6/13/2014	Satisfactorily Resolved
TX	FCC	Jason Laird	Inmate Compliant	High Rates (FCC)	5/7/2014	6/13/2014	Satisfactorily Resolved
CA	AGO	Ronald Lee	707-442-XXXX	PVP (LEC Block)	5/12/2014	6/12/2014	Satisfactorily Resolved
ND	AGO	Dawn Lende	650-XXXX/ (701)-652-	Unwanted Automated Calls	5/9/2014	5/29/2014	Satisfactorily Resolved
AK	FCC	Carl JR. Thompson	Inmate Compliant	High Rates (FCC)	5/16/2014	6/20/2014	Satisfactorily Resolved
TX	FCC	Sandra Sanders	XXXX	Payment Issues/ Automated Calls	5/16/2014	6/20/2014	Satisfactorily Resolved
MT	FCC	Stacey Gasia	406-933-XXXX	High Rates	5/16/2014	6/20/2014	Satisfactorily Resolved
TX	PUC	Judy Meur	972-752-XXXX	Billing Issues	5/29/2014	6/27/2014	Satisfactorily Resolved
FL	FCC	Jesse Cordon	954-674-XXXX	Dropped Calls	6/30/2014	7/4/2014	Satisfactorily Resolved
PA	AGO	Roberta Lutz	570-363-XXXX	CNGC	an extension	6/10/2014	Satisfactorily Resolved
AK	PUC	Susan Bravo	(907) 339-XXXX	Denies All Knowledge (DAK)	6/3/2014	6/4/2014	Satisfactorily Resolved
MO	FCC	Dennis Banahan	417-275-XXXX	High Rates (FCC Rates)	6/16/2014	6/27/2014	Satisfactorily Resolved
FL	FCC	Malcolm Austin	352-216-XXXX	Voice Mail Greeting	6/2/2014	6/25/2014	Satisfactorily Resolved
TX	FCC	Bruce Harp Pdx# 440816	610-XXXX	High Rates (FCC Rates)	6/19/2014	6/27/2014	Satisfactorily Resolved
FL	FCC	L.R./ Linda Wright	727-546-XXXX	Dropped Calls	6/11/2014	7/11/2014	Satisfactorily Resolved
KY	AGO	Sandra Vaughn	customer's# (659)-304-	Billing Dispute	N/A	6/20/2014	Satisfactorily Resolved
PA	AGO	Alicia Smith	717-701-XXXX	CNGC	6/11/2014	6/27/2014	Satisfactorily Resolved
PA	FCC	Alicia Smith	717-701-XXXX	CNGC	6/11/2014	6/27/2014	Satisfactorily Resolved
FL	FCC	Kendrick Candida	(953) 244-XXXX	Dropped Calls	6/11/2014	7/2/2014	Satisfactorily Resolved
LA	PSC	Becky McRae	318-933-XXXX	Not LEC Billable	6/11/2014	6/25/2014	Satisfactorily Resolved
IL	FCC	Inmate Montrell Holmes	XXXX/779/375-XXXX/	Billing Dispute	6/25/2014	7/11/2014	Satisfactorily Resolved
MI	FCC	Robert Naughton	517-294-XXXX	Billing Dispute	6/25/2014	7/17/2014	Satisfactorily Resolved
LA	PSC	Virginia Harris	318-925-XXXX	Billing Dispute	6/23/2014	7/16/2014	Satisfactorily Resolved
AZ	FCC	Lynn Moosbrugger	602-303-XXXX	CNGC	7/2/2014	7/22/2014	Satisfactorily Resolved
FL	FCC	Kelvin Doritzir	Inmate Compliant	High Rates	7/9/2014	7/9/2014	Satisfactorily Resolved
AZ	FCC	Andrea Charles	6) 233-XXXX/ (602) 579-XX	CNGC / RCF	7/9/2014	7/29/2014	Satisfactorily Resolved
PA	FCC	Carissa Kepple	814-594-XXXX	CNGC	7/23/2014	8/7/2014	Satisfactorily Resolved
AK	FCC	Carl Daahman	809-939-XXXX	CNGC	7/23/2014	8/12/2014	Satisfactorily Resolved
FL	FCC	Victoria Bridgeman	407-572-XXXX	Billing Dispute/High Rates	7/23/2014	8/8/2014	Satisfactorily Resolved
CA	FCC	Celeste Dobbs	619-781-XXXX	Out of Calls	7/30/2014	8/14/2014	Satisfactorily Resolved
AK	FCC	Sherman Pitt	7) 224-XXXX/ (360) 592-XX	FCC High Rates/ Block Calls	7/30/2014	8/14/2014	Satisfactorily Resolved
IL	FCC	Shantaye Jeffroe	618-972-XXXX	Call Interruption's	7/30/2014	8/21/2014	Satisfactorily Resolved
VA	FCC	Natonya Lucas	757-277-XXXX	Billing Dispute/ Drop Call	7/30/2014	8/19/2014	Satisfactorily Resolved
WI	FCC	Angela Williams	4) 458-XXXX (815) 802-XX	FCC High Rates	7/30/2014	8/25/2014	Satisfactorily Resolved
TX	FCC	Jason Laird	Inmate Compliant	FCC High Rates	7/30/2014	8/22/2014	Satisfactorily Resolved
TX	FCC	Mark Johnson	Inmate Compliant	FCC High Rates	7/30/2014	8/15/2014	Satisfactorily Resolved
TX	FCC	Susan Schreier	2) 215-XXXX (682) 224-XX	Billing Dispute	7/30/2014	8/22/2014	Satisfactorily Resolved
TN	FCC	Jim Fowler	3) 991- XXXX (423) 332-XX	RCF Block	7/30/2014	9/5/2014	Satisfactorily Resolved
CO	FCC	Sharon Dorcas	720-360-XXXX	Video Violation	8/6/2014	9/15/2014	Satisfactorily Resolved
TN	FCC	Elizabeth Malone	XXXX	Billing Dispute	8/6/2014	8/27/2014	Satisfactorily Resolved
WI	FCC	Angela Williams	(414) 458-9618	FCC High Rates	8/6/2014	8/26/2014	Satisfactorily Resolved
MO	FCC	Inmate James Galtz #59286	Inmate Compliant#59286	FCC High Rates	8/6/2014	8/28/2014	Satisfactorily Resolved

TX	FCC	Devin Collins	6) 371-XXXX_ (936) 371-XX	FCC High Rates	8/13/2014	9/11/2014	Satisfactorily Resolved
MI	FCC	Rickie Hill	816-399-XXXX	FCC High Rates	8/13/2014	9/4/2014	Satisfactorily Resolved
LA	FCC	Sandra Humphries	318-249-XXXX	LEC Billing Not Allowed	8/13/2014	9/2/2014	Satisfactorily Resolved
FL	FCC	Erin Garrett	850-777-XXXX	FCC High Rates	8/13/2014	9/12/2014	Satisfactorily Resolved
FL	FCC	Julio Martinez	Inmate Complaint #053602	FCC High Rates	8/13/2014	9/17/2014	Satisfactorily Resolved
TX	FCC	Zerick Waites	214-995-XXXX	Update Account Information	8/13/2014	9/16/2014	Satisfactorily Resolved
AL	FCC	Tracy Stokes	850-380-XXXX	Dropped Calls	8/20/2014	9/22/2014	Satisfactorily Resolved
TX	FCC	Sonia Hernandez	512-653-XXXX	Billing Dispute	8/20/2014	10/2/2014	Satisfactorily Resolved
FL	FCC	Richard Colosky	561-860-XXXX	Out of Calls (cell phone)	8/21/2014	9/22/2014	Satisfactorily Resolved
MI	FCC	Alahndia McGinnis	989-817-XXXX	FCC High Rates	9/10/2014	10/3/2014	Satisfactorily Resolved
FL	FCC	George Dorman	850-465-XXXX	Billing Dispute	9/17/2014	10/16/2014	Satisfactorily Resolved
CO	FCC	Jason Runyan	303-815-XXXX	Securus Video Visitation Blocked	9/17/2014	10/7/2014	Satisfactorily Resolved
NC	FCC	Justin Wilson	XXXX	RCF Jail Call Services	9/17/2014	10/8/2014	Satisfactorily Resolved
TX	FCC	Syble Gallo	727-383-XXXX	Billing Dispute	9/17/2014	10/6/2014	Satisfactorily Resolved
UT	FCC	Loni Radmell	801-694-XXXX	Securus Video Visitation Blocked	9/18/2014	10/24/2014	Satisfactorily Resolved
CA	FCC	Melissa Estus	510-507-XXXX	RCF Jail Call Services	9/18/2014	10/13/2014	Satisfactorily Resolved
OK	FCC	Agnie Zornes	5) 592-XXXX/ (405) 592-XX	RCF Inmate Aid	9/18/2014	10/10/2014	Satisfactorily Resolved
AL	FCC	Pala Slayton	205-594-XXXX	RCF ("RCF")	9/18/2014	10/21/2014	Satisfactorily Resolved
TN	FCC	Jim Fowler	3) 991-XXXX (423) 332-XX	RCF Block	9/19/2014	9/22/2014	Satisfactorily Resolved
TX	FCC	Jennifer Leonardi	423-398-XXXX	FCC High Rates	9/24/2014	10/28/2014	Satisfactorily Resolved
LA	FCC	Mary Humphries	318-396-XXXX	CNG/LEC billing Discontinued	10/1/2014	10/29/2014	Satisfactorily Resolved
MO	FCC	Pam Gretza	630-285-XXXX	Out Of Calls	10/1/2014	10/22/2014	Satisfactorily Resolved
CO	FCC	Jamie Crystal	XXX (503) 349-XXXX, (303	CNGC/ Payment Block	10/9/2014	11/5/2014	Satisfactorily Resolved
SC	FCC	Edward Oliver	Inmate Complaint	High Rates	10/15/2014	11/10/2014	Satisfactorily Resolved
MI	FCC	Jayelynn White	313-231-XXXX	High Rates	10/15/2014	11/11/2014	Satisfactorily Resolved
OR	FCC	Payson Young	503-754-XXXX	High Rates	10/29/2014	11/25/2014	Satisfactorily Resolved
IL	FCC	Aureliuse Piper	Inmate Complaint (399831)	High Rates	10/29/2014	11/19/2014	Satisfactorily Resolved
PA	AGO	Roberta Lutz	570-363-XXXX	CNGC	6/3/2014	6/10/2014	Satisfactorily Resolved
KY	AGO	Sandra Vaughn	customer # (859)-304-	Billing Dispute	6/11/2014	6/20/2014	Satisfactorily Resolved
PA	AGO	Alicia Smith	717-701-XXXX	CNGC	6/11/2014	6/27/2014	Satisfactorily Resolved
AR	PSC	Susan Bravo	(907) 339-XXXX	Denies All Knowledge (DAK)	6/2/2014	6/4/2014	Satisfactorily Resolved
MO	AGO	Bill White	XXXX	CNGC	7/10/2014	7/24/2014	Satisfactorily Resolved
IL	AGO	Lisa	812-499-XXXX	Solicitation Calls	7/11/2014	8/1/2014	Satisfactorily Resolved
CA	AGO	Terri M. Robinson	951-242-XXXX	CNGC	7/21/2014	8/6/2014	Satisfactorily Resolved
MI	AGO	Trudy Jackson	989-932-XXXX	No Third Party Calls Allowed	7/25/2014	8/4/2014	Satisfactorily Resolved
LA	AGO	Faye Hill	318-933-XXXX	CNGC	7/16/2014	8/6/2014	Satisfactorily Resolved
IL	AGO	Gary Kraulides	(773) 767-XXXX	Automated Calls	7/29/2014	8/5/2014	Satisfactorily Resolved
LA	AGO	Ruby Graham	318-925-XXXX	CNGC	7/29/2014	7/29/2014	Satisfactorily Resolved
IN	AGO	Cheryl L Byrnes	812-476-XXXX	Automated Calls	8/6/2014	8/12/2014	Satisfactorily Resolved
OH	AGO	Cinda Boucher	614-260-XXXX	CNGC-Jail Call Services	8/18/2014	8/20/2014	Satisfactorily Resolved
FL	PSC	Kimberly Brooks	941-879-XXXX	Payment not Posted	8/1/2014	8/12/2014	Satisfactorily Resolved
AK	PSC	Thomas Piper	907-278-XXXX	CNGC	8/22/2014	8/22/2014	Satisfactorily Resolved

IL	AGO	Barbara/ Solomon Davis	773-378-XXXX	Customer is not Getting Calls	9/10/2014	9/17/2014	Satisfactorily Resolved
IL	AGO	Terry Barker	Inmate Complaint	High Rates	9/15/2014	9/24/2014	Satisfactorily Resolved
IL	AGO	Sandy Williams	Inmate Complaint	High Rates /Cut Of Calls	9/18/2014	10/1/2014	Satisfactorily Resolved
IL	AGO	Marlon Singleton	Inmate Complaint	High Rates	9/18/2014	9/26/2014	Satisfactorily Resolved
IL	AGO	Donald Quickle	Inmate Complaint	High Rates	9/18/2014	9/29/2014	Satisfactorily Resolved
IL	PUC	Pamela Gretza	630-776-XXXX	Cut Off Calls	9/15/2014	9/25/2014	Satisfactorily Resolved
FL	PUC	William Khol	239-461-XXXX	Unwanted Automated Calls	9/29/2014	10/1/2014	Satisfactorily Resolved
AK	PUC	Marjorie Saccheus	907-890-XXXX	Billing Dispute	9/29/2014	10/1/2014	Satisfactorily Resolved
CO	AGO	Rebecca Pickett	740-591-XXXX	High Rates	10/3/2014	10/9/2014	Satisfactorily Resolved
AR	AGO	Nikki Womack	479-445-XXXX	Automated Calls	10/13/2014	10/14/2014	Satisfactorily Resolved
IL	AGO	Rosetta Holmes	(773) 933-9768	Billing Dispute	10/15/2014	10/20/2014	Satisfactorily Resolved
WA	PSC	Terrance Sullivan	206-824-XXXX	High Rates	10/27/2014	11/3/2014	Satisfactorily Resolved
IN	PSC	George Hewitt	574-333-XXXX	Automated Calls	10/24/2014	10/28/2014	Satisfactorily Resolved
MN	AGO	Evelyn Walker	651-340-XXXX	Payment not Posted	11/3/2014	11/5/2014	Satisfactorily Resolved
TX	FOC	Janice Bailey	972-576-XXXX	Payment Issue	11/10/2014	12/8/2014	Satisfactorily Resolved
IL	AGO	Herman Addison	ale Herman Addison # B85	Billing Issues	11/26/2014	12/8/2014	Satisfactorily Resolved
TN	FOC	Inmate F.E. Harris Jr.	Inmate F.E. Harris # 216258	Lec Billing Changes	12/3/2014	12/23/2014	Satisfactorily Resolved
KY	AGO	Carl Casey	502-487-XXXX	Payment Issues/	12/4/2014	1/23/2015	Satisfactorily Resolved
IL	PSC	Bridget Talmer-Cook	773-699-XXXX	CNGC	12/9/2014	12/10/2014	Satisfactorily Resolved
MN	AGO	Frances Juker	612-226-XXXX	Unwanted Calls	12/10/2014	12/10/2014	Satisfactorily Resolved
VA	FOC	Eboni Carmon	804-447-XXXX	High Rates	12/10/2014	12/16/2014	Satisfactorily Resolved
MN	AGO	Cheryl Kaliszewski	651-774-XXXX	CNGC	12/15/2014	12/22/2014	Satisfactorily Resolved
TX	FOC	Jean Thomas on behalf of William Bec	713-501-XXXX	Billing Issues	12/16/2014	12/24/2014	Satisfactorily Resolved
IL	AGO	Juanita Woodard	773-233-XXXX	Lec Billing Changes	12/19/2014	12/29/2014	Satisfactorily Resolved
GA	FOC	Sheliah Eakin	229-246-XXXX	High Rates	1/5/2015	1/15/2015	Satisfactorily Resolved
TX	FOC	Sheryl Brown	469-573-XXXX	Blocked/RCF	1/14/2015	2/13/2015	Satisfactorily Resolved
OH	FOC	Tina Azolino	602-892-XXXX	Blocked/RCF	1/26/2015	2/20/2015	Satisfactorily Resolved
WI	FOC	Vallie Kaprelian	920-450-XXXX	Account Status	1/26/2015	2/9/2015	Satisfactorily Resolved
MI	PSC	William Darling	616-456-XXXX	High Rates	1/13/2015	1/23/2015	Satisfactorily Resolved
AZ	FOC	Ronald Gans	212-957-XXXX	High Rates	1/27/2015	2/24/2015	Satisfactorily Resolved
NE	FOC	Terrie Thawke	402-278-XXXX	High Rates	2/5/2015	3/11/2015	Satisfactorily Resolved
	AGO	Mark Moriarty	989-254-XXXX	Billing Dispute	2/5/2015	3/4/2015	Satisfactorily Resolved
MI	FOC	Kathryn Montgomery	13-401-XXXX/943-451-XXX	High Rates	2/5/2015	3/4/2015	Satisfactorily Resolved
CO	FOC	Brandon Prestwich	801-205-XXXX	Billing Dispute	2/10/2015	3/6/2015	Satisfactorily Resolved
OH	FOC	Michael Crossno	67-560-XXXX/941-388-XXX	CNGC	2/13/2015	3/13/2015	Satisfactorily Resolved
NC	FOC	Maria Madison	828-280-XXXX	RCF	2/11/2015	3/13/2015	Satisfactorily Resolved
IL	FOC	Elizabeth Cox	630-607-XXXX	High Rates	2/18/2015	3/18/2015	Satisfactorily Resolved
PA	FOC	Andrew Boyd	814-621-XXXX	System Issue	2/18/2015	3/17/2015	Satisfactorily Resolved
MO	AGO	Linda S. Ehlen	314-803-XXXX	CNGC	2/19/2015	3/11/2015	Satisfactorily Resolved
PA	FOC	Claudia Tramer	022-349-XXXX	High Rates	3/1/2015	3/26/2015	Satisfactorily Resolved
WA	AGO	Shirley Ann Boggs	29-322-XXXX/229-322-XXX	Billing Dispute	3/3/2015	3/19/2015	Satisfactorily Resolved
AZ	FOC	Betty Perkins	02-892-XXXX/520-777-XXX	RCF	3/3/2015	3/25/2015	Satisfactorily Resolved

IL	PSC	Betty Wilson	917-837-XXXX	CNGC/180 Day Policy	3/4/2015	3/11/2015	Satisfactorily Resolved
WI	PSC	Gary Graham	715-232-XXXX	Automated Calls/Pay	3/4/2015	3/18/2015	Satisfactorily Resolved
AK	PSC	Inmate Jason Pirtle	Inmate Complaint	CNGC/Billing Issues	3/6/2015	3/16/2015	Satisfactorily Resolved
GA	FCC	Shirley Poole	29-322-XXXX/ 229-322-XXX	High Rates	3/9/2015	3/16/2015	Satisfactorily Resolved
OK	PSC	Kathy Mills	918-833-XXXX	High Rates	3/10/2015	3/23/2015	Satisfactorily Resolved
MI	FCC	Richard Meyer	989-275-XXXX	Billing / Customer Not Getting Calls	3/11/2015	4/7/2015	Satisfactorily Resolved
IL	FCC	Betty Larsha	773-933-XXXX	Unable to reach a representative	3/16/2015	4/8/2015	Satisfactorily Resolved
PA	AGO	Betty Lane	412-363-XXXX	Payment Issue	3/19/2015	4/9/2015	Satisfactorily Resolved
WI	AGO	Valda Payette	920-897-XXXX	CNGC/ Lec Billing Not Allowed	3/19/2015	4/2/2015	Satisfactorily Resolved
VA	FCC	Vicki Rose	804-371-XXXX	High Rates	3/19/2015	4/7/2015	Satisfactorily Resolved
MI	FCC	Sarah Ferguson	248-293-XXXX	High Rates	3/23/2015	4/13/2015	Satisfactorily Resolved
MN	FCC	Tyler Tiegs	715-419-XXXX	High Rates	3/24/2015	4/23/2015	Satisfactorily Resolved
FL	FCC	James Loftus	813-498-XXXX	Pay Now	4/1/2015	4/21/2015	Satisfactorily Resolved
OH	AGO	Julianne Crawford Aburahmeh	937-496-XXXX	Payment Issue	4/1/2015	4/14/2015	Satisfactorily Resolved
KY	FCC	Malcolm Froome	615-785-XXXX	Pay Now	4/3/2015	4/22/2015	Satisfactorily Resolved
LA	PSC	Lee A. Brown	318-635-XXXX	Lec Not Billable	4/8/2015	4/17/2015	Satisfactorily Resolved
IL	AGO	Inmate Eddie Adams	Inmate Complaint	Payment Issues	4/13/2015	4/17/2015	Satisfactorily Resolved
IL	AGO	Inmate George Mack	Inmate Complaint	Cut of Calls	4/15/2015	4/21/2015	Satisfactorily Resolved
MN	FCC	Erin Meleen	612-791-XXXX	High Rates	4/15/2015	5/28/2015	Satisfactorily Resolved
LA	PSC	Paul LaCombe	318-685-XXXX	Refund Issues	4/21/2015	4/22/15	Satisfactorily Resolved
TN	FCC	Gary Action	901-674-XXXX	Inability to Talk to a Rep	4/22/2015	5/6/2015	Satisfactorily Resolved
TX	FCC	Laura Rodriguez	281-650-XXXX	High Rates	4/23/2015	4/28/2015	Satisfactorily Resolved
WI	PSC	Christopher Yops	414-541-XXXX	Payment Issues	4/23/2015	4/28/2015	Satisfactorily Resolved
LA	FCC	Colin Pipkins	504-881-XXXX	High Rates	4/23/2015	5/12/2015	Satisfactorily Resolved
WI	PSC	Inmate Darryl Deramus	Inmate Complaint	Payment Issue	4/27/2015	4/30/2015	Satisfactorily Resolved
WI	PSC	Wayne D. Murphy	Inmate Complaint	High Rates	4/27/2015	5/13/2015	Satisfactorily Resolved
WI	PSC	Donley Mc Intosh	Inmate Complaint	High Rates	4/29/2015	5/14/2015	Satisfactorily Resolved
FL	FCC	Julio Martinez	305-773-XXXX	High Rates	4/30/2015	5/18/2015	Satisfactorily Resolved
TX	FCC	Elizabeth Orejo	210-394-XXXX	Payment Time	4/30/2015	5/19/2015	Satisfactorily Resolved
TX	FCC	Tabatha Perry	972-279-XXXX	Account/Billing Conversion	5/1/2015	5/27/2015	Satisfactorily Resolved
TX	FCC	Kathy Burkett	936-441-XXXX	High Rates #Inability to Talk to Rep	5/1/2015	5/21/2015	Satisfactorily Resolved
SC	FCC	Brandi Johnson	843-325-XXXX	High Rates	5/4/2015	6/4/2015	Satisfactorily Resolved
TX	FCC	Martha Chapman	956-472-XXXX	High Rates	5/4/2015	5/26/2015	Satisfactorily Resolved
AL	FCC	Robert Hirt	404-514-XXXX	High Rates #Inability to Talk to Rep	5/13/2015	6/10/2015	Satisfactorily Resolved
SC	FCC	Inmate Ralph Roman-GP5705	Inmate Complaint	Call Quality	5/13/2015	6/4/2015	Satisfactorily Resolved
AZ	FCC	Glennaris Carter	480-896-XXXX	180 Day Policy	5/20/2015	6/12/2015	Satisfactorily Resolved
ND	AGO	Bobbi Milbrath	701-228-XXXX	Unwanted Inmate Calls	5/22/2015	5/22/2015	Satisfactorily Resolved
MN	AGO	Mark Olson/Tammy Wilmer	763-762-XXXX	Dropped Calls	5/27/2015	5/28/2015	Satisfactorily Resolved
NM	FCC	Teresa Oudhley	915-274-XXXX	High Rates	5/27/2015	6/17/2015	Satisfactorily Resolved
LA	AGO	Leonard Cosby	318-371-XXXX	Account/Billing Conversion	5/28/2015	6/12/2015	Satisfactorily Resolved
TX	FCC	Terry McNeil	512-658-XXXX	Cut off Call	6/2/2015	6/19/2015	Satisfactorily Resolved
AK	PSC	Vlad a Sotakaya	907-829-XXXX	Account Information	6/4/2015	6/4/2015	Satisfactorily Resolved

OH	AGO	Barbara Parker	40-262-XXXX/740-387-XXX	High Rates	6/4/2015	6/19/2015	Satisfactorily Resolved
FL	PSC	Ed Bowell	21-946-XXXX/386-589-XXX	Payment Issue	6/5/2015	6/8/2015	Satisfactorily Resolved
NJ	FOC	Daniele Krzeczowski	973-803-XXXX	Billing Issues	6/8/2015	6/22/2015	Satisfactorily Resolved
AZ	FOC	Theresa Elliot	928-580-XXXX	Billing Issues	6/11/2015	6/25/2015	Satisfactorily Resolved
TX	FOC	Loyde Williams	817-703-XXXX	Billing Issues	6/11/2015	6/30/2015	Satisfactorily Resolved
AK	PSC	Evelyn Johnson	907-747-XXXX	CNGC (CNGC)	6/16/2015	6/17/2015	Satisfactorily Resolved
NV	FOC	Marcia S. Kosterka	702-270-XXXX	Payment Issue	6/16/2015	6/30/2015	Satisfactorily Resolved
IL	AGO	William A. Becker	618-317-XXXX	Unwanted Calls	6/17/2015	6/18/2015	Satisfactorily Resolved
NC	PSC	Donna Horner	336-221-XXXX	stant Pay/Now/Text/Connect/FC	6/17/2015	6/22/2015	Satisfactorily Resolved
IL	AGO	Inmate Andre G. Jones #R22158	Inmate Compliant	Cut Off Calls (COC) - Cellular	6/18/2015	6/18/2015	Satisfactorily Resolved
IL	PSC	Ina Schaffer	847-432-XXXX	Cut Off Calls (COC) - Cellular	6/22/2015	7/1/2015	Satisfactorily Resolved
FL	FOC	Beverly Irvin	440-356-XXXX	Billing Issues	6/22/2015	9/24/2015	Satisfactorily Resolved
CA	FOC	Virginia McCall	714-846-XXXX	Billing Issues	6/23/2015	7/10/2015	Satisfactorily Resolved
LA	FOC	Michelle Martin	480-206-XXXX	CNGC	6/24/2015	7/10/2015	Satisfactorily Resolved
NJ	FOC	Mike Andrejko	732-349-XXXX	Payment Issue	6/29/2015	6/30/2015	Satisfactorily Resolved
PA	FOC	Oscar Various Hs-3136	Inmate Compliant	Call Quality	7/1/2015	7/14/2015	Satisfactorily Resolved
AK	PSC	Anuska Hanson	907-596-XXXX	Payment Not Posted	7/7/2015	7/13/2015	Satisfactorily Resolved
NC	FOC	DAWN PAFENROTH	919-471-XXXX	High Rates	7/7/2015	7/30/2015	Satisfactorily Resolved
TX	FOC	Cynthia R. Wells	214-738-XXXX	Billing Issues	7/7/2015	8/5/2015	Satisfactorily Resolved
IL	AGO	Eugene Jackson	217-725-XXXX	CNGC	7/15/2015	7/16/2015	Satisfactorily Resolved
GA	FOC	Lindsay Snipes	706-350-XXXX	RCF	7/15/2015	8/10/2015	Satisfactorily Resolved
IL	AGO	Inmate Juan Padilla# N10785	Inmate Compliant	Payment Issues	7/17/2015	7/20/2015	Satisfactorily Resolved
IL	AGO	Inmate Octavius House#M03724	Inmate Compliant	Cut Off Calls	7/17/2015	7/21/2015	Satisfactorily Resolved
AK	PSC	Rita Thompson	907-561-XXXX	Billing Issues	7/17/2015	7/21/2015	Satisfactorily Resolved
IL	FOC	Toni Shumate	708-724-XXXX	CNGC (CNGC)	7/17/2015	7/27/2015	Satisfactorily Resolved
FL	FOC	Glenn Stuart	407-403-XXXX	Payment Not Posted	7/17/2015	8/7/2015	Satisfactorily Resolved
NM	FOC	Sandra Cates	575-487-XXXX	No Positive Acceptance	7/17/2015	8/11/2015	Satisfactorily Resolved
CA	FOC	Melissa Estus	510-507-XXXX	High Rates	7/22/2015	8/17/2015	Satisfactorily Resolved
WI	AGO	Bertie R. Butler	217-235-XXXX	Billing Issues	7/23/2015	7/24/2015	Satisfactorily Resolved
LA	PSC	Dorothy Liesmann	318-861-XXXX	Inquiry	7/24/2015	7/29/2015	Satisfactorily Resolved
GA	FOC	John Abercrombie	423-400-XXXX	High Rates	7/28/2015	8/24/2015	Satisfactorily Resolved
VA	PSC	Lisa Griffith	275-591-XXXX	Cut Off Calls	8/11/2015	8/12/2015	Satisfactorily Resolved
TX	FOC	Debra Newton	979-595-XXXX	Cut Off Calls	8/13/2015	9/3/2015	Satisfactorily Resolved
IL	FOC	Ruben Aguilar III	361-800-XXXX	High Rates	8/14/2015	8/31/2015	Satisfactorily Resolved
SC	FOC	Yvonne Richards	864-556-XXXX	High Rates	8/19/2015	9/9/2015	Satisfactorily Resolved
OR	FOC	Tim McKnight	503-863-XXXX	High Rates	8/21/2015	9/14/2015	Satisfactorily Resolved
VT	AGO	Robert Lierle	802-275-XXXX	SV Credit/ Payment Issue	8/21/2015	9/16/2015	Satisfactorily Resolved
NC	PSC	Monica L. Brown	267-884-XXXX	Fraudulent Charges	8/24/2015	8/28/2015	Satisfactorily Resolved
OH	PSC	Eleanor Keenum	440-238-XXXX	Inability to Talk to a Rep	8/25/2015	9/1/2015	Satisfactorily Resolved
AK	AGO	Sara Mach	541-744-XXXX	RCF	8/28/2015	9/23/2015	Satisfactorily Resolved
IL	AGO	David Summers	217-316-XXXX	Payment/Funding Fees	8/31/2015	9/16/2015	Satisfactorily Resolved
VA	FOC	Larry Levine/ Pamela Powell	540-212-XXXX	RCF	8/31/2015	9/21/2015	Satisfactorily Resolved

AK	PSC	Glenn Arnold	907-401-XXXX	Payment Issue	9/3/2015	9/3/2015	Satisfactorily Resolved
AK	FCC	Don McDonald	360-652-XXXX	Account/Billing Conversion	9/4/2015	9/15/2015	Satisfactorily Resolved
TX	FCC	Charlane Meyer	512-581-XXXX	High Rates	9/9/2015	Pending	Satisfactorily Resolved
MO	FCC	Kelly Steffen	660-684-XXXX	No Positive Acceptance	9/15/2015	9/15/2015	Satisfactorily Resolved
IL	FCC	Bessie Spencer	312-498-XXXX	Payment Issue	9/23/2015	9/24/2015	Satisfactorily Resolved
AR	FCC	Gerald Niles	Inmate Complaint	90 Day Inactivity	9/24/2015	9/28/2015	Satisfactorily Resolved
IL	AGO	Barbara Malmore	217-491-XXXX	Billing Dispute/Fraud	9/24/2015	9/25/2015	Satisfactorily Resolved
IL	AGO	Mary Ward	724-256-XXXX	Billing Dispute	9/30/2015	9/30/2015	Satisfactorily Resolved
IL	AGO	Danielle Loyd	617-967-XXXX	CNGC	9/30/2015	10/9/2015	Satisfactorily Resolved
OH	FCC	Inmate Brian A. Smith	Inmate Complaint	High Rates	9/30/2015	10/19/2015	Satisfactorily Resolved
AK	FCC	Manfred West	Inmate Complaint	High Rates	9/30/2015	10/16/2015	Satisfactorily Resolved
FL	FCC	Scott Schneider	727-417-XXXX	Billing Dispute	10/1/2015	10/21/2015	Satisfactorily Resolved
TX	FCC	Deborah Cardenas	(210) 831-XXXX	Blocked	10/6/2015	11/3/2015	Satisfactorily Resolved
AK	FCC	Sarah Ito, M.D.	(907) 596-XXXX	Billing Dispute	10/19/2015	11/25/2015	Satisfactorily Resolved
TX	FCC	Rebecca Barnes	(832) 971-XXXX	High Rates	10/26/2015	11/25/2015	Satisfactorily Resolved
MN	FCC	Michelle Barry	(218) 671-XXXX	Pay Now	10/21/2015	11/19/2015	Satisfactorily Resolved
FL	FCC	Inmate Otis Blaxton	Inmate Complaint	Blocked	10/5/2015	10/22/2015	Satisfactorily Resolved
AK	FCC	Diane Boyd	(907) 422-XXXX	High Rates	10/6/2015	10/26/2015	Satisfactorily Resolved
IL	FCC	Inmate Taurean Giles	Inmate Complaint	Call Quality	10/14/2015	11/4/2015	Satisfactorily Resolved
NM	FCC	Phyllis LaRue	(281) 463-XXXX	High Rates	10/23/2015	11/20/2015	Satisfactorily Resolved
PA	FCC	Cathy Ludwig	(814) 893-XXXX	Remote Call Forwarding	10/6/2015	10/23/2015	Satisfactorily Resolved
TX	FCC	Peter Mead	(541) 434-XXXX	Billing Dispute	10/14/2015	11/12/2015	Satisfactorily Resolved
GA	FCC	David Miller	(903) 885-XXXX	High Rates	10/14/2015	11/10/2015	Satisfactorily Resolved
CA	FCC	Rufus Nichols	(770) 483-XXXX	Pay Now	10/21/2015	11/16/2015	Satisfactorily Resolved
MA	FCC	Mark Rain	(650) 363-XXXX	High Rates	10/21/2015	11/16/2015	Satisfactorily Resolved
FL	FCC	Nicholas Reville	(508) 963-XXXX	Billing Dispute	10/23/2015	11/23/2015	Satisfactorily Resolved
MO	FCC	Scott Schneider	(727) 417-XXXX	High Rates	10/1/2015	10/21/2015	Satisfactorily Resolved
IL	FCC	Maureen Stewart	(708) 663-XXXX	Payment Issue	10/7/2015	11/15/2015	Satisfactorily Resolved
PA	FCC	Inmate Tyree Tucker	Inmate Complaint	Call Quality	10/14/2015	11/9/2015	Satisfactorily Resolved
CA	FCC	Inmate Charles Wade	Inmate Complaint	Account Status	9/21/2015	10/14/2015	Satisfactorily Resolved
FL	FCC	Edward Weiss	(215) 888-XXXX	Call Quality	10/28/2015	11/25/2015	Satisfactorily Resolved
AR	AGO	Inmate Vonnie Moore-Shabazz	Inmate Complaint	Payment Issue	8/23/2015	10/19/2015	Satisfactorily Resolved
KY	AGO	Tommy Southard	(270) 765-XXXX	Refund Issue	10/8/2015	11/5/2015	Satisfactorily Resolved
MO	AGO	Kenneth Burris	573-746-XXXX	Inability to Talk to a Rep	11/2/2015	11/11/2015	Satisfactorily Resolved
IN	AGO	Riley Fleming	Inmate Complaint	Refund Issues	12/6/2015	12/23/2015	Satisfactorily Resolved
IN	AGO	Kimberly Grant	317-682-XXXX	Automated Calls	12/10/15	12/21/2015	Satisfactorily Resolved
TX	FCC	Lisa Adewole Roberts	(512) 650-XXXX	High Rates	11/20/2015	12/10/2015	Satisfactorily Resolved
TN	FCC	Sidney McElhenny	(731) 859-XXXX	Remote Call Forwarding	11/2/2015	12/4/2015	Satisfactorily Resolved
FL	FCC	Inmate James Pautausos	(727) 847-XXXX	Premature Call Disconnections	11/9/2015	12/7/2015	Satisfactorily Resolved
LA	FCC	Heike Preisendorfer	318-717-XXXX	Remote Call Forwarding	11/1/2015	12/15/2015	Satisfactorily Resolved
CA	FCC	Robin Rain	(650) 291-XXXX	High Rates	11/16/2015	12/9/2015	Satisfactorily Resolved
MI	FCC	Rachel Reese	(269) 859-XXXX	High Rates	11/16/2015	12/4/2015	Satisfactorily Resolved

FL	FOC	Pamela Rowdon	(386) 788-XXXX	Automated Calls	11/3/2015	12/3/2015	Satisfactorily Resolved
AK	FOC	Inmate Carl Thompson Jr	Inmate Complaint	High Rates	11/2/2015	12/2/2015	Satisfactorily Resolved
PA	FOC	Kelly Miele	(570) 780-XXXX	Billing Dispute	1/8/2016	12/4/2015	Satisfactorily Resolved
TX	FOC	Mary Pavay	(512) 564-XXXX	High Rates	12/1/2015	12/15/2015	Satisfactorily Resolved
CT	FOC	Michael Walsh	(203) 260-XXXX	Billing Dispute	12/2/2015	12/17/2015	Satisfactorily Resolved
AK	FOC	Tina Whisler	(907) 745-XXXX	Automated Calls	12/7/2015	12/17/2015	Satisfactorily Resolved
MT	DOJ	Bert Pezzarossi	(406) 951-XXXX	Billing Dispute	10/28/2015	11/17/2015	Satisfactorily Resolved
AR	PSC	Suzanne Weece	(479) 651-XXXX	High Rates	11/5/2015	11/24/2015	Satisfactorily Resolved
OR	DOJ	Deanna L Duey	(503) 595-XXXX	Automated Calls	11/17/2015	12/9/2015	Satisfactorily Resolved
OR	DOJ	Rebecca Whelaine	(360) 910-9717	Refund Issues	11/21/2015	12/10/2015	Satisfactorily Resolved
IL	AGO	Inmate Timothy Lucas	Inmate Complaint	Billing Dispute	1/13/2016	2/17/2016	Satisfactorily Resolved
TX	AGO	Jeffrey Simmons	(503) 547-XXXX	Billing Dispute	2/11/2016	2/26/2016	Satisfactorily Resolved
IL	FOC	Elizabeth Patman	(618) 334-XXXX	Blocked	12/29/2015	1/14/2016	Satisfactorily Resolved
PA	FOC	Inmate Greg Eldred	Inmate Complaint	High Rates	12/16/2015	1/7/2016	Satisfactorily Resolved
PA	FOC	Cesar Polito	Inmate Complaint	High Rates	12/21/2015	1/11/2016	Satisfactorily Resolved
AR	FOC	Mary Day	(920) 933-XXXX	High Rates	1/4/2016	1/28/2016	Satisfactorily Resolved
IL	FOC	Inmate Joseph Dole	Inmate Complaint	High Rates	12/31/2015	1/26/2016	Satisfactorily Resolved
IL	FOC	Marlene Fredrick	262-237-XXXX	Billing Dispute	1/26/2016	2/12/2016	Satisfactorily Resolved
TX	FOC	Jozesa Gorski	(860) 827-XXXX	Automated Calls	12/28/2015	1/13/2016	Satisfactorily Resolved
TX	FOC	David Haymes	(972) 233-XXXX	High Rates	1/27/2016	2/23/2016	Satisfactorily Resolved
CT	FOC	Amelia Hickey	(203) 509-XXXX	High Rates	1/13/2016	2/4/2016	Satisfactorily Resolved
TX	FOC	Jordan Smith	(830) 214-XXXX	High Rates	1/13/2016	2/3/2016	Satisfactorily Resolved
TX	FOC	Carri Joseph	(214) 317-XXXX	Billing Dispute	1/27/2016	1/12/2016	Satisfactorily Resolved
IL	FOC	Inmate Dennis L. Martin	Inmate Complaint	High Rates	12/23/2015	1/8/2016	Satisfactorily Resolved
IL	FOC	Sara Murphy	(618) 751-XXXX	High Rates	1/22/2016	2/8/2016	Satisfactorily Resolved
TX	FOC	Lisa Rodriguez	(817) 366-XXXX	Billing Dispute	12/30/2015	1/15/2016	Satisfactorily Resolved
AL	FOC	Cynthia Stocum	(334) 514-XXXX	Premature Call Disconnections	1/26/2016	2/16/2016	Satisfactorily Resolved
TX	FOC	Shanell Smith	(210) 986-XXXX	High Rates	1/8/2016	2/11/2016	Satisfactorily Resolved
TX	FOC	Elisa Torres	(903) 586-XXXX	High Rates	1/26/2016	2/15/2016	Satisfactorily Resolved
MT	FOC	Kristi Barden	(406) 850-0289	Account Status	2/2/2016	3/2/2016	Satisfactorily Resolved
IL	FOC	Inmate Robert Beard	Inmate Complaint	Billing Dispute	1/12/2016	2/2/2016	Satisfactorily Resolved
FL	FOC	Michael Hasden	(850) 673-XXXX	Automated Calls	2/3/2016	3/3/2016	Satisfactorily Resolved
MT	FOC	Susanne Kreidler	(406) 855-XXXX	High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
AR	FOC	Becca Phillips	(716) 361-XXXX	High Rates	2/4/2016	3/7/2016	Satisfactorily Resolved
AK	FOC	Charles Rollins	(907) 488-XXXX	Billing Dispute	2/2/2016	3/3/2016	Satisfactorily Resolved
TX	FOC	Tamara Scott	(713) 359-XXXX	Billing Dispute	2/2/2016	3/1/2016	Satisfactorily Resolved
NJ	FOC	Jennifer Suniel	(806) 203-XXXX	Pay Now	2/8/2016	3/10/2016	Satisfactorily Resolved
NH	FOC	Justin Wilcox	(405) 748-XXXX	High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
NM	PSC	Michelle Mees	(920) 254-XXXX	Automated Calls	2/9/2016	2/15/2016	Satisfactorily Resolved
NM	PSC	Susan Rueltem Prokaski	(505) 988-XXXX	Automated Calls	2/12/2016	2/10/2016	Satisfactorily Resolved
AR	FOC	Beca Phillips	(479) 220-XXXX	High Rates	2/4/2016	3/7/2016	Satisfactorily Resolved
FL	FOC	Michael Hasden	850-673-XXXX	Unwanted Inmate Calls	2/3/2016	3/4/2016	Satisfactorily Resolved

OK	FCC	Larry Gray	918-351-XXXX	Fees: Wireless/Admin/Regulatory	2/28/2016	3/27/2016	Satisfactorily Resolved
NH	FCC	Justin Wilcox	405-748-0185	Fees #High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
AK	FCC	Charles Rollins	907-488-XXXX	Payment Not Posted	2/2/2016	3/3/2016	Satisfactorily Resolved
MT	FCC	Kristi Barden	855-822-XXXX	Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
TX	FCC	Tamara Scott	972-794-XXXX	Issues #Refund Process	2/2/2016	3/3/2016	Satisfactorily Resolved
MT	FCC	Suzanne Kreidler	406-855-XXXX	Blocked Accounts #High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
WI	PSC	Michelle Mees	920-254-XXXX	Set Up	2/1/2016	2/15/2016	Satisfactorily Resolved
FL	FCC	Inmate Gerald Niles # 122280	Inmate Complaint	90 Day Inactivity Policy	2/1/2016	2/1/2016	Satisfactorily Resolved
TX	FCC	Jannelle Gallegos	210-499-XXXX	FCC Rate Change	3/3/2016	4/2/2016	Satisfactorily Resolved
MI	FCC	Samantha Ardelean	517-512-XXXX	High Rates	3/7/2016	4/6/2016	Satisfactorily Resolved
AK	PSC	Terrance Stern	907-222-XXXX	Billing Dispute	3/8/2016	3/24/2016	Satisfactorily Resolved
MI	FCC	EDDIE-MAY WARD	231-773-XXXX	Automated Calls	3/9/2016	4/8/2016	Satisfactorily Resolved
IL	FCC	Inmate Francisco Gonzalez	Inmate Complaint	Call Quality	3/14/2016	4/13/2016	Satisfactorily Resolved
TX	FCC	Tammy Matsche	903-388-XXXX	FCC Rate Change	3/15/2016	4/14/2016	Satisfactorily Resolved
WI	FCC	Darlen Gambel	N/A	High Rates	3/15/2016	4/14/2016	Satisfactorily Resolved
IL	FCC	Inmate Joseph Dole	N/A	90 Day Inactivity	3/16/2016	3/30/2016	Satisfactorily Resolved
MI	FCC	Patricia Lesko	734-734-XXXX	FCC Rate Change	3/16/2016	4/15/2016	Satisfactorily Resolved
PA	FCC	Inmate-Charles Smith	N/A	Automated Calls	3/16/2016	4/14/2016	Satisfactorily Resolved
IL	FCC	Inmate Robert Beard #R22516	N/A	Cut Off Calls	3/16/2016	3/30/2016	Satisfactorily Resolved
IN	FCC	Sky Collins	502-299-XXXX	FCC Rate Change	3/17/2016	4/16/2016	Satisfactorily Resolved
AR	FCC	Inmate Marford West	Inmate Complaint	Customer Not Getting Calls	3/18/2016	4/17/2016	Satisfactorily Resolved
IL	FCC	Shaun Hubbard #B46211	N/A	Automated Calls	3/21/2016	4/20/2016	Satisfactorily Resolved
IL	FCC	Alex Negron	N/A	Automated Calls	3/21/2016	4/20/2016	Satisfactorily Resolved
AK	FCC	Louis Hastings	N/A	Billing Dispute	3/22/2016	3/29/2016	Satisfactorily Resolved
NJ	FCC	Bruce Lieberman	201-522-XXXX	Dropped Calls/ Pay Now Calls	3/22/2016	4/21/2016	Satisfactorily Resolved
CA	FCC	Mark Rain	650-349-XXXX	Payment Funding Fees	3/22/2016	4/15/2016	Satisfactorily Resolved
IL	FCC	Inmate Renaldo Matthews	Inmate Complaint	Account Set Up	3/23/2016	4/22/2016	Satisfactorily Resolved
VA	FCC	Melanie Allen Dees	385-205-XXXX	Cut of Calls	3/23/2016	4/22/2016	Satisfactorily Resolved
CA	FCC	Sabina Herrera	760-486-XXXX	FCC Rate Change	3/23/2016	4/23/2016	Satisfactorily Resolved
IL	FCC	Inmate Daron Smith 346216	Inmate Complaint	Automated Calls	3/24/2016	4/21/2016	Satisfactorily Resolved
OK	FCC	Linda Abitbol	918-378-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
AR	FCC	Elaine McCool	479-439-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
GA	FCC	Patricia Yancey	404-990-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
AZ	FCC	Marissa Andradia	520-350-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
OR	FCC	Joshua Callington	612-879-XXXX	Fees	3/30/2016	4/29/2016	Satisfactorily Resolved
KY	FCC	Inmate Christopher Hooper#189984	Inmate Complaint	FCC Rate Change	3/31/2016	4/28/2016	Satisfactorily Resolved
TX	FCC	Mariam Habib	281-599-XXXX	FCC Rate Change	3/31/2016	4/30/2016	Satisfactorily Resolved
AR	FCC	Marilyn Donigan	877-710-XXXX	FCC Rate Change	3/31/2016	4/30/2016	Satisfactorily Resolved
KY	FCC	Clyde Adams/ Larry Levine	859-439-XXXX	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Audrey Owensbury/ Larry Levine	234-200-3374	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Amanda Dummer/ Larry Levine	630-701-6181	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Bennisha Roundtree/ Larry Levine	404-334-4135	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved

PA	FCC	Larry Levine / Abony Person	319-774-5771	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Larry Levine on behalf of Sheila Thompson	419-549-XXXX	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
CT	AGO	Inmate John Williams	203-248-XXXX	Refund Issue	4/29/2016	5/6/2016	Satisfactorily Resolved
IL	FCC	Inmate Anthony Spaulding K-54932	Inmate Complaint	FCC Rate Change	4/4/2016	5/4/2016	Satisfactorily Resolved
AR	FCC	Gerald Niles/ Wilma Niles	501-318-XXXX	FCC Rate Change	4/4/2016	5/4/2016	Satisfactorily Resolved
TX	FCC	Gabriela Alcalá	956-330-XXXX	FCC Rate Change	4/4/2016	5/4/2016	Satisfactorily Resolved
TX	FCC	Michelle Phillips	N/A	Payment Funding Fees	4/4/2016	5/5/2016	Satisfactorily Resolved
KY	FCC	Inmate David Miller	Inmate Complaint	FCC Rate Change	4/5/2016	5/5/2016	Satisfactorily Resolved
TX	FCC	Inmate Tracy Hicks	Inmate Complaint	Refund Issue	4/6/2016	5/6/2016	Satisfactorily Resolved
TX	FCC	Janit Smith	254-835-XXXX	FCC Rate Change	4/6/2016	5/6/2016	Satisfactorily Resolved
AR	FCC	Elaine McCool	479-439-XXXX	Payment Funding Fees	3/8/2016	4/27/2016	Satisfactorily Resolved
TX	FCC	Marisol Martinez	512-938-XXXX	FCC Rate Change	4/8/2016	5/8/2016	Satisfactorily Resolved
GA	FCC	Diane Bethea	404-316-XXXX	Cut of Calls	4/8/2016	5/8/2016	Satisfactorily Resolved
TX	FCC	Felicia Sosa	409-767-XXXX	FCC Rate Change	4/8/2016	5/8/2016	Satisfactorily Resolved
IN	FCC	Jennifer Harner	317-604-XXXX	FCC Rate Change	4/11/2016	5/11/2016	Satisfactorily Resolved
TX	FCC	Samantha Shuffield	936-566-XXXX	FCC Rate Change	5/25/2016	6/8/2016	Satisfactorily Resolved
IL	FCC	LeShawn Lundy	773-981-XXXX	Cut of Calls	4/14/2016	5/14/2016	Satisfactorily Resolved
IL	FCC	Marie Landrum	779-225-XXX	Cut of Calls	4/18/2016	5/18/2016	Satisfactorily Resolved
LA	FCC	Lori Gross	504-864-XXXX	FCC Rate Change	4/18/2016	5/18/2016	Satisfactorily Resolved
FL	FCC	John Holliday	877-710-XXXX	Blocked Accounts	4/19/2019	5/19/2016	Satisfactorily Resolved
TX	FCC	Lindsay Guest	956-607-XXXX	FCC Rate Change	4/19/2019	5/19/2016	Satisfactorily Resolved
TX	FCC	Robin Malone	806-350-XXXX	FCC Rate Change	4/20/2016	5/20/2016	Satisfactorily Resolved
IL	FCC	Inmate Leonard Kedd N23646	Inmate Complaint	Unwanted Dialer Calls	4/21/2016	5/21/2016	Satisfactorily Resolved
IL	FCC	Inmate Dwayne Davis# M08877	Inmate Complaint	Cut of Calls	4/21/2016	5/21/2016	Satisfactorily Resolved
IL	FCC	Mary J Rubenstein	219-741-XXXX	FCC Rate Change	4/21/2016	5/21/2016	Satisfactorily Resolved
WI	FCC	Inmate Charles Wilson# 249903	Inmate Complaint	FCC Rate Change	4/21/2016	5/21/2016	Satisfactorily Resolved
CT	FCC	Daniela Milici	203-313-XXXX	FCC Rate Change	4/22/2016	5/22/2016	Satisfactorily Resolved
TX	FCC	Stella Eachus	214-354-XXXX	90 DAY Inactivity	4/25/2016	5/25/2016	Satisfactorily Resolved
WI	AGO	Inmate Damaris Griffin	Inmate Complaint	Refund Issue	4/28/2016	5/23/2016	Satisfactorily Resolved
WI	FCC	Inmate Koleh Wilson	Inmate Complaint	FCC Rate Change	4/29/2016	5/29/2016	Satisfactorily Resolved
MO	AGO	Thomas Brewer	573-788-XXXX	High Rates	5/11/2016	5/12/2016	Satisfactorily Resolved
TX	FCC	Linda Hopp	979-532-XXXX	FCC Rate Change	5/2/2016	6/1/2016	Satisfactorily Resolved
CT	FCC	Lyneen Smith	475-218-XXXX	FCC Rate Change	5/4/2016	6/3/2016	Satisfactorily Resolved
IL	FCC	Inmate Joseph Dole	Inmate Complaint	90 Day Inactivity	5/4/2016	6/3/2016	Satisfactorily Resolved
NM	FCC	Patricia A. Flores	575-680-XXXX	Velocity Rules	5/4/2016	5/5/2016	Satisfactorily Resolved
WI	FCC	Shirley Laux	414-763-XXXX	Unwanted Dialer Calls	5/1/2016	5/16/2016	Satisfactorily Resolved
TX	FCC	Destiny Moore	936-615-XXXX	Payment: Special Rule	5/6/2016	6/5/2016	Satisfactorily Resolved
FL	FCC	Mirahia Rule	850-877-XXXX	Fees: Wireless/Admin	5/6/2016	6/5/2016	Satisfactorily Resolved
OH	FCC	Kimberly Pace	330-461-XXXX	FCC Rate Change	5/9/2016	6/8/2016	Satisfactorily Resolved
GA	FCC	Michelle Regan	770-265-XXXX	Remote Call Forwarding/Call Diversio	5/9/2016	6/8/2016	Satisfactorily Resolved
IL	FCC	Ms. Sandra Lawrence	N/A	CNGC	5/10/2016	5/24/2016	Satisfactorily Resolved
WI	FCC	LEONARD MOORE	(715) 518-XXXX	High Rates/Remote Call Forwarding	5/12/2016	6/13/2016	Satisfactorily Resolved

OH	FCC	Joseph Jeffers	330-754-XXXX	Remote Call Forwarding	5/13/2016	6/13/2016	Satisfactorily Resolved
NM	FCC	EVANGELINE SALCIDO	303-524-XXXX	Billing Dispute	5/16/2016	6/9/2016	Satisfactorily Resolved
PA	FCC	Joan Boehm	717-334-XXXX	Automated Calls	5/17/2016	6/10/2016	Satisfactorily Resolved
NM	PSC	Christy Chavez	505-217-XXXX	FCC #High Rates	5/17/2016	6/9/2016	Satisfactorily Resolved
TX	FCC	Larry Levine /CARRIE MARTINI	254-613-XXXX	Remote Call Forwarding	5/18/2016	6/13/2016	Satisfactorily Resolved
IL	FCC	Ms. Sandra Lawrence	312-246-XXXX	Payment Issue	5/18/2016	5/27/2016	Satisfactorily Resolved
PA	FCC	ZUBAIDA QAZI	979-532-XXXX	Payment Issue	5/24/2016	6/14/2016	Satisfactorily Resolved
LA	FCC	Inmate Thomas Jackson/ Darren Hooks	Inmate Compliant	High Rates	6/1/2016	6/21/2016	Satisfactorily Resolved
LA	FCC	Barbara Forrest	985-630-XXXX	FCC Rate Change	6/1/2016	6/17/2016	Satisfactorily Resolved
AR	FCC	Inmate Jason Jordengreen	Inmate Compliant	Cut Off Calls (COC)	6/1/2016	6/17/2016	Satisfactorily Resolved
GA	FCC	Michelle Regan	770-265-XXXX	Refund Issue	6/2/2016	6/21/2016	Satisfactorily Resolved
OH	PSC	Mark Williams	409-220-XXXX	Rate Change	6/2/2016	6/17/2016	Satisfactorily Resolved
IL	FCC	Inmate Duane Wiedman	Inmate Compliant	High Rates	6/6/2016	6/29/2016	Satisfactorily Resolved
NC	FCC	Ronada Shelton	(210) 620-XXXX	Cut Off Calls (COC)	6/6/2016	6/9/2016	Satisfactorily Resolved
KY	FCC	Inmate Donald Phillips	Inmate Compliant	Payment: Special Rule	6/10/2016	6/24/2016	Satisfactorily Resolved
WI	AGO	Craig	608-518-XXXX	Unwanted Dialer Calls	6/14/2016	6/27/2016	Satisfactorily Resolved
SC	FCC	Diana Allen	864-310-XXXX	FCC Rate Change	6/17/2016	7/20/2016	Satisfactorily Resolved
WA	AGO	Kristy Heufink	N/A	Account/Billing Conversion	6/20/2016	6/24/2016	Satisfactorily Resolved
IL	FCC	Luz C Colon	773-435-XXXX	Cut Off Calls (COC)	6/21/2016	7/11/2016	Satisfactorily Resolved
IN	PSC	Nichole Letley	260-243-XXXX	High Rates	6/21/2016	6/30/2016	Satisfactorily Resolved
NC	FCC	Charissa Melvin	335-494-XXXX	ROF / Call Divert	6/21/2016	6/30/2016	Satisfactorily Resolved
FL	FCC	SAMANTHA WILSON	561-809-XXXX	FCC Rate Change	6/21/2016	6/30/2016	Satisfactorily Resolved
GA	FCC	Kimberly Broner	404-734-XXXX	Fees: Wireless/Admin/Regulatory	6/21/2016	6/30/2016	Satisfactorily Resolved
MO	FCC	Cynthia Draine	314-339-XXXX	Remote Call Forwarding/Call Diversio	6/21/2016	6/29/2016	Satisfactorily Resolved
MO	FCC	Jo Ann Drago	314-221-XXXX	FCC Rate Change	6/22/2016	7/8/2016	Satisfactorily Resolved
GA	FCC	LATREACE SIMMONS	678-643-XXXX	High Rates	6/22/2016	7/7/2016	Satisfactorily Resolved
TX	FCC	BRIAN FOSTER	940-393-XXXX	FCC Rate Change	6/23/2016	7/11/2016	Satisfactorily Resolved
MO	FCC	BARBARA MITCHELL	262-221-XXXX	FCC Rate Change	6/24/2016	7/19/2016	Satisfactorily Resolved
IN	FCC	Jennifer VanHook	260-350-XXXX	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
NM	FCC	Inmate Ronnie King	Inmate Compliant	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
TN	FCC	KELLIE HENDRIX	423-620-XXXX	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
FL	FCC	STEPHANIE STEVENS	352-551-XXXX	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
CO	FCC	SANDY MCMINN	720-296-XXXX	Fees	6/24/2016	7/11/2016	Satisfactorily Resolved
FL	FCC	Marsha Rule	850-877-XXXX	FCC Rate Change	6/24/2016	7/8/2016	Satisfactorily Resolved
IL	FCC	Meghan Lancaster	618-318-XXXX	Remote Call Forwarding/Call Diversio	6/27/2016	7/18/2016	Satisfactorily Resolved
OK	FCC	Tessa Robinson	918-944-XXXX	FCC Rate Change	6/27/2016	7/14/2016	Satisfactorily Resolved
MA	FCC	Karin Guhrle	978-300-XXXX	Cut Off Calls (COC)	6/27/2016	7/14/2016	Satisfactorily Resolved
IL	FCC	Inmate Jason Wright	Inmate Compliant	High Rates	6/27/2016	7/11/2016	Satisfactorily Resolved
TX	FCC	Inmate James Crouch	Inmate Compliant	High Rates	6/28/2016	7/26/2016	Satisfactorily Resolved
VA	FCC	EARLENE PERRY	540-748-XXXX	FCC Rate Change	6/28/2016	7/21/2016	Satisfactorily Resolved
MS	FCC	GLORIA ALSUP	662-750-XXXX	FCC Rate Change	6/28/2016	7/21/2016	Satisfactorily Resolved
PA	FCC	LISA GREELEY	570-439-XXXX	FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved

IA	FCC	Debra Erwin	870-565-XXXX	FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved
WA	FCC	JILLIAN NEWINGHAM	253-503-XXXX	FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved
TX	FCC	TANEKA BALDWIN	281-571-XXXX	FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved
TX	FCC	Monica Brieger	512-203-XXXX	High Rates	6/28/2016	7/20/2016	Satisfactorily Resolved
VA	FCC	Inmate Robert Gulbranson	Inmate Complaint	FCC Rate Change	6/28/2016	7/19/2016	Satisfactorily Resolved
VA	FCC	Inmate Mike McVicker	Inmate Complaint	FCC Rate Change	6/28/2016	7/19/2016	Satisfactorily Resolved
MO	FCC	ERMONI GREINKE	417-883-XXXX	FCC Rate Change	6/28/2016	7/19/2016	Satisfactorily Resolved
TX	FCC	SUSAN KUFFEL	817-659-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
CA	FCC	Veila Johnson	972-734-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
NY	FCC	JOYANNE KASMAKIC	585-285-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
MI	FCC	BETHANY SCHEPLER	810-989-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
MS	FCC	JULIE MILLS	662-803-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
MA	FCC	JAYME MCASSEY	774-291-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
CA	FCC	NIKAH HALVERSON	530-828-7899	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
GA	FCC	BEVERLY SMITH	517-833-XXXX	FCC Rate Change	6/28/2016	7/15/2016	Satisfactorily Resolved
TX	FCC	Kenneth Adams	508-824-XXXX	Cut Off Calls (COC)	6/28/2016	7/14/2016	Satisfactorily Resolved
CA	FCC	Joseph Mettler	909-646-XXXX	None	6/28/2016	7/18/2016	Satisfactorily Resolved
GA	FCC	Tamara Hamilton	770-619-XXXX	FCC Rate Change	6/30/2016	7/20/2016	Satisfactorily Resolved
TX	FCC	Susan Kerfel	817-659-XXXX	Billing Latency	7/5/2016	8/8/2016	Satisfactorily Resolved
WA	FCC	COREY DICKINSON	253-232-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
FL	FCC	NATALIE WHITE	904-614-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
MA	FCC	ROSA FALETTE	978-390-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
MA	FCC	VIRGINIA JACKSON	978-767-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
TX	FCC	STELLA EACHUS	214-354-XXXX	Customer Not Getting Calls	7/6/2016	7/21/2016	Satisfactorily Resolved
PA	FCC	Inmate Roshia Williams	Inmate Complaint	FCC Rate Change	7/8/2016	7/27/2016	Satisfactorily Resolved
WY	FCC	Inmate Robert Pouffe	Inmate Complaint	FCC Rate Change	7/8/2016	7/28/2016	Satisfactorily Resolved
TN	FCC	DWAN GREY	615-506-XXXX	FCC Rate Change	7/8/2016	7/28/2016	Satisfactorily Resolved
CA	FCC	Inmate Mitchell Greene	Inmate Complaint	FCC Rate Change	7/8/2016	7/25/2016	Satisfactorily Resolved
MN	FCC	Emily Ballentine	612-385-XXXX	FCC Rate Change	7/19/2016	7/29/2016	Satisfactorily Resolved
MA	FCC	Dianne O'Connell	508-420-XXXX	FCC Rate Change	7/19/2016	7/28/2016	Satisfactorily Resolved
NM	FCC	Inmate Bently Street	Inmate Complaint	FCC Rate Change	7/22/2016	8/8/2016	Satisfactorily Resolved
SC	FCC	SCOTT SAWYER	864-993-XXXX	FCC Rate Change	7/22/2016	8/3/2016	Satisfactorily Resolved
KY	FCC	RODNEY RANKIN	502-599-XXXX	High Rates	7/22/2016	8/3/2016	Satisfactorily Resolved
VA	FCC	Pat Young	540-205-XXXX	Payment: Collect vs Debit	7/22/2016	8/3/2016	Satisfactorily Resolved
KY	FCC	Ben Runner	270-202-XXXX	Unwanted Disialr Calls	7/22/2016	8/3/2016	Satisfactorily Resolved
TX	FCC	Samantha Shuffield	936-566-XXXX	High Rates	7/27/2016	8/3/2016	Satisfactorily Resolved
MT	PSC	Patricia Ramirez	406-952-XXXX	FCC Rate Change	7/28/2016	7/29/2016	Satisfactorily Resolved
TX	FCC	Inmate Complaint Richard Haskins	Inmate Complaint	FCC Rate Change	7/28/2016	7/29/2016	Satisfactorily Resolved
AZ	AGO	Nicole Olson	623-476-XXXX	SVV: Vial Issues	8/1/2016	8/23/2016	Satisfactorily Resolved
IL	AGO	Inmate Dwayne Bruce	Inmate Complaint	Payment: Special Rule	8/1/2016	8/11/2016	Satisfactorily Resolved
AZ	FCC	Inmate Casey Butler Ryan	Inmate Complaint	FCC Rate Change	8/1/2016	8/8/2016	Satisfactorily Resolved
KY	FCC	RENEE PRESTON	280-735-XXXX	FCC Rate Change	8/1/2016	8/4/2016	Satisfactorily Resolved

TX	FCC	ANDREA POINTER	737-529-XXXX	RCF / Call Divter	8/1/2016	8/4/2016	Satisfactorily Resolved
TX	FCC	Robbie Brown	214-991-XXXX	FCC Rate Change	8/1/2016	8/4/2016	Satisfactorily Resolved
TX	FCC	Inmate Dana Brock	Inmate Compliant	FCC Rate Change	8/1/2016	8/3/2016	Satisfactorily Resolved
OK	FCC	STEVENINA JOHNSON	405-413-XXXX	FCC Rate Change	8/1/2016	8/3/2016	Satisfactorily Resolved
FL	FCC	KEELUNA CAMPBELL	352-792-XXXX	FCC Rate Change	8/2/2016	8/10/2016	Satisfactorily Resolved
MT	FCC	Inmate Ira Henderson	Inmate Compliant	FCC Rate Change	8/2/2016	8/6/2016	Satisfactorily Resolved
FL	FCC	Brittany Beaudry	352-702-XXXX	FCC Rate Change	8/2/2016	8/8/2016	Satisfactorily Resolved
MA	FCC	CRYSTAL VENTRILLO	978-489-5468	FCC Rate Change	8/3/2016	8/3/2016	Satisfactorily Resolved
NM	FCC	Pamela Lesiak	505-930-XXXX	FCC Rate Change	8/5/2016	8/8/2016	Satisfactorily Resolved
FL	DOACS	Charon Hannink	407-257-XXXX	Billing Latency	8/9/2016	8/31/2016	Satisfactorily Resolved
AZ	FCC	Inmate James Hale# 860722	Inmate Compliant	Cut Off Calls (COC)	8/9/2016	8/10/2016	Satisfactorily Resolved
SC	FCC	Russell Farham	843-205-XXXX	None	8/10/2016	8/23/2016	Satisfactorily Resolved
OK	FCC	Tina Goertz	405-220-XXXX	FCC Rate Change	8/10/2016	8/15/2016	Satisfactorily Resolved
TX	FCC	JOANNE JONES	409-789-XXXX	FCC Rate Change	8/10/2016	8/15/2016	Satisfactorily Resolved
MI	FCC	Rick Hill	816-399-XXXX	RCF / Call Divter	8/11/2016	8/31/2016	Satisfactorily Resolved
OK	FCC	Inmate John H. Dean	Inmate Compliant	Customer Not Getting Calls	8/17/2016	8/24/2016	Satisfactorily Resolved
MN	FCC	Peggy Reed	701-371-XXXX	FCC Rate Change	8/22/2016	8/31/2016	Satisfactorily Resolved
FL	FCC	RISHAE BROOKS	352-359-XXXX	FCC Rate Change	8/22/2016	8/23/2016	Satisfactorily Resolved
TX	FCC	Elizabeth Mofese	832-368-XXXX	FCC Rate Change	8/23/2016	8/30/2016	Satisfactorily Resolved
NC	AGO	Steven Applebee	336-250-XXXX	Unwanted Dialer Calls	8/23/2016	8/25/2016	Satisfactorily Resolved
TX	FCC	Devin Smith	832-368-XXXX	FCC Rate Change	8/25/2016	8/29/2016	Satisfactorily Resolved
CT	FCC	Inmate Omar Miller#202230	Inmate Compliant	FCC Rate Change	8/30/2016	8/31/2016	Satisfactorily Resolved
TX	FCC	Jason D. Donet	956-203-XXXX	High Rates	8/31/2016	10/6/2016	Satisfactorily Resolved
CT	FCC	Nicolette Mills	203-668-XXXX	High Rates	8/31/2016	9/20/2016	Satisfactorily Resolved
IN	FCC	Elkhart Corpe	574-343-XXXX	Payment, Special Rule	8/31/2016	9/14/2016	Satisfactorily Resolved
CO	FCC	Anastasia Moore	720-422-XXXX	High Rates	8/31/2016	9/12/2016	Satisfactorily Resolved
IN	URC	Vince Klock	765-398-XXXX	Cut Off Calls (COC)	8/31/2016	9/9/2016	Satisfactorily Resolved
KS	FCC	Gina Wilhite	316-516-XXXX	High Rates	8/31/2016	9/9/2016	Satisfactorily Resolved
IL	FCC	Inmate Janene Clay# R7 6622	Inmate Compliant	Billing Latency	8/31/2016	9/8/2016	Satisfactorily Resolved
TX	FCC	Deborah Cardenas	210-831-XXXX	FCC Rate Change	9/6/2016	9/8/2016	Satisfactorily Resolved
GA	FCC	Allen Conley	770-355-XXXX	FCC Rate Change	9/13/2016	9/13/2016	Satisfactorily Resolved
AZ	FCC	Patricia Waldenford	520-378-XXXX	Account/Billing Conversion	9/14/2016	9/20/2016	Satisfactorily Resolved
MS	FCC	Inmate Breck Bradshaw, K72355	Inmate Compliant	Refund Check Delivery Times	9/15/2016	9/15/2016	Satisfactorily Resolved
IL	AGO	Lewis Henry	Inmate Compliant	Refund Issue	9/20/2016	9/28/2016	Satisfactorily Resolved
NC	FCC	Inmate Jerry Johnson	Inmate Compliant	High Rates	9/20/2016	9/20/2016	Satisfactorily Resolved
GA	FCC	Inmate Jon Krueger	Inmate Compliant	High Rates	9/27/2016	9/28/2016	Satisfactorily Resolved
MD	FCC	Mindy Doggette	636-235-XXXX	None	9/28/2016	10/18/2016	Satisfactorily Resolved
VA	FCC	Inmate Edduardo Ferguson	Inmate Compliant	High Rates	9/28/2016	10/4/2016	Satisfactorily Resolved
IL	FCC	Tracy Lehr	618-697-XXXX	High Rates	9/29/2016	10/18/2016	Satisfactorily Resolved
WI	FCC	Inmate Lorenzo Johnson	Inmate Compliant	Payment Processing Times	9/29/2016	10/12/2016	Satisfactorily Resolved
TX	FCC	Craig Smith	832-368-XXXX	Unwanted Dialer Calls	9/29/2016	10/10/2016	Satisfactorily Resolved
FL	FCC	Don Paul	954-709-XXXX	Cut Off Calls (COC)	9/29/2016	10/6/2016	Satisfactorily Resolved

KS	FCC	Linda Fagan	316-312-XXXX			9/30/2016	10/6/2016	Satisfactorily Resolved
MA	FCC	Debra Wright-Hinds	508-285-XXXX	High Rates		10/13/2016	10/18/2016	Satisfactorily Resolved
LA	FCC	KIM NGUYEN	504-319-XXXX	High Rates		10/17/2016	11/8/2016	Satisfactorily Resolved
GA	FCC	KAROLE CRAWFORD	770-873-6090	High Rates		10/17/2016	11/8/2016	Satisfactorily Resolved
TX	FCC	Glenda Blackmon	713-884-1405	Cut Off Calls (COC)		10/17/2016	11/8/2016	Satisfactorily Resolved
NM	FCC	CHERYL MACKEY	575-441-6693	High Rates		10/17/2016	11/1/2016	Satisfactorily Resolved
CT	FCC	Victoria Milne	203-252-XXXX	High Rates		10/17/2016	11/1/2016	Satisfactorily Resolved
FL	FCC	Kayla Henderson	386-561-9434	High Rates		10/17/2016	10/31/2016	Satisfactorily Resolved
NM	FCC	Inmate Bentley Street	Inmate Compliant	High Rates		10/17/2016	10/25/2016	Satisfactorily Resolved
GA	FCC	Shirley Teems	770-382-XXXX	Unwanted Dialer Calls		10/18/2016	11/8/2016	Satisfactorily Resolved
FL	FCC	ANDREA Belcher	850-329-2463	High Rates		10/19/2016	11/4/2016	Satisfactorily Resolved
TX	FCC	Cindy Jones	979-417-XXXX	Refund Issue		10/19/2016	11/2/2016	Satisfactorily Resolved
TX	FCC	Carol Anne Mahory	281-452-XXXX	None		10/19/2016	10/25/2016	Satisfactorily Resolved
LA	FCC	JOHN OGDEN	713-208-XXXX	High Rates		10/19/2016	10/24/2016	Satisfactorily Resolved
KS	FCC	MICHAELA LYNES	316-730-0094	High Rates		10/19/2016	10/24/2016	Satisfactorily Resolved
WI	FCC	Inmate Toby Hill	Inmate Compliant	Payment Issue		10/19/2016	11/14/2016	Satisfactorily Resolved
NM	FCC	DESIREE FERNANDI	575-993-XXXX	High Rates		10/19/2016	11/14/2016	Satisfactorily Resolved
LA	FCC	Inmate Dr. Eric Denet/G80958	Inmate Compliant	High Rates		10/28/2016	11/10/2016	Satisfactorily Resolved
LA	FCC	Cammie Maturin	225-329-XXXX	High Rates		11/6/2016	11/10/2016	Satisfactorily Resolved
IL	AGO	Charlie Franklin	773-653-XXXX	High Rates		11/10/2016	11/14/2016	Satisfactorily Resolved
IL	FCC	Inmate Francisco Gonzalez	Inmate Compliant	Customer Not Getting Calls		11/14/2016	11/21/2016	Satisfactorily Resolved
LA	FCC	Kiesha Keller	504-884-XXXX	High Rates		11/15/2016	11/22/2016	Satisfactorily Resolved
MA	FCC	Thomas Daly	781-479-8188	High Rates		11/15/2016	11/22/2016	Satisfactorily Resolved
LA	FCC	Solomon Washington/416026	Inmate Compliant	High Rates		11/15/2016	11/21/2016	Satisfactorily Resolved
MA	FCC	Steven Sommer	Inmate Compliant	High Rates		11/15/2016	pending	Satisfactorily Resolved
SC	ORS	Candance Smith	803-413-XXXX	High Rates		11/16/2016	11/21/2016	Satisfactorily Resolved
AK	FCC	KATHLEEN DOWNS	907-746-XXXX	Payment: Special Rule		11/21/2016	11/22/2016	Satisfactorily Resolved
KS	FCC	Brad Evans	785-845-XXXX	High Rates		11/22/2016	pending	Satisfactorily Resolved
MA	FCC	Donna Mazalnik	978-503-XXXX	High Rates		11/22/2016	pending	Satisfactorily Resolved
TX	FCC	Inmate Matthew J. Leachman	Inmate Compliant	High Rates		11/22/2016	pending	Satisfactorily Resolved
WI	FCC	Carla Padovani	715-554-XXXX	High Rates		11/23/2016	12/5/2016	Satisfactorily Resolved
GA	FCC	Linda Wallate	470-428-XXXX	High Rates		11/25/2016	pending	pending
CA	FCC		Inmate Compliant	High Rates			pending	pending
WI	FCC	Keith McAtee 227500	Inmate Compliant	High Rates		11/30/2016	pending	pending
PA	FCC	Inmate Raymond Hargrove KC/3539	Inmate Compliant	High Rates		11/30/2016	pending	pending
AK	RCA	Loretta Gaines	907-687-XXXX	Billing Dispute		11/28/2016	12/6/2016	Satisfactorily Resolved
NM	PSC	Lydia Torres	505-440-XXXX	Billing Dispute		11/30/2016	12/6/2016	Satisfactorily Resolved

Please note that Securus has redacted customer identifying information for telephone numbers from the complaint information provided. Federal, 47 CFR, Subpart U-Customer Proprietary Network Information ("CPNI") rules protect customers from the release of such information without their consent.

Acronyms

DAK Denies All Knowledge

HV	High Velocity
HT	High Toll
NA	Not Available
COC	Out Off Calls
RCF	Remote Call Forwarding
AGO	Attorney General Office
PUC	Public Utility Commissions
FCC	Federal Communications Commission
LEC	Local Exchange Carrier
CNGC	Customer Not Getting Calls
SW	Securus Video Visitation

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

www.dps.state.ny.us

PUBLIC SERVICE COMMISSION

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PETER MCGOWAN
General Counsel

JACLYN A. BRILLING
Secretary

December 13, 2010

Mr. Curt's L. Hopfinger
Director, Regulatory & Government Affairs
Evercom Systems, Inc.
14851 Dallas Parkway, Suite 600
Dallas, Texas 75254

Re: Matter No. 10-02604

Dear Mr. Hopfinger:

The Adoption Supplement filed by Evercom Systems, Inc. on November 12, 2010 with regard to its NY PSC Tariff No. 1 - Telephone tariff was received. The company request to change its name thereon to Securus Technologies, Inc. was effective November 13, 2010.

Within one year, the adopted schedule must be reissued by the successor company under the proper PSC number in its series.

Also, a new or revised Telecommunications Carrier Critical Information (TCCI) form must be submitted to Jaclyn A. Brillig, Secretary. The TCCI form is available at <http://www3.dps.state.ny.us/T/TeComplntfDbns/printableTCCIForm?OpenForm>. If you have any questions regarding the TCCI form, please contact Judy Sylvester at (518) 473-8074.

Very truly yours,

A handwritten signature in dark ink, appearing to read "Gary P. Hidenbrant", written over a horizontal line.

Gary Hidenbrant
Utility Engineer 2 (Telecommunications)

cc. G. Pattenauze
J. Sylvester

FILED: SESSION OF DEC 15 1999

Approved as Recommended
and so Ordered
By the Commission

DEBRA RENNER
Acting Secretary

STATE OF NEW YORK
DEPARTMENT OF PUBLIC SERVICE

MAILED &
EFFECTIVE DEC 16 1999

November 18, 1999

TO: THE COMMISSION

FROM: OFFICE OF COMMUNICATIONS

SUBJECT: CASE 99-C-1491 - Joint petition of Evercom Systems, Inc. and Saratoga Telephone Company, Inc. for authority for Saratoga Telephone Company, Inc. to merge with Evercom Systems, Inc.

RECOMMENDATION:

It is recommended that the Commission grant approval, pursuant to Section 99 of the Public Service Law, for Saratoga Telephone Company, Inc. to merge with Evercom Systems, Inc. Immediately after consummation of the transaction approved herein, Saratoga Telephone Company, Inc. should be required to file a supplement with the Acting Secretary to the Commission canceling the tariff of Saratoga Telephone Company, Inc. and cancelling its certificate of Convenience and Necessity to resell telecommunications in New York.

Introduction

By joint petition filed October 14, 1999, pursuant to Section 99 of the Public Service Law, Evercom Systems, Inc. and Saratoga Telephone Company, Inc. request authority for Saratoga Telephone Company, Inc. to merge with Evercom Systems, Inc.

Background

Evercom Systems, Inc. (ESI) and Saratoga Telephone Company, Inc. (Saratoga) are both wholly owned subsidiaries of Evercom, Inc. (Evercom). Evercom is a Delaware corporation whose principal business office is at 611 SW Third St, Lee's Summit, MO 64053.

Conclusion

The proposed transaction does not appear to be contrary to the public interest. The Office of Communications has no objection to the transaction and recommends approval.

Respectfully submitted,

WAYNE A. CORNELIUS
Policy Analyst III

Reviewed by,

Reviewed by,

MAUREEN J. McCauley
Office of General Counsel

JOHN RUBINO
Associate Valuation Engineer

APPROVED:

ROBERT LA MARCHE
Chief, Office of Communications

8 Contractual Issues

8.1 Appendix A / Order of Precedence

Appendix A — Standard Clauses for New York State Contracts, dated January 2014, attached hereto, is hereby expressly made a part of this solicitation document as fully as if set forth at length herein. The agreement resulting from a successful award will include the following documents.

Conflicts between these documents will be resolved in the following descending order of precedence:

- Appendix A
- The Contract resulting from this RFP
- DOCCS Request for Proposal Number 2016-02 (this Document) including any addenda
- Selected Contractor's Proposal/Bid

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.2 Ethics Compliance

All proposers/contractors and their employees must comply with the requirements of §§73 and 74 of the Public Officers Law, other state codes, rules, regulations, and executive orders establishing ethical standards for the conduct of business with New York State. In signing the Contract, the Contractor certifies full compliance with those provisions for any present or future dealings, transactions, sales, contracts, services, offers, relations, etc., involving New York State and/or its employees. Failure to comply with those provisions may result in disqualification from the proposal process, termination of contract, and/or other civil or criminal proceedings as required by law.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.3 Procurement Lobbying Act

New York's Legislative Law and the State Finance Law have been amended to regulate lobbying on procurement contracts. Chapter 1 of the Laws of 2005, State Finance Law § 139-j and k, which can be accessed through the NYS Office of General Services links below, imposes certain restrictions on communications between the Department and the bidder during the procurement process. The bidder is restricted from making contacts, beginning with the date of the bid advertisement in the NYS Contract Reporter through final approval of the contract award by the Office of the State Comptroller, with anyone other than the designated contact person identified in the RFP, unless it is contact that is among certain statutory exceptions as per State Finance Law § 139-k (3) (a). The designated staff are identified in Section 1.6 RFP. Department staff are required to obtain certain information when contacted during the "restricted period" and to make a determination of responsibility of the bidder pursuant to these two statutes. Certain findings of non-responsibility can result in

rejection of the proposal, and in the event of two findings within a four-year period, the bidder is debarred from future State contracts. It is DOCCS' policy to immediately report to its ethics officer and/or inspector general any impermissible contact by any offeror (bidder) and, in addition, to comply with all requirements of the procurement lobbying and procurement stewardship acts. More information about State Finance Law Sections 139-j and k can be found on the website of the Office of General Services by accessing the following:

<http://www.ogs.ny.gov/aboutogs/regulations/advisoryCouncil/sfl139-j.htm>

and <http://www.ogs.ny.gov/aboutogs/regulations/advisoryCouncil/sfl139-k.htm>

All bidders must submit a completed *Procurement Lobbying Certificate* related to State Finance Law 139-j and k (Attachment C).

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Please see section/tab – COMPLETED FORMS – Procurement Lobbying Certificate. (page 643)

8.4 Sales and Compensating Use Tax Certification Requirements

Complete **Form ST-220-CA Contractor Certification**. The Contractor must file Form ST-220-CA to certify that it has filed Form ST-220-TD with the Tax Department and that the information contained on Form ST-220-TD is correct and complete as of the date that the Contractor files Form ST-220-CA. Access and complete Form ST-220-CA by using the following link:

http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf Please note that Form ST-220-TD must be filed with the NYS Tax Department at the address on the front page of the form. You can access Form ST-220-TD using the following link:

http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf For *Questions and Answers Concerning Tax Law Section 5-a*, go to NYS Department of Tax and Finance at <http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf>.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.5 Encouraging the Use of NYS Business

In an ongoing effort to use New York State (NYS) businesses, DOCCS encourages bidders to partner with NYS subcontractors and/or suppliers. For this solicitation, bidders should identify the NYS businesses that they plan to use if awarded the contract resulting from this solicitation by completing the form entitled *Encouraging Use of New York State Businesses in Contract Performance*. If known, please identify the businesses and attach the requested information. Return the completed form with your proposal. If you do not plan to partner with a NYS business, please indicate this on the form and return it with your proposal. This form is included in Attachment C.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.6 Diversity Practices

DOCCS has determined, pursuant to New York State Executive Law Article 15-A, that the assessment of the diversity practices of respondents to this procurement is practical, feasible, and appropriate. Diversity practices are the efforts of contractors to include New York State-certified Minority and Women-owned Business Enterprises (“M/WBEs”) in their business practices. Diversity practices may include past, present, or future actions and policies, and include activities of contractors contracts with private entities and governmental units other than the State of New York. Assessing the diversity practices of contractors enables contractors to engage in meaningful, capacity-building collaborations with M/WBEs.

Accordingly, respondents to this procurement shall be required to include as part of the technical proposal response to this procurement, as described in this RFP herein, the *Diversity Practices Questionnaire* as provided by the Division of Minority and Women’s Business Development.

Bidders must complete the questionnaire in Appendix M. The bidders’ responses will be evaluated using a predetermined rating scale.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.7 M/WBE and EEO Requirements

See Appendix C for Contractor requirements and procedures. The selected bidder will be required to return a completed Utilization Plan (Form M/WBE 100-G) and a completed Staffing Plan (Form EEO 100) as part of the contract resulting from this RFP. Appendix C will be included in the Contract resulting from this RFP.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.8 Use of Service-Disabled Veteran-Owned Business Enterprises in Contract Performance

Article 17-B of the Executive Law enacted in 2014 acknowledges that Service-Disabled Veteran- Owned Businesses (SDVOBs) strongly contribute to the economies of the State and the nation. As defenders of our nation and in recognition of their economic activity in doing business in New York State, bidders/proposers for this contract for commodities, services or technology are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles. SDVOBs can be readily identified on the directory of certified businesses at: <http://www.ogs.ny.gov/Core/SDVOBA.asp>

Bidders/proposers need to be aware that all authorized users of this contract will be strongly encouraged to the maximum extent practical and consistent with legal requirements of the State Finance Law and the Executive Law to use responsible and responsive SDVOBs in purchasing and utilizing commodities, services and technology that are of equal quality and functionality to those that may be obtained from non-SDVOBs. Furthermore, bidders/proposers are reminded that they must continue to utilize small, minority and women-owned businesses consistent with current State law. Utilizing SDVOBs in State contracts will help create more private sector jobs, rebuild New York State’s infrastructure, and maximize economic activity to the mutual benefit of the contractor and its SDVOB partners. SDVOBs will promote the contractor’s optimal performance under the contract,

thereby fully benefiting the public sector programs that are supported by associated public procurements.

Public procurements can drive and improve the State's economic engine through promotion of the use of SDVOBs by its contractors. The State, therefore, expects bidders/proposers to provide maximum assistance to SDVOBs in their contract performance. The potential participation by all kinds of SDVOBs will deliver great value to the State and its taxpayers.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.9 Indemnification

The Contractor shall assume all risks of liability for its performance, or that of any of its officers, employees, subcontractors, independent contractors, agents or any other person or entity performing contractual duties on Contractor's behalf, of any contract resulting from this solicitation and shall be solely responsible and liable for all liabilities, losses, damages, costs or expenses, including attorney's fees, arising from any claim, action or proceeding relating to or in any way connected with the performance of this Agreement and covenants and agrees to defend, indemnify and hold harmless the State of New York, its agents, officers and employees, from any and all claims, suits, causes of action and losses of whatever kind and nature, arising out of or in connection with its performance of any contract resulting from this solicitation, including negligence, active or passive or improper conduct of the Contractor, its officers, agents, subcontractors or employees, or the failure by the Contractor, its officers, agents, subcontractors or employees to perform any obligations or commitments to the State or third parties arising out of or resulting from any contract resulting from this solicitation. Such indemnity shall not be limited to the insurance coverage herein prescribed.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.10 Contractor Insurance Requirements

Prior to the commencement of the work to be performed by the Contractor hereunder, the Contractor shall file with The People of the State of New York, DOCCS, Certificates of Insurance (hereinafter referred to as "Certificates"), evidencing compliance with all requirements. Such Certificates shall be of a form and substance acceptable to DOCCS.

Certificate acceptance and/or approval by DOCCS does not and shall not be construed to relieve Contractor of any obligations, responsibilities or liabilities under the Contract.

Contractors shall be required to procure, at their sole cost and expense, and shall maintain in force at all times during the term of any Contract resulting from this Solicitation, policies of insurance as required by this Section. All insurance required by this Section shall be written by companies that have an A.M. Best Company rating of "A-," Class "VII" or better. In addition, companies writing insurance intended to comply with the requirements of this Section should be licensed or authorized by the New York State Department of Financial Services to issue insurance in the State of New York. DOCCS may, in its sole discretion, accept policies of insurance written by a non-authorized carrier or carriers when certificates and/or other policy documents are accompanied by a completed Excess Lines Association of New York (ELANY) affidavit or other documents demonstrating the company's strong financial rating. If, during the term of a policy, the carrier's A.M. Best rating falls below "A-,"

Class "VII," the insurance must be replaced, on or before the renewal date of the policy, with insurance that meets the requirements above.

Bidders and Contractors shall deliver to DOCCS evidence of the insurance required by this Solicitation and any Contract resulting from this Solicitation in a form satisfactory to DOCCS. Policies must be written in accordance with the requirements of the paragraphs below, as applicable. While acceptance of insurance documentation shall not be unreasonably withheld, conditioned or delayed, acceptance and/or approval by DOCCS does not, and shall not be construed to, relieve Bidders or Contractors of any obligations, responsibilities or liabilities under this Solicitation or any Contract resulting from this Solicitation.

The Contractor shall not take any action, or omit to take any action that would suspend or invalidate any of the required coverages during the term of the Contract.

A. General Conditions Applicable to Insurance. All policies of insurance required by this Solicitation or any Contract resulting from this Solicitation shall comply with the following requirements:

1. Coverage Types and Policy Limits. The types of coverage and policy limits required from Bidders and Contractors are specified in Paragraph B Insurance Requirements below.
2. Policy Forms. Except as otherwise specifically provided herein, or agreed to in the Contract resulting from this Solicitation, all policies of insurance required by this Section shall be written on an occurrence basis.
3. Certificates of Insurance/Notices. Bidders and Contractors shall provide DOCCS with a Certificate or Certificates of Insurance, in a form satisfactory to DOCCS as detailed below, and pursuant to the timelines set forth in Section B below. Certificates shall reference the Solicitation or award number and shall name The New York State Department of Corrections and Community Supervision, Harriman Campus, 1220 Washington Avenue, Albany, New York 12226-2050, as the certificate holder.

Certificates of Insurance shall

- Be in the form acceptable to DOCCS and in accordance with the New York State Insurance Law (e.g., an ACORD certificate);
- Disclose any deductible, self-insured retention, aggregate limit or exclusion to the policy that materially changes the coverage required by this Solicitation or any Contract resulting from this Solicitation;
- Refer to this Solicitation and any Contract resulting from this Solicitation by award number;
- Be signed by an authorized representative of the referenced insurance carriers; and
- Contain the following language in the Description of Operations / Locations / Vehicles section: Additional insured protection afforded is on a primary and non- contributory basis. A waiver of subrogation is granted in favor of the additional insureds.

Only original documents (certificates of insurance and any endorsements and other attachments) or electronic versions of the same that can be directly

traced back to the insurer, agent or broker via e-mail distribution or similar means will be accepted.

DOCCS generally requires Contractors to submit only certificates of insurance and additional insured endorsements, although DOCCS reserves the right to request other proof of insurance. Contractors should refrain from submitting entire insurance policies, unless specifically requested by DOCCS. If an entire insurance policy is submitted but not requested, DOCCS shall not be obligated to review and shall not be chargeable with knowledge of its contents. In addition, submission of an entire insurance policy not requested by DOCCS does not constitute proof of compliance with the insurance requirements and does not discharge Contractors from submitting the requested insurance documentation.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

4. **Primary Coverage.** All liability insurance policies shall provide that the required coverage shall be primary and non-contributory to other insurance available to the People of the State of New York, the New York State Department of Corrections and Community Supervision, any entity authorized by law or regulation to use the Contract and their officers, agents, and employees. Any other insurance maintained by the People of the State of New York, the New York State Department of Corrections and Community Supervision, any entity authorized by law or regulation to use the Contract and their officers, agents, and employees shall be excess of all applicable Contractor's insurance, including any umbrella and/or excess policies, and shall not contribute with the Bidder/Contractor's insurance.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

5. **Breach for Lack of Proof of Coverage.** The failure to comply with the requirements of this Section at any time during the term of the Contract shall be considered a breach of the terms of the Contract and shall allow the People of the State of New York, the New York State Department of Corrections and Community Supervision, any entity authorized by law or regulation to use the Contract and their officers, agents, and employees to avail themselves of all remedies available under the Contract or at law or in equity.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

6. **Self-Insured Retention/Deductibles.** Certificates of Insurance must indicate the applicable deductibles/self-insured retentions for each listed policy. Deductibles or self-insured retentions above \$100,000.00 are subject to approval from DOCCS. Such approval shall not be unreasonably withheld, conditioned or delayed. Bidders and Contractors shall be solely responsible for all claim expenses and loss payments within the deductibles or self-insured retentions. If the Bidder/Contractor is providing the required insurance through self-insurance, evidence of the financial capacity to support the self-insurance program along with

a description of that program, including, but not limited to, information regarding the use of a third-party administrator shall be provided upon request. If the Contractor is unable to meet their obligation under any deductible, self-insured retention or self-insurance, neither the People of the State of New York nor DOCCS will be obligated to drop down to cover the amount of the self-insured retention or deductible or any remaining portion thereof.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

7. **Subcontractors.** Prior to the commencement of any work by a Subcontractor, the Contractor shall require such Subcontractor to procure policies of insurance as required by this Section and maintain the same in force during the term of any work performed by that Subcontractor.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8. **Waiver of Subrogation.** For all liability policies and the workers' compensation insurance required below, the Bidder/Contractor shall cause to be included in its policies insuring against loss, damage or destruction by fire or other insured casualty a waiver of the insurer's right of subrogation against The People of the State of New York, the New York State Department of Corrections and Community Supervision, any entity authorized by law or regulation to use the Contract and their officers, agents, and employees, or, if such waiver is unobtainable (i) an express agreement that such policy shall not be invalidated if the Contractor waives or has waived before the casualty, the right of recovery against The People of the State of New York, the New York State Department of Corrections and Community Supervision, any entity authorized by law or regulation to use the Contract and their officers, agents, and employees or (ii) any other form of permission for the release of The People of the State of New York, the New York State Department of Corrections and Community Supervision, any entity authorized by law or regulation to use the Contract and their officers, agents, and employees. A Waiver of Subrogation Endorsement shall be provided upon request. A blanket Waiver of Subrogation Endorsement evidencing such coverage is also acceptable.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9. **Additional Insured** The Contractor shall cause to be included in each of the liability policies required below, ISO form CG 20 10 11 85 (or a form or forms that provide equivalent coverage, such as the combination of CG 20 10 04 13 and CG 20 37 04 13) and form CA 20 48 10 13 (or a form or forms that provide equivalent coverage), naming as additional insureds: The People of the State of New York, the New York State Department of Corrections and Community Supervision, any entity authorized by law or regulation to use the Contract and their officers, agents, and employees. An Additional Insured Endorsement evidencing such coverage shall be provided to DOCCS pursuant to the timelines set forth in Section B below. A blanket Additional Insured Endorsement evidencing such

coverage is also acceptable. For Contractors who are self-insured, the Contractor shall be obligated to defend and indemnify the above-named additional insureds with respect to Commercial General Liability and Business Automobile Liability, in the same manner that the Contractor would have been required to pursuant to this Section had the Contractor obtained such insurance policies.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

10. **Excess/Umbrella Liability Policies.** Required insurance coverage limits may be provided through a combination of primary and excess/umbrella liability policies; however, a minimum of one million dollars (\$1,000,000.00) must be primary coverage for general liability and auto liability. All Contractor's applicable insurance policies, including umbrella and excess insurance, will be primary to any insurance, self-insurance, deductible or self-insured retention of the People of the State of New York, the New York State Department of Corrections and Community Supervision, or any entity authorized by law or regulation to use the Contract and their officers, agents, and employees. If coverage limits are provided through excess/umbrella liability policies, then a Schedule of underlying insurance listing policy information for all underlying insurance policies (insurer, policy number, policy term, coverage and limits of insurance), including proof that the excess/umbrella insurance follows form must be provided upon request.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

11. **Notice of Cancellation or Non-Renewal.** Policies shall be written so as to include the requirements for notice of cancellation or non-renewal in accordance with the New York State Insurance Law. Within five (5) business days of receipt of any notice of cancellation or non-renewal of insurance, the Contractor shall provide DOCCS with a copy of any such notice received from an insurer together with proof of replacement coverage that complies with the insurance requirements of this Solicitation and any Contract resulting from this Solicitation.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

12. **Policy Renewal/Expiration** Upon policy renewal/expiration, evidence of renewal or replacement of coverage that complies with the insurance requirements set forth in this Solicitation and any Contract resulting from this Solicitation shall be delivered to DOCCS. If, at any time during the term of any Contract resulting from this Solicitation, the coverage provisions and limits of the policies required herein do not meet the provisions and limits set forth in this Solicitation or any Contract resulting from this Solicitation, or proof thereof is not provided to DOCCS, the Contractor shall immediately cease work. The Contractor shall not resume work until authorized to do so by DOCCS.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

13. Deadlines for Providing Insurance Documents after Renewal or Upon Request. As set forth herein, certain insurance documents must be provided to the DOCCS Procurement Services contact identified in the Contract Award Notice after renewal or upon request. This requirement means that the Contractor shall provide the applicable insurance document to DOCCS as soon as possible but in no event later than the following time periods:

- For certificates of insurance: 5 business days
- For information on self-insurance or self-retention programs: 15 calendar days
- For other requested documentation evidencing coverage: 15 calendar days
- For additional insured and waiver of subrogation endorsements: 30 calendar days

Notwithstanding the foregoing, if the Contractor shall have promptly requested the insurance documents from its broker or insurer and shall have thereafter diligently taken all steps necessary to obtain such documents from its insurer and submit them to DOCCS, DOCCS shall extend the time period for a reasonable period under the circumstances, but in no event shall the extension exceed 30 calendar days.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

B. Insurance Requirements

Bidders and Contractors shall obtain and maintain in full force and effect, throughout the term of any Contract resulting from this Solicitation, at their own expense, the following insurance with limits not less than those described below and as required by the terms of any Contract resulting from this Solicitation, or as required by law, whichever is greater:

Insurance Type		Proof of Coverage is Due
Commercial General Liability	[Not less than \$2,000,000 each occurrence]	Updated in accordance with Contract
General Aggregate	\$2,000,000	
Products – Completed Operations Aggregate	\$2,000,000	
Personal and Advertising Injury	\$1,000,000	
Medical Expenses Limit	\$5,000	
Business Automobile Liability Insurance	[Not less than \$2,000,000 each occurrence]	
Workers' Compensation		
Disability Benefits		

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

1. **Commercial General Liability Insurance:** Such liability shall be written on the current edition of ISO occurrence form CG 00 01, or a substitute form providing equivalent coverage and shall cover liability arising from premises operations, independent contractors, products-completed operations, broad form property damage, personal & advertising injury, cross liability coverage, liability assumed in a contract (including the tort liability of another assumed in a contract) and explosion, collapse & underground coverage.

Policy shall include bodily injury, property damage and broad form contractual liability coverage.

- General Aggregate
- Products – Completed Operations Aggregate
- Personal and Advertising Injury
- Each Occurrence

Coverage shall include, but not be limited to, the following:

- Premises liability;
- Independent contractors;
- Blanket contractual liability, including tort liability of another assumed in a contract;
- Defense and/or indemnification obligations, including obligations assumed under the Contract;
- Cross liability for additional insureds;
- Products/completed operations for a term of no less than three [1-3] years, commencing upon acceptance of the work, as required by the Contract;
- Explosion, collapse and underground hazards; and
- Contractor means and methods].

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

2. **Business Automobile Liability Insurance:** Such insurance shall cover liability arising out of any automobile used in connection with performance under the Contract, including owned, leased, hired and non-owned automobiles bearing or, under the circumstances under which they are being used, required by the Motor Vehicles Laws of the State of New York to bear, license plates.

In the event that the Contractor does not own, lease or hire any automobiles used in connection with performance under the Contract, the Contractor does not need to obtain Business Automobile Liability Insurance, but must attest to the fact that the Contractor does not own, lease or hire any automobiles used in connection with performance under the Contract on a form provided by DOCCS. If, however, during the term of the Contract, the Contractor acquires, leases or hires any automobiles that will be used in connection with performance under the Contract, the Contractor must obtain Business Automobile Liability Insurance that meets all of the requirements of this section and provide proof of such coverage to DOCCS in accordance with the insurance requirements of any Contract resulting from this Solicitation.

In the event that the Contractor does not own or lease any automobiles used in connection with performance under the Contract, but the Contractor does subcontract, hire and/or utilize non-owned automobiles in connection with performance under the Contract, the Contractor subcontractor or owner of the automobile(s) must: (i) obtain Business Automobile Liability Insurance as required by this Solicitation or any Contract resulting from this Solicitation, except that such insurance may be limited to liability arising out of hired and/or non-owned automobiles, as applicable; and (ii) attest to the fact that the Contractor does not own or lease any automobiles used in connection with performance under the Contract, on a form provided by DOCCS. If, however, during the term of the Contract, the Contractor acquires or leases any automobiles that will be used in connection with performance under the Contract, the Contractor must obtain Business Automobile Liability Insurance that meets all of the requirements of this Section and provide proof of such coverage to DOCCS in accordance with the insurance requirements of any Contract resulting from this Solicitation.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

3. Workers' Compensation Insurance and Disability Benefits Requirements

Sections 57 and 220 of the New York State Workers' Compensation Law require the heads of all municipal and state entities to ensure that businesses applying for contracts have appropriate workers' compensation and disability benefits insurance coverage.

These requirements apply to both original contracts and renewals. **Failure to provide proper proof of such coverage or a legal exemption will result in a rejection of a Bid or any contract renewal. A Bidder will not be awarded a Contract unless proof of workers' compensation and disability insurance is provided to DOCCS.** Proof of workers' compensation and disability benefits coverage, or proof of exemption must be submitted to DOCCS at the time of Bid submission, policy renewal, contract renewal, and upon request. Proof of compliance must be submitted on one of the following forms designated by the New York State Workers' Compensation Board. **An ACORD form is not acceptable proof of New York State workers' compensation or disability benefits insurance coverage.**

Proof of Compliance with Workers' Compensation Coverage Requirements:

- Form CE-200, *Certificate of Attestation for New York Entities With No Employees and Certain Out of State Entities, That New York State Workers' Compensation and/or Disability Benefits Insurance Coverage is Not Required*, which is available on the Workers' Compensation Board's website (www.wcb.ny.gov);
- Form C-105.2 (9/07), *Certificate of Workers' Compensation Insurance*, sent to DOCCS by the Contractor's insurance carrier upon request, or if coverage is provided by the New York State Insurance Fund, they will provide Form U-26.3 to DOCCS upon request from the Contractor; or
- Form SI-12, *Certificate of Workers' Compensation Self-Insurance*, available from the New York State Workers' Compensation Board's Self-Insurance Office, or

- Form GSI-105.2, *Certificate of Participation in Workers' Compensation Group Self- Insurance*, available from the Contractor's Group Self-Insurance Administrator.

Proof of Compliance with Disability Benefits Coverage Requirements:

- Form CE-200, *Certificate of Attestation for New York Entities With No Employees and Certain Out of State Entities, That New York State Workers' Compensation and/or Disability Benefits Insurance Coverage is Not Required*, which is available on the Workers' Compensation Board's website (www.wcb.ny.gov);
- Form DB-120.1, *Certificate of Disability Benefits Insurance*, sent to DOCCS by the Contractor's insurance carrier upon request; or
- Form DB-155, *Certificate of Disability Benefits Self-Insurance*, available from the New York State Workers' Compensation Board's Self-Insurance Office.

An instruction manual clarifying the New York State Workers' Compensation Law requirements is available for download at the New York State Workers' Compensation Board's website, <http://www.wcb.ny.gov>. Once on the site, click on the Employers/Businesses tab and then click on Employers' Handbook.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.11 Consultant Disclosure Reporting Requirements

Pursuant to New York State Finance Law, Section 163(4)(g), state agencies must require all contractors, including subcontractors, that provide consulting services for State purposes pursuant to a contract to submit an annual employment report for each such contract, such report to include for each employment category within the contract: the number of employees employed to provide services under the contract, the number of hours they work, and the total compensation under the contract for those employees. Consulting services are defined as analysis, evaluation, research, training, data processing, computer programming, engineering, environmental, health, and mental health services, accounting, auditing, paralegal, legal, or similar services.

Upon notification of award for this RFP, the selected Contractor must complete Form A, *State Consultant Services*. The completed Form A should include information for all employees that will be providing services under the contract resulting from this IFB.

The Contractor must submit Form B, *State Consultant Services Contractor's Annual Employment Report* (Attachment C), to report annual employment information required by the statute. This form captures historical information, detailing actual employment data for the most recently concluded State fiscal year (April 1 – March 31). Submit Form B to DOCCS Budget & Finance Unit, the Consultant Reporting Section of the Bureau of Contracts at OSC, and the Department of Civil Services at the addresses provided below.

Submit the completed Form B annually by May 15 for each State fiscal year (or portion thereof) the contract is in effect, as follows:

Contracting Agency: DOCCS
Supervision

NYS Department of Corrections and Community

Sandra Downey, Director Budget and
Finance 1220 Washington
Avenue
Albany, New York 12226-2050

OSC: Consultant Reporting Sections of the Bureau of Contracts

NYS Office of the State
Comptroller Bureau of
Contracts
110 State Street, Floor 11
Albany, NY 122236
Attention: Consultant Reporting

DCS:

NYS Department of Civil Service
Alfred E. Smith Office
Building Albany, NY
12239

Forms A and B as well as the instructions are found in Attachment C.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.12 Freedom of Information Law/Trade Secrets

During the evaluation process, the content of each bid will be held in confidence and details of any bid will not be revealed (except as may be required under the Freedom of Information Law or other State law). The Freedom of Information Law provides for an exemption from disclosure for trade secrets or information the disclosure of which would cause injury to the competitive position of commercial enterprises. This exception would be effective both during and after the evaluation process. Should you feel your firm's bid contains any such trade secrets or other confidential or proprietary information, **you must submit a request to except such information from disclosure.** Such request must be in writing, must state the reasons why the information should be accepted from disclosure and must be provided at the time of submission of the subject information. Requests for exemption of the entire contents of a bid from disclosure have generally not been found to be meritorious and are discouraged. Kindly limit any requests for exemption of information from disclosure to bona fide trade secrets or specific information, the disclosure of which would cause a substantial injury to the competitive position of your firm.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.13 Executive Order Number 26

Bidders should review this executive order prior to submitting proposals. You may access the executive order on the Governor's Web site: [STATEWIDE LANGUAGE ACCESS POLICY](#). In the event that translation/interpretation services are required for languages other than the Spanish language, the selected Contractor must agree to comply with any requests by DOCCS to provide documents or other assistance to allow for translation or interpretation to be conducted. Any costs associated with the translation or interpretation services will be incurred by DOCCS.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.14 Executive Order 38

Limits on State-Funded Administrative costs & Executive Compensation: Bidders should review Executive Order 38 and the rules and regulations prior to submitting proposals. More specifically, Bidders should review the restrictions on allowable administrative expenses, the limits on executive compensation, and the reporting requirements. It is the obligation of the selected Contractor, not the State, to determine if Executive Order 38 is applicable. In addition, the selected Contractor must include a provision in any agreement with a subcontractor or agent stating that if said subcontractor or agent is receiving State funds or State-authorized payments from the Contractor to provide program or administrative services under the Contract resulting from this RFP, the subcontractor must also comply with Executive Order 38.

All Contractors doing business with DOCCS should be familiar with Executive Order 38 and the applicable DOCCS Rules and Regulations for the executive order.

Bidders and Contractors may access the executive order using this link, executiveorder38.ny.gov, or from the DOCCS' Web site at www.doccs.ny.gov. The applicable DOCCS Rules and Regulations for the executive order are located in the 7 New York Codes, Rules, and Regulations (NYCRR) Part 513.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.15 Performance/Payment Bond Requirement

Prior to the commencement of performance of the work to be undertaken pursuant to the Contract, DOCCS requires the Contractor to furnish without cost to DOCCS a performance/payment bond as security for the faithful performance of the Contract in the amount of Ten Million Dollars (\$10,000,000.00), which shall be in the exact form and language of the sample bond attached as Appendix L. The surety must be authorized to do business as a surety in the State of New York, and its name must appear on the current list of sureties acceptable to the Treasury Department of the United States in effect at the time of submission of the Performance and Payment Bond to DOCCS. In addition, the aggregate underwriting limitations on any one risk as set forth in the aforementioned list of approved Treasury Department sureties shall equal or exceed the penal sum of the Performance and Payment Bond.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.16 Licensed or Patented Components

The vendor must identify any software that is not owned by the vendor or any patented or proprietary components and provide details on the vendor's authorization to use and resell such components including duration of agreement and source.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.17 Perpetual License

The vendor shall provide to DOCCS a perpetual non-exclusive license for all software utilized in the delivery of services under this contract. The license shall continue after the termination of the contract, but DOCCS shall not be entitled to free upgrades or support after contract termination.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.18 Escrow of Software

Upon award the vendor shall escrow all software and routines, documentation and operational information necessary for the full production operation of the ITS with an escrow agent approved by DOCCS. The escrow agreement shall specify that the software source and production code and all related material shall be provided to DOCCS at no cost in the event that the vendor is unable or unwilling to meet its obligations under this contract. In such event DOCCS shall be deemed to have full ownership rights to the software and materials. The vendor shall at all times assure that the escrowed software and materials are for the current DOCCS' production system.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.19 Breach of Services

In the event of any material breach of service by the contractor, the Department shall give written notice specifying the material breach. If such written notice of material breach is given and the provider does not correct the breach to DOCCS satisfaction within thirty (30) days after receipt of the written notice, DOCCS shall have the right to unilaterally and immediately terminate the Agreement and seek a replacement provider in order to maintain telephone service to the inmates without penalty to DOCCS.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.20 General Requirements

The Bidder agrees to

1. adhere to all State and Federal laws and regulations in connection with the contract; and,
2. at a minimum, notify DOCCS of any changes in the legal status or principal ownership of the company, forty five (45) days in advance of said change.

The Bidder agrees that

3. in any contract resulting from this RFP, it shall be completely responsible for its work, including any damages or breakdowns caused by its failure to take appropriate action; and,
4. any contract resulting from this RFP may not be assigned, transferred, conveyed or the work subcontracted without the prior written consent of the Commissioner of DOCCS.
5. For reasons of safety and public policy, in any contract resulting from this RFP, the use of illegal drugs and/or alcoholic beverages by the Contractor or its personnel shall not be permitted while performing any phase of the work herein specified.
6. For purposes of any contract resulting from this RFP, the State will not be liable for any expense incurred by the Contractor for any parking fees or as a consequence of any traffic infraction or parking violations attributable to employees of the Contractor.
7. The Commissioner's interpretation of specifications shall be final and binding upon the Contractor.
8. The Commissioner of DOCCS will make no allowance or concession to the bidder for any alleged misunderstanding because of quantity, quality, character, location or other conditions.
9. Should it appear that there is a real or apparent discrepancy between different sections of specifications concerning the nature, quality or extent of work to be furnished, it shall be assumed that the bidder has based its bid on the more expensive option. Final decision will rest with the Commissioner of DOCCS.
10. **Inspection** – For purposes of any contract resulting from this RFP, the quality of service is subject to inspection and may be made at any reasonable time by the State of New York. Should it be found that quality of services being performed is not satisfactory and that the requirements of the specifications are not being met, the Commissioner of DOCCS may terminate the contract and employ another contractor to fulfill the requirements of the contract. The existing Contractor shall be liable to the State of New York for costs incurred on account thereof.
11. **Stop Work Order** - The Commissioner of DOCCS reserves the right to stop the work covered by this RFP and any contract(s) resulting therefrom at any time that it is deemed the successful Bidder is unable or incapable of performing the work to the state's satisfaction. In the event of such stopping, DOCCS shall have the right to arrange for the completion of the work in such manner as it may deem advisable and if the cost thereof exceeds the amount of the bid, the successful Bidder shall be liable to the State of New York for any such costs on account thereof. In the event that DOCCS issues a stop work order for the work as provided herein, the Contractor shall have ten (10) working days to respond thereto before any such stop work order shall become effective.
12. It is the Contractor's responsibility to maintain the equipment and materials provided for the work consistent with applicable safety regulations, health codes, and all policies or directives established by DOCCS. Failure to account for all equipment, materials, and tools or to report missing equipment, materials, and tools immediately may result in the termination of the contract.
13. DOCCS reserves the right to reject and bar from the facility any employee hired by the Contractor.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.21 Equipment and Licenses Upon Termination

Upon contract termination all installed equipment, wiring, servers, communications components and related elements shall become the property of DOCCS without further cost to DOCCS. This shall explicitly include a perpetual license for all installed software. DOCCS shall own all elements required to continue the operation of a fully functional production system. The contractor shall provide all ITS services including but not limited to call recording and customer service and billing required by this contract for ninety (90) days after the contract termination date.

8.21.1 Agency Termination

DOCCS reserves the right to cancel the complete contract or any part thereof, at any time, giving the Contractor thirty (30) days written notice for convenience or unavailability of funds. If in the judgment of DOCCS, the Contractor fails or refuses to perform the work in accordance with the contract, DOCCS may terminate the contract immediately by written notice for cause.

Upon written notice to the Contractor, and a reasonable opportunity to be heard with appropriate DOCCS' officials or staff, the contract may be terminated by the DOCCS' Commissioner or his designee at the Contractor's expense where the Contractor is determined by the DOCCS Commissioner or his designee to be non-responsible. In such event, the DOCCS Commissioner or his designee may complete the contractual requirements in any manner he may deem advisable and pursue available legal or equitable remedies for breach.

DOCCS may, upon a thirty (30) day notice, terminate the contract resulting from this RFP in the event of the awarded Bidder's failure to comply with any of the bid's requirements unless the awarded Bidder obtained a waiver of the requirement.

In addition, DOCCS may also terminate any contract resulting from this RFP upon ten (10) days written notice if the Contractor makes any arrangement or assignment for the benefit of creditors.

Furthermore, DOCCS shall have the right, in its sole discretion, at any time to terminate a contract resulting from this RFP, or any unit portion thereof, with or without cause, by giving thirty (30) days written notice of termination to the Contractor.

Any termination by DOCCS under this Section shall in no event constitute or be deemed a breach of any contract resulting from this RFP and no liability shall be incurred by or arise against DOCCS, its agents and employees therefore for lost profits or any other damages.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.21.2 Procurement Lobbying Termination

DOCCS reserves the right to terminate this contract in the event it is found that the certification filed by the Offeror in accordance with New York State Finance Law §139-k was intentionally false or intentionally incomplete. Upon such finding, DOCCS may exercise its termination right by providing written notification to the Offeror in accordance with the written notification terms of this contract.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.22 Contract Terms

1. All provisions and requirements of Appendix A, *Standard Clauses for New York State Contracts*, which is attached hereto and forms a part hereof, will be incorporated into any contract resulting from this RFP, and will be binding upon the parties to such contract.
2. All provisions and requirements that are attached hereto and form a part hereof, will be incorporated into any contract resulting from this RFP, and will be binding upon the parties to such contract.
3. It is stipulated and agreed by the parties that the law of the State of New York shall solely and in all respects govern with relation to any dispute, litigation, or interpretation arising out of or connected with any contract resulting from this RFP.
4. Any contract resulting from this RFP shall not be deemed executed, valid or binding unless and until approved in writing by the Attorney General and the Comptroller of the State of New York.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.23 Nondisclosure Agreement

Upon contract award, the selected vendor will be required to sign the non-disclosure agreement in Appendix I.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.24 Contract Provisions

The entire RFP plus clarification questions and answers as well as the selected vendor's proposal shall be included in the final contract.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.25 Potential Annual Revenue Payments

It is understood between the parties that, in the event a change is made to the law in New York State with respect to the permissible use of telephone revenue, the parties will meet in a good faith effort to negotiate a possible amendment regarding phone rates that are charged, which would be consistent with the change in such law. It is further understood that if an amendment is negotiated and agreed to, it would also have to be approved by all necessary governmental entities, including, but not limited to, the Office of the State Comptroller, and that said agreement would also have to meet any governmental regulatory restrictions that may apply.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Moreover, in the event of such a change as stipulated above, the parties will have an understanding that the revenue set-aside from the use of the inmate telephone system will not exceed \$ 2 million.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

8.26 Inmate Secure Messaging Option

DOCCS is exploring the possibility of offering inmates the ability to communicate with those individuals listed on the inmates' call lists, using secure messaging and utilizing the infrastructure as described in the successful bidder's proposal response to this RFP. If DOCCS decides to implement this feature in the future, with a 90-day notice to the contractor selected, the following information will be applicable:

- The vendor will provide the ability for inmates to access and utilize secure messaging, including the sending and receiving of secure messages to those individuals on the inmates' call lists.
- The vendor will identify and detail any costs associated with accessing, sending, or receiving secure messages, including any additional surcharges or handling fees assessed by the vendor that will be charged to the friends and family sending the secure messages. The cost to send or receive secure messages must be less than the cost to send an equivalent written letter.
- The ability to conduct investigative analysis of the secure messages, including, but not limited to, key word searches, analytics, and investigative software, which shall be described in detail by the vendor.
- The vendor's proposed costs will conform to all other applicable rules within the contents of the resulting contract and this RFP, including all investigative, analytic and reporting capabilities. Prior to implementation of secure messaging, the vendor will provide information to DOCCS regarding all aspects of this additional service as follows:
 - A detailed plan for inmates to access secure messaging, including those in restricted or specialized housing.
 - Ability to send and receive secure messaging via a tablet or third party device.
 - Ability to perform translation of foreign languages secure messages.
 - A mechanism to securely monitor and review secure messages before they are sent or received by the inmate.

Any amendment to the original contract agreement resulting from this solicitation will be subject to approval by the Office of the Attorney General and the Office of the State Comptroller.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

END OF SECTION 8: CONTRACTUAL ISSUES

9 Administrative Procedures

9.1 Communication with DOCCS

All inquiries concerning this RFP must be addressed in writing to the DOCCS' designated contact as specified in [Section 1.6](#). DOCCS' employees should not be contacted regarding this RFP except as authorized by the DOCCS' designated contact person identified in Section 1.6. Any unauthorized contact shall constitute grounds for disqualification and rejection of the bidder's proposal.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.2 Procurement Rights

The state of New York reserves the rights for the following:

1. Reject any and all bids received in response to this Solicitation.
2. Withdraw the RFP at any time, at the agency's sole discretion.
3. Disqualify a bidder from receiving the award if the bidder, or anyone in the bidder's employ, has previously failed to perform satisfactorily in connections with public bidding or contracts.
4. Correct bidders' mathematical errors and waive or modify other minor irregularities in bids received, after prior notification to the bidder.
5. Adjust any bidder's expected costs of the bid price based on a determination of the evaluation committee that the selection of the said bidder will cause the state to incur additional costs.
6. Utilize any and all ideas submitted in the bids received.
7. Negotiate with bidders responding to this solicitation within the solicitation requirements to serve the best interests of the state.
8. Begin contract negotiations with another bidding contractor to serve the best interests of the state should DOCCS be unsuccessful negotiating a contract with the selected contractor within 21 days of the selection notification.
9. Waive any nonmaterial requirement not met by all bidders.
10. Not make an award under this solicitation.
11. Make an award under this solicitation in whole or in part.
12. Make multiple contract awards pursuant to the solicitation.
13. Have any service completed via separate competitive bid or other means, as determined to be in the best interest of the state.
14. Seek clarifications of bids.
15. If two or more offers are found to be substantially equivalent, the Commissioner of DOCCS, at his sole discretion, will determine award.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.3 Proposal Format, Packaging, and Submission Instructions

Package the Technical, Cost, and Diversity Practices proposal components separately. All components should be clearly labeled with *RFP 2016-02*, the component name, and the bidder's name.

- a. Submit two (2) originals of the completed Technical Proposal, and ten (10) copies for a total of twelve (12) Technical Proposals including Appendix K, *Proposal Response Forms*, and required documents. The narrative responses must correspond with the relative sections/paragraphs of the RFP. An original signature should be applied to each original and copy. Include one electronic copy in PDF format of the technical proposal on an electronic medium.
- b. Submit two (2) original signed Cost Proposal Forms and attachments in a separate sealed and labeled envelope with the narrative responses for Section 7 and the documentation to substantiate financial stability.
- c. Submit two (2) original signed *Diversity Practices Questionnaires* with attached sheets in a separate sealed and labeled envelope.
- d. Submit proposals so that they will be in the possession of the DOCCS' contact person by 3:00 PM EDT on the day indicated in [Section 1.7](#). It is the sole responsibility of bidders to insure the proposals are received by the bid closing date and time.
- e. It shall be the responsibility of each bidder to see that its material is appropriately contained in some physical form that best guards against the loss of property in transit or in handling by DOCCS once received.
- f. Submit the proposal so that updated pages can be easily incorporated into the original.
- g. Place the official name of the firm submitting the proposal so that it appears on the outside front cover of each binder and/or envelope with the name of the designated contact person(s) as provided in [Section 1.6](#) of the RFP. Every copy of the proposal should have each major section separated with index tabs to identify the major sections of the proposal so that the proposal corresponds with the sections in the table of contents.
- h. Complete the forms in Appendix K, *Proposal Response Forms*, ensuring each box is checked to indicate that the bidder has read and agreed to the requirements in each of the sections of the RFP and has included the required supporting documentation with its proposals. The completed set of Response Forms shall be included in Technical Proposal component of the bidder's proposal with the narrative text the bidder deems relevant.
- i. Include all required substantiating documentation and responses as specified in the RFP and the Response Forms for Sections 2 through 7 of the proposal. The substantiating documentation and responses shall cross reference the associated paragraph number of the RFP. It is not necessary to repeat each paragraph text as it appears in the RFP, it is only necessary to ensure that the Proposal Response form is properly completed and the responses and required documentation are cross referenced to the appropriate RFP paragraph number.
- j. Identify all supporting documentation required in the RFP. DOCCS will not accept links to external websites in place of documentation. If the required documentation does not lend itself to being bound in the format specified, uniquely identify the documentation and reference it accordingly.
- k. This Request for Proposals is comprised of the RFP title page and *Notice to Bidders* page, the table of contents, the pages numbered sequentially in the footer ending with page number 58 and all of the Appendices and Attachments. If the bidder determines that a page(s) is missing or otherwise defective, the bidder should contact DOCCS

immediately so that a corrected copy can be issued to the bidder. Bidders must ensure that all pages have been included in the RFP downloaded from the NYS Contract Reporter or DOCCS' Web site.

- I. Only those Bidders who furnish all required information will be considered.

Submit all required bid documents including signed bid addenda if any by the Proposal Due Date and time (Section 1.7), to the following address:

Proposal Submission for RFP2016-02

NYS Department of Corrections & Community
Supervision Division of Support Operations /
Contract Procurement Unit Attention: Velma Berry

550 Broadway

Menands, NY 12204

DOCCS will not consider emailed or faxed bid submissions.

**COST PROPOSALS WILL NOT BE OPENED UNTIL THE TECHNICAL
EVALUATION HAS BEEN COMPLETED.**

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.3.1 Proposal Content

Entire proposal:

1. Completed and signed *Application Cover Sheet* and *Individual, Corporation, Partnership, or LLC Acknowledgment* (within Attachment C). Return as cover sheet and second page for the Technical Proposal.
2. *Procurement Lobbying Certification* (within Attachment C).
3. Appendix K, *Proposal Response Forms*, and the Technical Response Narrative: two (2) originals, plus ten (10) copies, plus one electronic copy in PDF format on an electronic medium.
4. Appendix H, *Cost Proposal Form*: two (2) original signed *Cost Proposal Forms* with attachments, narratives for Section 7, and documentation to substantiate financial stability submitted in a separate sealed and labeled envelope.
5. Appendix M, *Diversity Practices Questionnaire*: two (2) original completed, signed, and notarized questionnaires. Follow the instructions on the questionnaire, complete the questions, include the attached sheets as instructed, and submit the completed questionnaires (plus documents) in a separate sealed and labeled envelope.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.3.2 Other legal documents (required but not subject to pass/fail disqualification):

See Attachment C, *Bidders' Checklist and Required Documents*, due with the technical proposal or as a contingency for the tentative award:

- Online (or hard copy) *Vendor Responsibility Questionnaire* (Appendix E)
- M/WBE and EEO Required forms (Appendix C)
- *Encouraging Use of NYS Businesses in Contract Performance* (within Attachment C)
- Vendor Reference Form (Appendix F)
- Staff Qualification Form (Appendix G)
- *Non-Disclosure Agreement* (Appendix I)
- *Performance/Payment Bond* (Appendix L)
- Form A, *State Consultant Services – Contractor's Planned Employment* (within Attachment C)
- Form ST-220-CA (Section 8.4)
- Verification Workers' Compensation and NYS Disability Coverage (Section 8.10)

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.3.3 Technical Proposal

The Technical Proposal shall be defined as the bidder's narrative responses to the entire RFP as outlined in Appendix K, the completed and signed Appendix K, and all requested attachments and documentation. The Technical Response shall contain the following:

- A. The completed Proposal Response Forms (Appendix K) signed by the bidder's representative having the authority to commit the company to the obligations set forth in the proposal.
- B. Narrative responses to all requirements and issues in the RFP cross referenced to the sections and paragraph numbers in the RFP.
- C. Requested documentation.
- D. All forms included or cited in the RFP completed as required (Attachment C).

Read and follow the instructions for Appendix K before completing the form and the technical proposal narrative. Prepare the technical proposal narrative identifying the section/subsection and paragraph with which your responses correspond.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.3.4 Cost Proposal

The Cost Proposal shall be defined as the completed Cost Proposal Form (Appendix H) showing the costs for all Contract Services requested herein; responses cross referenced to the subsections and paragraphs in Section 7 of the RFP; and documentation to substantiate the bidder's financial stability (Section 7.4). The costs shall be considered all inclusive. The Cost Proposal Form is to be packaged in a **separate envelope** labeled as *RFP 2016-02 Cost Proposal Form*. Include the bidder's

name on the envelope. In the event the bidder is disqualified during the technical evaluation phase, the Cost Proposals will not be considered. The Cost Proposal Form must be signed by the bidder's representative having the authority to commit the company to the obligations set forth in the proposal.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.3.5 Diversity Practices Questionnaire

Bidders must complete Appendix M, *Diversity Practices Questionnaire*, as described in this RFP herein. The bidders' responses will be evaluated using a separate predetermined rating scale. The resulting scores assigned for diversity practice will be worth up to 2% of the technical score. The Diversity Practices response is to be packaged in a **separate envelope** labeled as *RFP 2016-02 Diversity Practices Questionnaire*.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.4 Proposal Evaluation

Bidders' proposals will be evaluated in an objective, comprehensive manner. The evaluation criteria will be applied uniformly and equally, ensuring that each qualified bidder has an opportunity to be fairly considered.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

The process used to evaluate the proposals will proceed through the following phases:

9.4.1 Mandatory Requirements (Pass/Fail)

The proposals will be reviewed to determine that the bidder has met **all** mandatory requirements. Failure to meet any mandatory requirement will disqualify the bidder from further consideration.

New York State will not be a test site for unproven technology. For all technology proposed, your references must include at least two sites where this technology has been in service as an integrated part of the inmate phone system for at least six (6) months. An onsite or real-time demonstration of the technology must be provided prior to finalization of the scoring for this procurement.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.4.2 Technical Evaluation (95 points)

The Technical Evaluation team will evaluate and rate the bidders' proposals using a rating scale and a predetermined scoring tool and award points for responses to the sections/subsections as indicated in the Appendix K. Responses to Appendix M, *Diversity Practices Questionnaire*, will be evaluated separately using a predetermined scale. The final Diversity Practices score for each bidder will be included in the Technical Evaluation score. Each bidder's technical proposal, as defined in Section 9.3.3, will be evaluated in three categories:

- A. Delivery of Services
- B. Telecommunication Capabilities
- C. Business Operations Capabilities

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.4.3 Cost Evaluation (5 points)

The Cost Evaluation will include the narrative response for Section 7.3 submitted with Appendix H, *Proposal Cost Form*, and the total requested Account Fees in Appendix H. The cost score will be calculated using a predetermined rating scale to evaluate responses to 7.3 and by assigning the highest possible score to the proposal with the lowest total account fees. All bidders' total account fees will be prorated by comparing it to the lowest total proposed account fees. Bidders should include the requested Financial Statements in Section 7.4 with their Cost Proposal submissions.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.4.4 Composite Scores

If proposals satisfy the Mandatory Requirements (pass/fail), the points awarded for the Cost Evaluation and Technical Evaluation categories will be combined to arrive at a composite score. The proposals will then be ranked from highest to lowest score.

In accordance with State Finance Law §163(10)(a), when price and other factors are found to be substantially equivalent, the determination of the commissioner or agency head to award a contract to one or more of such bidders shall be final. The basis for determining the award shall be documented in the procurement record.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

9.4.5 Debriefings

Bidders will be accorded fair and equal treatment with respect to their opportunity for debriefing. Prior to the final contract award, DOCCS shall, upon request, provide a debriefing which would be limited to review of the requesting bidder's proposal. After the final contract award, DOCCS shall, upon request, provide a debriefing to any bidder that responded to the RFP, regarding the reason that the bid submitted by the unsuccessful bidder was not selected for a contract award. The post award debriefing should be requested by the bidder within thirty (30) days of contract approval as posted on the OSC website (web address below).

<http://www.openbooknewyork.com/>

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.


END OF SECTION 9: ADMINISTRATIVE PROCEDURES

REQUESTED DOCUMENTATION

Requested Documentation


Sample Call Detail Reports

Additional Information Reference – 3.15 Reporting




Secure Call Platform

User Interface Sample Reports




Secure Call Platform



Authorized users enter username and password for anytime, anywhere access.

connecting users



Log-In

Username:

Password:

[Forgot Your Password?](#)

Important Information

There are currently no alerts available.

Off The Wire

04.06.2012
Securus Technologies, Inc. Announces Its Video Visitation Services to the Corrections Industry

04.04.2012
Securus Technologies, Inc. Adds New Payment Locations With MoneyGram


04.02.2012
Securus Announces Availability of JLU Technologies Investigator Pro!

Products & Services

Automated Information Services
Securus Video Visitation
Prepaid Calling Cards - Vending Machines
Inmate Debit Account
Secure Instant Mail

[Click Here To Access Facility Portal](#)

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Secure Call Platform User Interface Sample Reports

Selected Sample SCP Reports

- [Call Detail Search Screen](#)
- [Call Detail Results Screen](#)
- [Three Way Call Detection Report](#)
- [Call Frequency Report](#)
- [Custody Account Call Usage Report](#)
- [Call Tracker Report](#)
- [Hourly Usage](#)
- [Covert Alert Report](#)
- [Officer Check In Report](#)
- [PAN Frequency and Detail Report](#)
- [PAN Management Report](#)
- [SCP Debit Report](#)
- [Voice Biometric Status Report](#)
- [Voice Biometrics Frequency of Failure Report](#)
- [Crime Tip Report](#)

- [Informant Line Report](#)
- [Emergency Call Report](#)
- [Word Spotting Search Report](#)
- [Comprehensive System Change Log](#)
- [Management Change Log](#)
- [Custody Account Change Log](#)
- [PAN Entry Change Log](#)
- [Phone Number Change Log](#)
- [User Management Change Log](#)
- [Security Template Change Log](#)
- [System Access Report](#)
- [Recording Log](#)
- [Scan Patrol Log](#)

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Sample Call Detail Search Criteria Screen

Call Detail Report (CDR) – provides users with an intuitive and user friendly report that enables them to view or search on virtually anything related to an inmate call. SCP's Call Detail Report provides industry leading investigative, fraud prevention, and administrative capabilities to all approved users from anytime, anywhere.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility: [Select] Site: [Select] Phone Group: [Select] Phone: [Select]

Call Detail Records Search Saved Searches

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(User: For valid card / parameters)

Country Code: [Select] Dashed Number: [Select] Destination Zone: [Select] International: ☐

Customer Account #: [Select] PIN #: [Select] Prepaid Account #: [Select] Workweek: ☐

First Name: [Select] Last Name: [Select] Agency Type: [Select] Private: ☐

Termination Category: [Select] Block Reason: [Select] 3-way: ☐

Call Type: [Select] Call Status: [Select] Voice Biometrics: ☐

TextConnect: [Select] Continuous Voice Verification: ☐

Date Criteria: [Select] Start: 04/12/2012 00:00:00 End: 04/12/2012 23:59:59 Test Call: ☐

Results Per Page: 100

Search Save Criteria EXCEL PDF CSV Reset

Advanced Search

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Customize reports by changing search criteria—such as facility/site/phone/phone group, date range, call type, call termination, reason, call length, and much more.

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Sample Call Detail Results Screen

Call Detail Result Screen – once criteria has been selected and a user selects the "search" button, CDR results are displayed. From these results, users can select a record, playback recorded calls, add a note, access audit logs for the record(s), save the record(s) to another medium, and much more.

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Site: Phone Group: Phone:

Security Demo Site All Sites All Phone Groups All Phones

Call Detail Records Search Saved Searches

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

PAGE 1 OF 1																								
72 Results	SELECT	PLAY	STOP	PAUSE	RECORD	NOTE	LOGS	SAVE	FORMAT	CALL ID	PORT	LOC	TIME	END	REASON	ACCT #	PREPAID ACCT	NAME	AGENCY	CALL TYPE	CALL STATUS	REASON CODE	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
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<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:02:00	04-02-2012 04:02:00	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	16:17:34	16:18:05	(1) H007PDQ	1-32	3684	Sally Sogger	PAR Management	complete	PAH Number added			Language: English CVV
<input type="checkbox"/>										(1) 8179270658	4	Princeton	04-02-2012 04:0											

Three Way Call Report

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Facility

Secure 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: Dialect Number: Destination Zone: International: ☐

Customer Account #: PBX #: Prepaid Account #: Watched: ☐

First Name: Last Name: Private: ☐

Termination Category: Call Type: Blocked Reason: Call Status: 3-Way: ☒

Date Criteria: Date/Time Range: Results Per Page: 100

Start: 02/01/2011 00:00:00 End: 04/26/2011 23:59:59

Search EXCEL PDF CSV Reset

2 Results

SITE	PORT	DIALLED #	THRESHOLD	END	ACCT #	PREPAID	NAME	CALL TYPE	CALL STATUS	TERMINATION	BLOCKED REASON	CALL PROPERTIES
Securus Demo Site	je test-4	8002222121	1	02-15-2011 03:11:47	02-16-2011 00:12:15	00 (N)	Hein Hynth	Complete	Complete	Called party hangup		Language: English 3-Way
Securus Demo Site	Test Port 2	9729801052	1	02-23-2011 02:30:19	02-23-2011 02:31:11	00 (N)	Barry Davis	Person Call	Complete	Called party hangup		Language: English 3-Way

Apply a number of different actions to the call record.

Call is flagged as 3-Way in SCP.

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Sample Call Frequency Report

Call Frequency Report – an essential investigative report. The report allows users to look up phone numbers in the system that have been called a certain number of times within a given time frame by using criteria such as threshold (of the number of times a number was called), international, watched, private, termination category, call type, call status, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Facility

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

Call Frequency Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Threshold: 2 Call Status: --ALL-- International: ☐

Termination Category: --ALL-- Call Type: --ALL-- Watched: ☐

Start: 01/15/2011 End: 04/15/2011 Private: ☐

Search EXCEL PDF CSV Reset

20 Results

SITE	DIALLED #	FREQUENCY
Securus Demo Site	(1) 9722270311	20
Securus Demo Site	(1) 9722270556	16
Securus Demo Site	(1) 9722270596	10
Securus Demo Site	(1) 9722270360	9
Securus Demo Site	(1) 5743127016	6
Securus Demo Site	(1) 9722270305	5
Securus Demo Site	(1) 2144981124	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9738907824	3

Enter a threshold for the number of times a number was called to initiate the report. Select date range and other criteria to narrow the results.

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

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Sample Custody Account Call Usage Report

Custody Account Call Usage Report – allows users to view how much time an inmate spends on the phone for a selected period and whether or not they speak to the called party – right from an inmate's Custody Account record. If required, full call detail reports are also available by entering an inmate's name, PIN, or custody account number in the Call Detail 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

Custody Accounts
Return to Account List

GENERAL ACCOUNT INFORMATION (* Indicates Required Fields)

Account #	755335	Gender		Activation Date		Suspended	NO	Call Schedule	None Selected
Name	Adam C Edwards	Race		Booking Date		Start Date	N/A	3-Way Default	DEFAULT
DOB		Language Pref	ENGLISH	Release Date		End Date	N/A	Max Call Dur	0 minutes
SSN		Housing Unit		Alert Level		Voiced Spotting	YES	Calling Restrictions	None Selected
						First Calls Free	NO	Virtual Group	None Selected
Status	ACTIVE	PH #	225561	Provider (see Visitations)	AJD				

Misc PAN Notes Voice Biometrics **Calling Usage** Debit

CALLING USAGE SEARCH

View phone usage for a selected date range to analyze a specific inmate's phone usage.

Start: 03/28/2011 00:00:00 End: 04/28/2011 23:59:59

Search Reset

CALLING USAGE REPORT

*Private calls are included in usage, but may not be included with calling restrictions.

	ATTEMPTED	CONNECTED	ACCEPTED	DENIED	BLOCKED	RECEIVED	MINUTES
DEBIT TRUST FUND (Non-Private)	2	2	1	0	0	0	2.11
COLLECT (Non-Private)	10	8	0	1	1	8	0.0
FREE (Non-Private)	11	7	0	0	0	0	0.0
COMMISSARY FIVE (Non-Private)	2	1	0	0	0	0	0.07
WESTWARD POCPC2 (Non-Private)	1	1	0	0	0	0	0.07
Total Calls (per Call Type)	25	11	1	1	1	0	0.07

Total Accepted Calls (All): 1
Total Accepted Calls (Excluding Private Calls): 1

Total Usage (All): 137 / Sec / 2.29 / Min
Total Usage (Excluding Private Calls): 137 / Sec / 2.29 / Min

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Sample Call Tracker Report

Call Tracker Report – an investigative report that allows users to track CDR notes (notes made by themselves or other investigators for a specific inmate call). Users can also export the report results to Excel PDF, and CSV file formats.

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

Call Tracker Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Not Shared: ☐

Tracking #: First Name: Last Name:

Custody Account #: PIN #: Dated Number:

Notes:

Start Date/Time: 05/19/2010 End Date/Time: 04/19/2011 Results Per Page: 10

Search EXCEL PDF CSV Reset

2 Results

TRACKING #	TRACKER NAME	CDR #	ACCRPM	NOTE
5272010	Dee Smith	9722770596	0343	share all
5272010	Huong Allen	9722770596	0343	This is Huong test

PAGE 1 OF 1

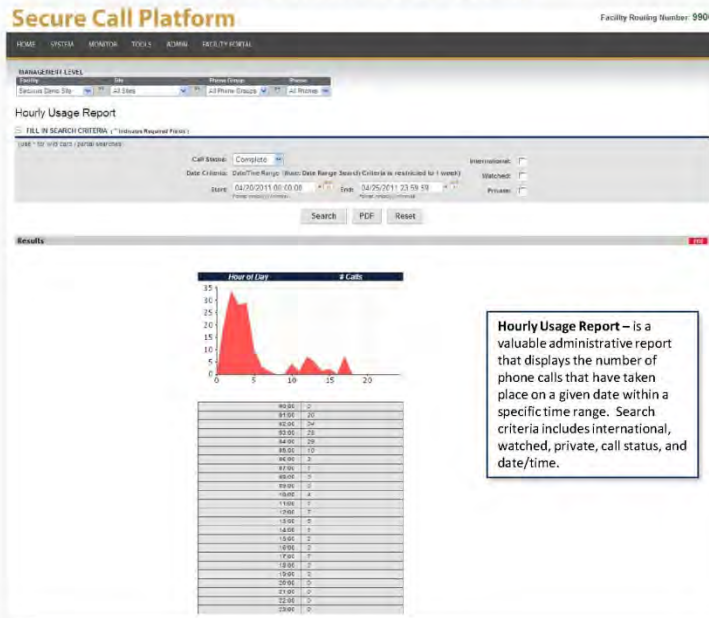
Search criteria for Call Tracker includes tracking number, first and last name, "not shared" (when checked), PIN, dialed number, keywords within the notes, and date range. Resulting report displays notes and other critical information about the call. In a single click, users can listen to the call, review full notations, and review full CDR information for the call.

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Sample Hourly Usage Report



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

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9

Sample Covert Alert CDR Report

SCP's Covert Alert Feature - is a sophisticated investigative tool providing a live, call-forwarding feature for dialed numbers, phones, or PINs that are under surveillance by an investigative unit. This feature enables authorized personnel to monitor a call—undetected—from any designated location while the call is in progress and even "barge into" the call if necessary. **Covert Alert Report** - shows investigators the triggered Covert Alerts by useful criteria such as date/time, PIN, Alertee name/number, inmate name, dialed number, call status, and termination category. Reports can be exported into Excel, PDF, and CSV formats.

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: Facility Site Phone Group Phone

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Alertee Country Code: Alertee (Dial) Number: Alertee First Name: Alertee Last Name:

Country Code: (Dial) 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

REF	PORT LOC	ALERTEE DIAL#	ALERTEE NAME	TERM CAT	START	END	CALL ID	CALL DTS	ACCT MTN	NAME	CALL STATUS	PIN ACCEPT
1	Securus Demo Site	LP 10	2143504417	Joe Doe	No Investigator Acceptance	05-25-2010 16:33:30	05-25-2010 16:34:12	9722770891	2508	Joe Doe	complete	
2	Securus Demo Site	LP 10	2145664417	Joe Doe	Parent Call Ended	05-25-2010 18:15:02	05-25-2010 18:16:17	9722770891	2508	Joe Doe	complete	
3	Securus Demo Site	LP 8	2145664417	Joe Doe	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	9722770898	2508	Joe Doe	complete	
4	Securus Demo Site	je text 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	9723660243	8899	Helen Huynh	complete	
5	Securus Demo Site	je text 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:04:38	9723660243	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.

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10

Sample Officer Check-In Report

Officer Check-In Report – is a valuable administrative report showing users when officers have “checked-in” at different phones and select and listen to any messages they have left.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Secure Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Officer Check In Messages Results

FULL BY SEARCH CRITERIA (* Indicates Required Fields)

Enter * for null part / partial searches:

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

Results per page: 10

Start: 01/19/2010 00:00:00 End: 04/19/2011 23:59:59

Search Reset

12 Results PAGE 1 OF 2

SITE	PHONE LOC	NAME	USER NAME	ACCOUNT # / PIN	OFFICER ID	DUR	CALL STATUS	MESSAGE
Secure Demo Site	LP 7	Ken Burns	kburns	POC1123 3333	2030283	21 (s) 0.33(m)	complete	03-03-2010 10:11:43
Secure Demo Site	LP 7	Ken Burns	kburns	POC1123 3333	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:08
Secure Demo Site	LP 7	abe Smith	12345	12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Secure Demo Site	LP 7	Uma User	12347	12347	12347	23 (s) 0.42(m)	complete	03-03-2010 10:35:11
Secure Demo Site	LP 7	Ken Burns	kburns	POC1123 3333	3838383	20 (s) 0.33(m)	complete	03-03-2010 10:35:57
Secure Demo Site	LP 7	Ken Burns	kburns	POC1123 3333	3838383	91 (s) 1.51(m)	complete	03-03-2010 10:49:02

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11

Sample Personal Allowed Number (PAN) Frequency Report

Personal Allowed Number (PAN) Frequency Report – allows investigators to research multiple occurrences of phone numbers among 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.

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Secure Demo Site Site: All Sites

PAN Frequency Search

FULL BY SEARCH CRITERIA (* Indicates Required Fields)

Enter * for null part / partial searches:

Threshold: 1

Search EXCEL PDF CSV Reset

70 Results PAGE 1 OF 2

SITE	PHONE #	FREQUENCY
Secure Demo Site	(1) 9222278556	16
Secure Demo Site	(1) 9222278556	24

PAN Frequency Detail Search

FULL BY SEARCH CRITERIA (* Indicates Required Fields)

Enter * for null part / partial searches:

Country Code: 1 State Number: (1) 2277856

Search EXCEL PDF CSV Reset

16 Results PAGE 1 OF 2

SITE	PHONE #	NAME	PIN
Secure Demo Site	(1) 9222278556	Phone29 Phone408 Phone8	9911008
Secure Demo Site	(1) 922278556	Phone29 Phone408 Phone8	1110002
Secure Demo Site	(1) 922278556	Phone 9A	992009
Secure Demo Site	(1) 9222278556	Phone 10008	10343 10342

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

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

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12

Sample PAN Management Report

PAN Management Report - interactive report providing 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.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility: [Select] [Default Demo Site] [Secure Demo Site]

PAN Management Report

FILL IN SEARCH CRITERIA
(Click for help with search criteria)

Account # [] PIN # []
Dated Between [] To [] Spread Date []
First Name [] Last Name [] Class of Service []
Source [] Status [ACTIVE] Verified []
Modified Start [] Modified End [] Results Per Page [100]
Relationship [] Description []

Exclude [] Reason []
Private []
Threat []
Revised Calls []
Receive Acceptance []
Allow on Suspense []
Delay Call Delay []

Search EXCEL PDF CSV Reset

994 Results PAGE 1 OF 10

NAME	ACCOUNT #	LAST NAME	PIN	STATUS	REASON	CLASS	SPREAD	REVISION	RECEIVED	LAST MODIFIED
Christopher Adams	78847878478	ADAMS	123456789	ACTIVE						10-Nov-2010
Christopher Adams	78847878478	ADAMS	123456789	ACTIVE						10-Nov-2010
Reggie Adams	546282	ADAMS	9722770000	ACTIVE						10-Nov-2010
QAL Atlanta	9722770000	ADAMS	123456789	ACTIVE						10-Nov-2010
QAL Atlanta	9722770000	ADAMS	123456789	ACTIVE						10-Nov-2010

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13

Sample SCP Debit Report

SCP Debit Report - is a valuable administrative report allowing users to:

- Query Inmate Debit/Prepaid 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

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility: [Select] [Default Demo Site] [Secure Demo Site] [All Phone Debits] [All Phone Credits]

SCP Debit Report Search
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA (Click for help with search criteria)

Inmate First Name [] Last Name [] Facility Account # [] PIN []
User Name [] User Comments [] Description []
Type [ALL] Amount [ALL] Exclude Authorized Process []
From/To Date Range (Search range to no more than 25 days)
Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Result

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (In Central Time)	User	Reference #	Description	Comment
Secure Demo Site	0040 0040	Genet Per	Debit	\$ 10.00	11/18/2010 00:00:00	Genet@SECURUS	2010101800000040	Genet Per Debit	
Secure Demo Site	0040 0040	Genet Per	Debit	\$ 10.00	11/18/2010 00:00:00	Genet@SECURUS	2010101800000040	Genet Per Debit	
				TOTALS					
				Amount					
				Payment	1	\$0.00			
				Debit	2	\$20.00			
				Total	2	\$20.00			

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14

Sample Voice Biometrics Status Report

Voice Biometrics Status Report— Allows users to see the status and configuration settings for each site, custody account, phone number, phone group, and phone. This report also shows changes to an inmate's account to assist administrators and investigators track user accountability.

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 Levels: 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
test test	0009887768					Securus Demo Site		
0363test QA	41920111					Securus Demo Site		
Adam Edwards	988899					Securus Demo Site		11-10-2010
Atlanta Rec	42120111					Kelleyway Test Lab Allen		
Barry davis	7777					Securus Demo Site		12-18-2010
Barry davis	7777					Securus Demo Site		09-09-2009
Slope Jackson	77994456					Securus Demo Site		
Broda McAlister	4809					Securus Demo Site		
Bryan Carrell	041367					Kelleyway Test Lab Allen		
CARLOS LOPEZ	688616					Kelleyway Test Lab Allen		

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Sample Voice Biometrics Frequency of Failure Report

Voice Biometrics Frequency of Failure Report— an administrative and investigative report that allows users to see which inmates have failed Voice Biometrics verification attempts. Users may also see what percentage of inmates are passing or failing. Search criteria includes key information such as custody account, first and last name, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites

Voice Biometrics Frequency of Failure Search

*This report is updated and populated nightly for faster retrieval purposes.
*This is a report for inmate name verification attempts to show the Frequency of Failure when an inmate attempts to verify their name when placing a phone call.

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Custody Account #: First Name: Last Name:

Start: 01/25/2010 End: 04/28/2011

Search Reset

26 Results PAGE 1 OF 3

INMATE NAME	CUSTODY ACCOUNT	LAST FAILED VERIFICATION	LAST SUCCESSFUL VERIFICATION	% OF FAILED VERIFICATION	% OF SUCCESSFUL VERIFICATION
BLANK AARESTAC	109584	13-Oct-2010	13-Oct-2010	33.33	66.67
TestDialup 9205	95555	02-Apr-2010		100.0	
QAL Atlanta	9702770363	10-Mar-2010		100.0	
FirstGS BlankGS	110001	27-Apr-2010	29-Apr-2010	87.87	33.43
Kenneth Burns	QA436	21-Apr-2011	21-Apr-2011	26.67	73.33
Ken Burns	Q379	12-Apr-2011	08-Dec-2010	93.88	6.02
Adam Edwards	595959595959	02-Jun-2010	02-Jun-2010	33.33	66.67
Helen Huynh	990909	10-Mar-2010	10-Mar-2010	94.87	5.13
Helen Huynh	7890	16-Feb-2011	16-Feb-2011	84.13	15.87
James LeBeau	28770343	24-Jan-2011	23-Jan-2011	79.31	20.69

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Sample Crime Tip Report

Crime Tip - is a critical feature that enables anonymous two-way communication between inmates and facility staff. For inmates the feature provides a secure method for reporting information about criminal activity. For facilities, the feature provides a flexible, configurable solution for gathering critical evidence to support investigations and prevent crimes from taking place in the facility. **The Crime Tip Report** - displays detailed results for all Crime Tip calls. Results can be narrowed by using intuitive search criteria. Users can select to listen to, extend, download, add notes to, or audit each call record to manage the safety and security of their facility.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: **Tools** **Site**
 Securus Demo Site All Sites

TIPS Search
 (Look "for who said" - partial searches)

Mail Box ID: Call Type: **ALL**

Date Criteria: **Date/Time Range** Results Per Page: **10**

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

Search Reset

35 Results PAGE 1 OF 4

ITEM	SITE	PORT LOC	NEWLY BUILT BOX ID	CALL TYPE	START	END	OUT/IN
	Securus Demo Site	je test 4		Offender	04-19-2011 16:46:36	04-19-2011 16:47:01	0
	Securus Demo Site	je test 4		Offender	04-19-2011 16:49:39	04-19-2011 16:50:33	34
	Securus Demo Site	je test 4		Offender	04-21-2011 01:45:50	04-21-2011 01:46:42	32
	Securus Demo Site	je test 4		Offender	04-21-2011 01:51:03	04-21-2011 01:52:00	37
	Securus Demo Site	je test 4		Offender	04-21-2011 01:53:34	04-21-2011 01:54:03	29

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Sample Informant Line Report

SCP's Informant Line - is an investigative tool allows inmates to communicate directly and anonymously with investigators. The call can be routed to a specific investigator, voicemail box, or answering machine. **The Informant Line Report** - allows investigators to research and view details about these calls.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL: **Tools** **Phone Setup** **Phone**
 Securus Demo Site All Sites All Phone Devices All Phones

Informant Line Call Records Search
 (Look "for who said" - partial searches)

Country Code: Dialed Number: Destination Zone: **ALL** International: ☐

Custody Account #: PIG #: Prepaid Account #: Watched: ☐

First Name: Last Name: Private: ☐

Termination Category: **ALL** Call Status: **Complete** Results Per Page: **100** Voice Biometrics: ☐

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

Search Reset

2 Results PAGE 1 OF 1

ITEM	SITE	PHONE	PHONE ID	START	END	ACT #	PREPAID ACCT#	NAME	CALL STATUS	CALL TYPE
	Securus Demo Site	LP 17	(1) UNLISTED	04-21-2011 02:04:40	04-21-2011 02:04:59	19 (s)			complete	Called party hangup
	Securus Demo Site	LP 17	(1) 9722770929	04-21-2011 02:17:50	04-21-2011 02:18:02	12 (s)			complete	Called party hangup

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Sample Emergency Call Report

SCP's Emergency call- is an optional SCP feature allowing individuals to enter a bypass code to connect to facility personnel for emergencies such as a medical, violent, riotous, or suspicious incidents. For users who are authorized to view and listen to historical Emergency Calls, SCP provides an Emergency Call Report as shown in the image below.

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

Emergency Call Detail Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card (partial searches))

Bypass Code: Dated Number: Custody Account #: PIN #:

Termination Category: -- ALL -- Call Status: Complete Results Per Page: 100

Date Criteria: Date/Time Range Start Date/Time: 01/01/2012 00:00:00 End Date/Time: 02/17/2012 23:59:59

Search Reset

2 Results PAGE 1 OF 1

SITE	PORT LOG	BYPASS CODE	CALLED #	EXT #	ACCT #	PIN	STATUS	END	USER	CALL STATUS	TERM CAP	CALL TYPE	CALL PROPERTIES
Securus Demo Site LP 17	311	(1) 9722770961	0343	0343	01-11-2012 04:51:08	01-11-2012 04:51:30	12 (s)	complete	Called party hangup	Emergency Call			
Securus Demo Site LP 17	311	(1) 9722770961	Local	0000343	01-11-2012 04:52:05	01-11-2012 04:52:27	0.2 (m)	complete	Called party hangup	Emergency Call			

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Sample Word Spotting Search Report

Word Spotting Search Report – is an essential investigative report that allows investigators to display all of the recordings that were submitted for Word Spotting processing with select criteria. Because Word Spotting is fully integrated with SCP, this report can be run right from the SCP user interface.

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

Word Spotting Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Country Code: Dated Number: Key Word: *

Custody Account #: PIN #:

First Name: LAST Name:

Results per page: 10

Start: 04/25/2011 00:00:00 End: 04/27/2011 23:59:59

Search Reset

Selected For Spotting: All * Words For Search: Bang, Bullet, Doing the Club, Shoot, Hit, Murder, Officer

3 Results PAGE 1 OF 1

SITE	PORT LOG	CITY CODE	CALLED #	EXT #	ACCT #	PIN #	USER NAME	FLAGGED WORDS	FLAGGED WORDS START	FLAGGED WORDS END	
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	7890	ReGen	WordSpot	Beated	00:00:50.27	00:00:50.59
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	7890	ReGen	WordSpot	Hit	00:00:23.48	00:00:25.41
Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	7890	ReGen	WordSpot	Shot	00:00:19.28	00:00:19.57

Note: 2 seconds buffer added to the Flagged Words StartTime and EndTime while playing the Recording.

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Sample Comprehensive System Log Search

Comprehensive System Log Search – can be used by administrators to monitor the changes that have been made to the system. Administrators can use search criteria such as username, name, and date range to narrow their search. The tool also has the ability to omit changes made to the system through automated changes to narrow results to changes made by personnel.

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

Comprehensive System Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:

Start: 04/25/2011 00:00:00 End: 04/28/2011 23:59:59 Exclude Automated Process: ☒

Search EXCEL PDF CSV Reset

4 Results PAGE 1 OF 1

RECORD TYPE	RECORD DETAIL	MODIFIED FIELD	BEFORE	AFTER	ACCESS/MOD TIME (CST)	USERNAME
System Access					04/28/2011 13:05:01	zabbiv@SECUR.TX
Custody Account	99887766	Status	ACTIVE	INACTIVE	04/28/2011 11:03:23	emanne@SECUR.TX
Security Template	AOC-test1				04/28/2011 10:57:25	amerce@SECUR.TX
DTN	8016139647	Watched	NONE	YES	04/27/2011 18:42:14	gnicholson@SECUR.TX

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Sample Management Level Change Log Report

Management Level Change Log Report – can be used by administrators to monitor the changes made to features at each of the management levels. Administrators can use search criteria such as username, name, and date range to narrow their search.

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

Management Level Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username: First Name: Last Name:

Start: 04/20/2011 00:00:00 End: 04/28/2011 23:59:59

Search Reset

17 Results PAGE 1 OF 2

MANAGEMENT LEVEL	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED (CST)	USERNAME
Customer	All Sites	Calling Restrictions	One Call per Wk	Modified	04/21/2011 17:07:30	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One Call per Wk	NONE	04/21/2011 17:44:33	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	NONE	One Call per Wk	04/21/2011 17:42:41	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One Call per Wk	NONE	04/21/2011 17:40:40	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions	One Call per Wk	Modified	04/21/2011 17:27:10	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions	One Call per Wk	Modified	04/21/2011 17:24:25	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions	One Call per Wk	Modified	04/21/2011 17:20:59	brodam@SECUR.TX
Site	Securus Demo Site	Calling Restrictions	One a Day	One Call per Wk	04/21/2011 17:18:37	brodam@SECUR.TX
Customer	All Sites	Calling Restrictions	One Call per Wk	Created	04/21/2011 17:07:42	brodam@SECUR.TX
Site	Securus Demo Site	Maximum Call Duration	60	15	04/21/2011 13:43:59	greeman@SECUR.TX


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Sample Custody Account Change Log Report

Custody Account Change Log Report – can be used by administrators to monitor the electronic and manual changes to custody accounts. Administrators can use search criteria such as PIN, username, name, and date range to narrow their search.


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

Custody Account Change Log Search
(Use * for wild card / partial searches)

Username:	First Name:	Last Name:
Custody Account Number:	Inmate First Name:	Inmate Last Name:
Start: 04/25/2011 00:00:00	End: 04/28/2011 23:59:59	Exclude Automated Process: <input checked="" type="checkbox"/>

[Search](#)
[EXCEL](#)
[PDF](#)
[CSV](#)
[Reset](#)

3 Results

ACCT #	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
99887766	test securus	Status	ACTIVE	INACTIVE	04/28/2011 11:03:23	smarine@SECUR.TX
99887766	test securus	PIN	NONE	99887766 (Created)	04/28/2011 10:59:41	smarine@SECUR.TX
99887766	test securus	Account Number	NONE	99887766 (Created)	04/28/2011 10:59:41	smarine@SECUR.TX

[EXCEL](#)
[PDF](#)
[CSV](#)

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Sample PAN Entry Change Log Report

PAN Entry Change Log Report – 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.


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

PAN Entry Change Log Search
(Use * for wild card / partial searches)

Username:	First Name:	Last Name:
City Code:	Phone Number:	
Custody Account Number:	Inmate First Name:	Inmate Last Name:
Start: 04/21/2011 00:00:00	End: 04/28/2011 23:59:59	Exclude Automated Process: <input checked="" type="checkbox"/>

[Search](#)
[EXCEL](#)
[PDF](#)
[CSV](#)
[Reset](#)

28 Results

ENABLED #	ACCT #	NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (CST)	USERNAME
(1)	9724163062	Broda, Michael	Dialed Number	NONE	9724163062 (Created)	04/21/2011 17:30:16	broda@SECUR.TX
(1)	9724163062	Broda, Michael	Dialed Number	NONE	9724163062 (Created)	04/21/2011 17:30:16	broda@SECUR.TX
(1)	9729851052	Barry, David	Private	NO	NONE	04/21/2011 10:08:02	barry@SECUR.TX
(1)	9722770300	test, test	Dialed Number	NONE	9722770300 (Created)	04/21/2011 06:47:25	test@SECUR.TX
(1)	9722770596	dee, ga	Status	Active	Inactive	04/21/2011 04:33:28	dee@SECUR.TX
(1)	9722770596	dee, ga	Dialed Number	NONE	9722770596 (Created)	04/21/2011 04:33:14	dee@SECUR.TX
(1)	9722770596	dee, ga	Status	Inactive	Deleted	04/21/2011 04:32:03	dee@SECUR.TX
(1)	9722770596	dee, ga	Status	Active	Deleted	04/21/2011 04:31:48	dee@SECUR.TX
(1)	9722770596	dee, ga	Status	Active	Inactive	04/21/2011 04:28:23	dee@SECUR.TX
(1)	9722770596	dee, ga	Dialed Number	NONE	9722770596 (Created)	04/21/2011 04:27:58	dee@SECUR.TX

[EXCEL](#)
[PDF](#)
[CSV](#)

8/5/2013

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Sample Phone Number Change Log Report

Phone Number Change Log Report – allows administrators to review all changes to controlled numbers on the Global list at both the agency and facility levels.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Secure Demo Site Home Group: All Phone Groups Phone: All Phones

Global List Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Screenname:	First Name:	Last Name:
City Code:	Phone Number:	
Start: 04/23/2011 00:00:00	End: 04/28/2011 23:59:59	Exclude Automated Process: <input checked="" type="checkbox"/>

Search EXCEL PDF CSV Reset

38 Results

PAGE 1 OF 4

EXCEL PDF CSV

GLOBAL #	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME (UTC)	USERNAME
(1) 8016138647	Watched	NONE	YES	04/27/2011 18:42:14	grieholts@SECURUS.TX
(1) 8016138647	Dialed Number	NONE	8016138647 (Created)	04/27/2011 18:42:14	grieholts@SECURUS.TX
(1) 8016138647	Speed Dial	NONE	1111	04/27/2011 18:42:14	grieholts@SECURUS.TX
(1) 9723771108	Dialing COS	NONE	Crime Tip	04/23/2011 10:32:22	GPFC@SECURUS.TX
(1) 9723771108	Dialed Number	NONE	9723771108 (Created)	04/23/2011 10:32:22	GPFC@SECURUS.TX
(1) 9723771107	Description	NONE	informant line no dial for QA	04/23/2011 09:52:29	GPFI@SECURUS.TX
(1) 9723771107	Un-List Account Information	NONE	NO	04/23/2011 09:52:29	GPFI@SECURUS.TX
(1) 9723771107	Enable DTMF Playback	NONE	NO	04/23/2011 09:52:29	GPFI@SECURUS.TX
(1) 9723771107	Un-List Speed Dial Number	NONE	NO	04/23/2011 09:52:29	GPFI@SECURUS.TX
(1) 9723771107	Un-List Port Location	NONE	NO	04/23/2011 09:52:29	GPFI@SECURUS.TX

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Sample User Management Change Log Report

User Management Change Log Report – allows administrators to review changes made to the account by selected users.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Secure Demo Site

User Mgmt Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

MODIFIED Username:	First Name:	Last Name:
MODIFIED Username:	First Name:	Last Name:
Start: 04/28/2011 13:00:00	End: 04/28/2011 23:59:59	

Search Reset

198 Results

PAGE 1 OF 20

EXCEL PDF CSV

SCP USERNAME	SCP NAME	MODIFIED FIELD	BEFORE	AFTER	MODIFIED TIME(UTC)	USERNAME
Stearns@SECURUS.TX	Tony	License	SITE	NONE	San Benito County Juvenile, CA	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	SITE	NONE	Prosser County Jail, CO	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	SITE	NONE	Pacific County Sheriff's Office, WA	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	SITE	NONE	Hillam County Jail, TX	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	SITE	NONE	Hason County Jail	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	SITE	NONE	Long Beach City Jail, CA	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	SITE	NONE	Gibson County Sheriff's Dept, TX	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	CUSTOMER	NONE	San Benito County, CA	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	CUSTOMER	NONE	Prosser County Jail, CO	04/28/2011 13:59:04
Stearns@SECURUS.TX	Tony	License	CUSTOMER	NONE	Pacific County Sheriff's Office, WA	04/28/2011 13:59:04

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Sample Security Template Change Log Report

Security Template Change Log Report – allows administrators to review modifications made to security template. Users can narrow their search by using criteria such as username, name, phone number, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility

Securus Demo Site

Security Template Change Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username:

First Name:

Last Name:

Modify Template:

Start: 04/25/2011 00:00:00

End: 04/28/2011 23:59:59

Search

Reset

5 Results

PAGE 1 OF 1

EXCEL PDF CSV

SECURITY TEMPLATE	TYPE	MODIFIED FIELD	BEFORE	AFTER	MODIFIED (CST)	USERNAME
ADC-test1	Created				04/28/2011 10:57:25	americo@SECUR.TX
Adam All	Modified	System - Custody Accounts First Calls are Free	NONE	CAN VIEW	04/26/2011 10:44:08	eedwards@SECUR.TX
Adam All	Modified	System - Custody Accounts First Calls are Free	NONE	CAN EDIT	04/26/2011 10:44:08	eedwards@SECUR.TX
Adam All	Modified	Security - Password Reset	NONE	CAN VIEW	04/26/2011 10:44:08	eedwards@SECUR.TX
Sally Z	Created				04/25/2011 20:45:14	szeihvogel@SECUR.TX

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Sample System Access Log Report

System Access Log Report – allows administrators to manage user access by reporting lists of system users by date range. Users can narrow their search by using criteria such as username, name, and date range.

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility

Securus Demo Site

System Access Log Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Username:

First Name: Cora

Last Name:

Access Start: 04/27/2011 00:00:00

Access End: 04/28/2011 23:59:59

Search

Reset

5 Results

PAGE 1 OF 1

EXCEL PDF CSV

USERNAME	NAME	TITLE	SECURITY TEMPLATE	IP ADDRESS	STATUS	LOG IN (CST)	LOG OUT (CST)	CURRENT (MIN)	
ccorkin@SECUR.TX	Cora	Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 11:50:44	04/28/2011 12:31:43	31
ccorkin@SECUR.TX	Cora	Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 10:21:54	04/28/2011 10:52:41	31
ccorkin@SECUR.TX	Cora	Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/28/2011 08:42:05	04/28/2011 09:12:39	31
ccorkin@SECUR.TX	Cora	Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/27/2011 14:50:45	04/27/2011 20:37:13	346
ccorkin@SECUR.TX	Cora	Conklin	Supervisor	Adam All	209.163.225.158	Successful Login	04/27/2011 12:23:43	04/27/2011 12:54:27	31

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Recording Audit Log Report – allows administrators to report and manage all activity for recording usage. Administrator can search on key criteria such as recording usage, name, call start/end, access start/end, dialed number and PIN.

Facility Routing Number: 99001

8/5/2013

Requested Documentation

Sample Performance Reviews

- ✓ Securus
- ✓ Guarded Exchange



MISSOURI DEPARTMENT OF CORRECTIONS CONTRACT REVIEW APRIL 21 , 2016

Securus Technologies, Inc.
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Agenda

Agenda

- Trends – Amy Hewitt
 - Trouble Tickets
 - Calls / Minutes / Average call time
 - Revenue
- Phone adds and projects
- GEX
- Round table - All



Trouble Ticket History

2011Q4Total	402
2012YTD Total	903
2013YTD Total	1337
2014YTD Total	680
2015 YTD total	1098
Jan-16	84
Feb-16	96
Mar-16	106

Most common trouble tickets are:

- Equipment issues / handsets
- Inmate complaint investigations
- SCP access requests
- User name and password resets



Calls / Minutes / Average Call Times

Missouri Department of Corrections			
Total Calls/Minutes Per Month			
	Calls	Minutes	Average Call Time
2011	2,777,406	31,214,620	11.24
2012	13,503,304	149,492,028	11.07
2013	13,872,392	155,392,555	11.20
2014	14,726,481	158,758,688	10.78
Jan-15	1,278,660	13,890,725	10.86
Feb-15	1,268,221	13,919,396	10.98
Mar-15	1,392,715	15,004,385	10.77
Apr-15	1,320,953	13,862,844	10.49
May-15	1,325,330	13,732,059	10.36
Jun-15	1,283,382	13,134,149	10.23
Jul-15	1,311,312	13,325,580	10.16
Aug-15	1,318,691	13,460,049	10.21
Sep-15	1,270,642	13,030,979	10.26
Oct-15	1,329,481	13,695,092	10.30
Nov-15	1,367,185	14,127,160	10.33
Dec-15	1,440,994	14,838,186	10.30
2015	15,907,566	166,020,604	10.44
Jan-16	1,438,255	15,092,467	10.49
Feb-16	1,435,735	14,886,871	10.37
Mar-16	1,574,593	15,978,917	10.15



Revenue

Total Revenue Per Month	
Month	Revenue
Mar-16	778,559
Feb-16	724,988
Jan-16	735,007
Dec-15	723,357
Nov-15	689,175
Oct-15	669,225
Sep-15	635,626
Aug-15	656,979
Jul-15	650,811
Jun-15	640,543
May-15	669,647
Apr-15	676,875
Mar-15	733,538
Feb-15	680,737
Jan-15	679,779
Dec-14	729,229
Nov-14	695,258
Oct-14	685,897
Sep-14	652,377
Aug-14	638,100
Jul-14	628,002
Jun-14	622,480
May-14	668,077
Apr-14	663,669
Mar-14	726,228
Feb-14	649,309
Jan-14	683,631

Phone adds / Projects

Discussion on current projects:

- VPN to VPN
- Circuit enhancements/replacements
- Training – Update



Guarded Exchange

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Round Table



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SECURUS Technologies[®]

ABCD COUNTY ACCOUNT REVIEW

January, 2017

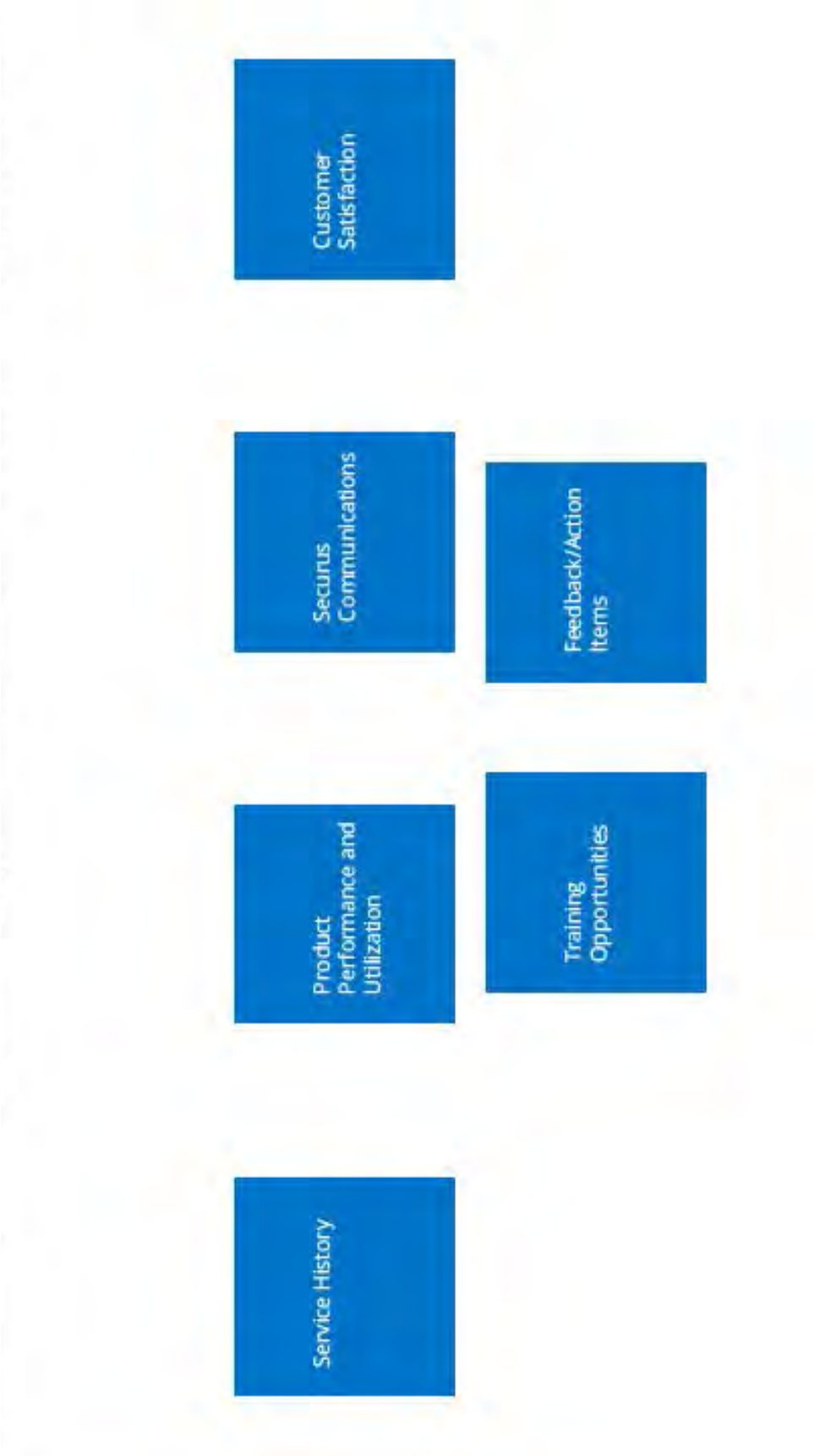
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“

At Securus, our Mission is
to Serve and Connect, to
make our world Safe.

”

ACCOUNT REVIEW AGENDA



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YOUR SECURUS TEAM

Your Securus team is dedicated to ensuring our corporate values are upheld by serving you with innovation, focus, integrity and honesty.



CINDY LAWSON

Sales Vice President
CLawson@SecurusTechnologies.com
469-540-0006



LISA HORNE

Major Account Manager
LHorne@SecurusTechnologies.com
972-277-0467



ASHLEY JONES

Client Manager
AJones@SecurusTechnologies.com
214-775-4949



GRINNELL HAYWARD

Field Service Manager
GHayward@SecurusTechnologies.com
678-548-7138



GLEN MCNEAL

Field Service Technician
GMcneal@SecurusTechnologies.com
404-594-0478

FACILITY SUPPORT

Securus Technical Support
866-558-2323
www.securustechnologies.com/contact-us

FAMILY & FRIENDS

Securus Correctional Billing Services
800-844-6591
www.securustech.net/contact-us

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SECURUS CORRECTIONAL BILLING SERVICES

Securus Correctional Billing Services:

Nationwide customer care and billing center dedicated to the inmates' family and friends open 24 hours per day, 365 days per year.

Call Center:

- 150 Agents located in Dallas, TX
- 3.4M calls handled per month
- 99.6% First Contact Resolution
- Online chat technology assists with 25,000 inquiries per month
- CSR's handle 150,000 calls per month
- 30,000 Family & Friends are surveyed per month with a 4.0 survey result score.
- Call types; payments, account set up, refunds, account service and fraud investigations

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KEY ROLES & RESPONSIBILITIES

- Contact your Client Manager for all concerns.
- The Client Manager will engage the Major Account Manager accordingly.

Major Account Manager

New Product Introduction
Financial/Commission Questions
Contractual Questions Concerns & Renewals
Account Review & Strategic Account Planning
Customer Satisfaction/Value

Client Management

Day-to-Day Service & Support
Sales (pre/post) Opportunity
Acknowledgement
Product Utilization Programs
Pro-Active & Re-Active Communications
Customer Satisfaction & Value
Training Support
Account Review & Strategic Account Planning
Securus Release Communications

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WHO'S RESPONSIBILITY IS IT?

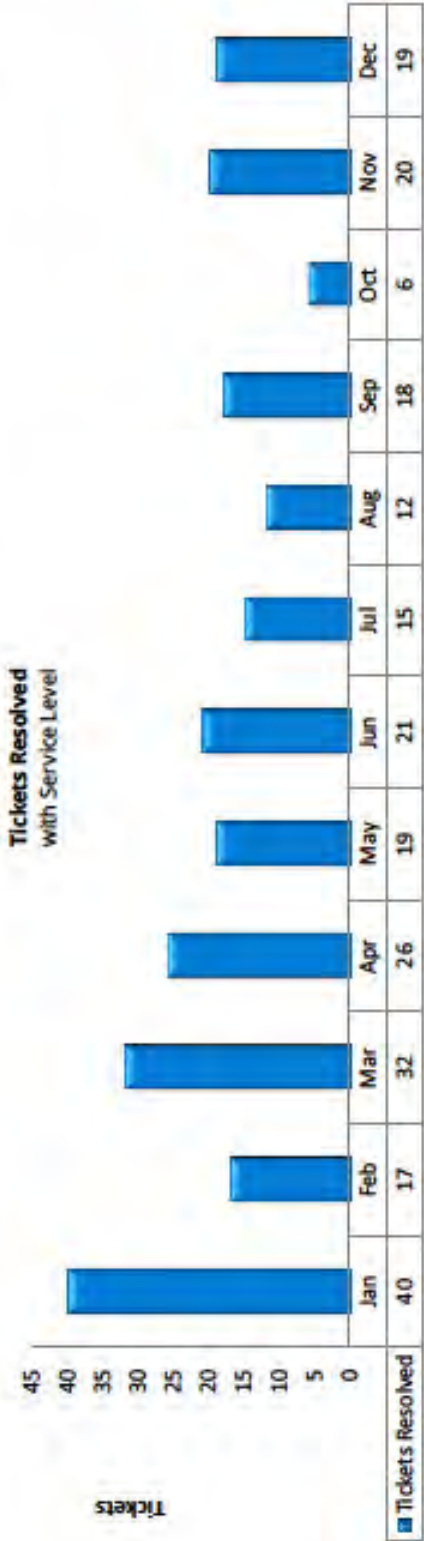
Questions:	Answers:
Who should I contact if I have any problems?	Your Client Manager will engage the appropriate parties to resolve the problem.
Who is responsible for commission related items?	Your Major Account Manager is responsible for all commission related items.
Who is responsible for contract related items (includes renewals, adding products, etc.)?	Your Major Account Manager is responsible for all contract related items.
Who is responsible for supporting my day-to-day needs?	Your Client Manager is responsible for supporting your day-to-day needs.
Who can I contact if I need Securus marketing materials for my lobby, visitation and/or other areas?	Your Client Manager will gladly order the Securus marketing materials for you.
Who can I contact if either myself or members of my staff (including groups) need product/feature training?	Your Client Manager will gladly coordinate training for you and/or your staff (new hire and/or refresher training).

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ACCOUNT SERVICE HISTORY

SERVICE HISTORY : YEAR TO DATE, 2016



Ticket Stats By Priority		
Priority	Tickets Resolved	Priority Status
1	2	30% or >
2	0	5% - 29%
3	125	5% or <
4	7	Development
Internal	111	System Alerts
Total	245	-

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SERVICE HISTORY – TICKET PRIORITY

Priority Classifications

"Priority 1"	60% or more of the functionality of the System is adversely affected by the System Event
"Priority 2"	30%-59% of the functionality of the System is adversely affected by the System Event
"Priority 3"	5%-29% of the functionality of the System is adversely affected by the System Event
"Priority 4"	Less than 5% of the functionality of the System is adversely affected by the System Event

Response Times

Priority 1	4 hours
Priority 2	12 hours
Priority 3	24 hours
Priority 4	36 hours

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SECURUS Technologies | 10

FACILITY PORTAL

Designed with facility *administrators* in mind

The screenshot displays the SecurUS Facility Portal interface. At the top, there's a header with the SecurUS logo and navigation icons for Home, My Account, My Reports, My Calls, My Tickets, and My Settings. Below the header, there's a main content area with a city skyline background. On the left, there's a sidebar with icons for Home, My Account, My Reports, My Calls, My Tickets, and My Settings. The main content area is divided into sections for Marketing, Commission Reports, and Service Center. The Marketing section includes links for Download Marketing Materials, Download Marketing Materials, and Download Marketing Materials. The Commission Reports section includes links for Download Commission Reports, Download Commission Reports, and Download Commission Reports. The Service Center section includes links for Download Service Center, Download Service Center, and Download Service Center.

Facility Portal Reporting Information

An online user interface designed specifically for accounting and reconciliation purposes. The information within this portal takes into consideration all billing and commission rules and displays only calling records for commissionable or bonus eligible calls.

Targeted to provide visibility to financial and operational performance. Reports, features, and functionalities can be categorized as follows:

- **User Management** (allows control of user access to Facility Portal information)
- **Commission Reports** (including summary, detail, and commissionable call detail)
- **General Reports** (including calling activity, call type summary, daily call volume, monthly call frequency, preliminary daily or monthly revenue, and investigation reports)
- **Interface to Order Materials** (including prepaid calling cards, posters, flyers, and brochures)
- **Service Center** (search, view, and create service tickets)

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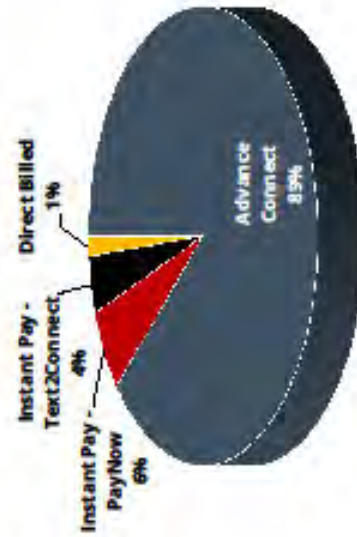
PRODUCT PERFORMANCE METRICS AND UTILIZATION

PRODUCT PERFORMANCE: YEAR TO DATE, 2016

*data excludes free calls

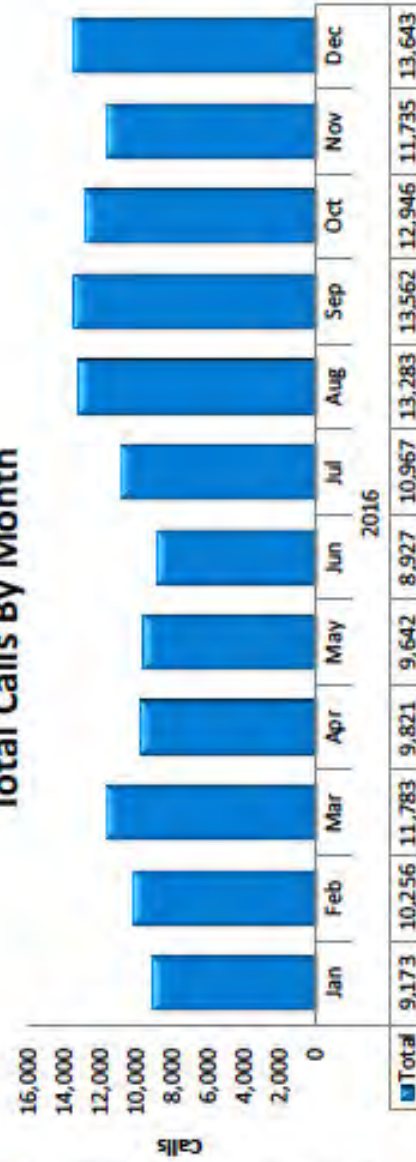
Product Utilization	Calls
Advance Connect	120,293
Instant Pay - PayNow	8,036
Instant Pay - Text2Connect	5,490
Direct Billed	1,919
Grand Total	135,738

Product Breakout



Products Currently Installed
Secure Call Platform (SCP)
Automated Information Services (AIS)
Location Base Services (LBS)
Securus Video Visitation (SVV)
SW – Multi Session Live Monitoring
ConnectUS – Custom Apps
ConnectUS – SW App

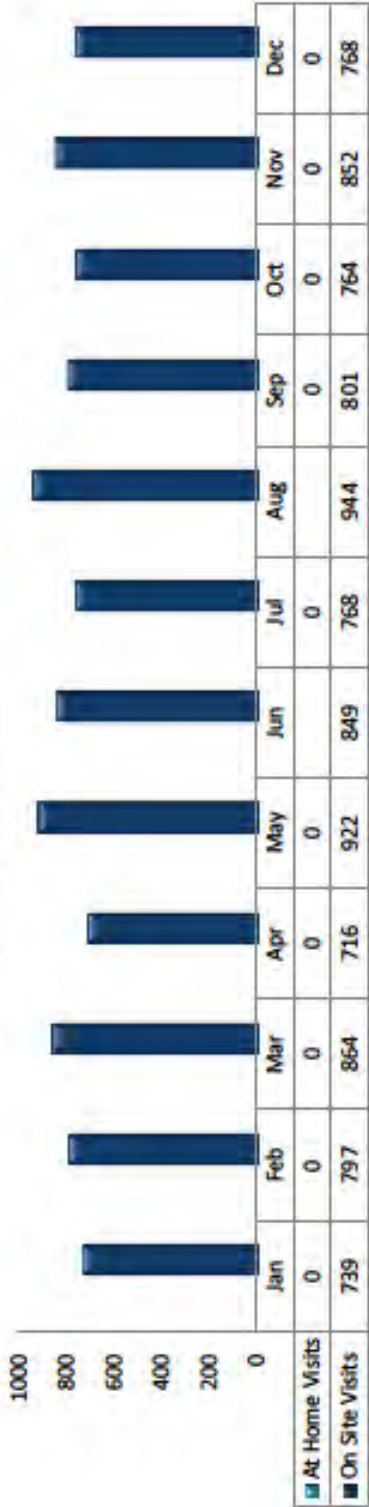
Total Calls By Month



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SECURUS VIDEO VISITATION : YEAR TO DATE, 2016

Securus Video Visitation,
Year To Date, 2016



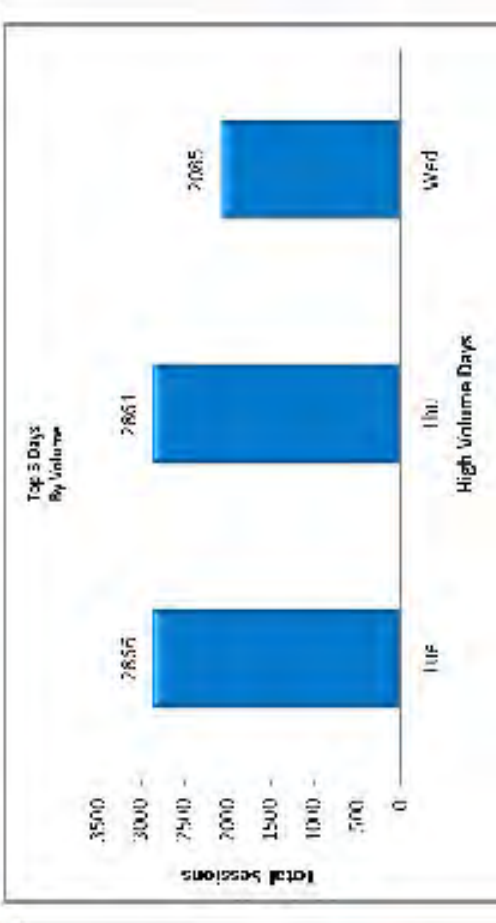
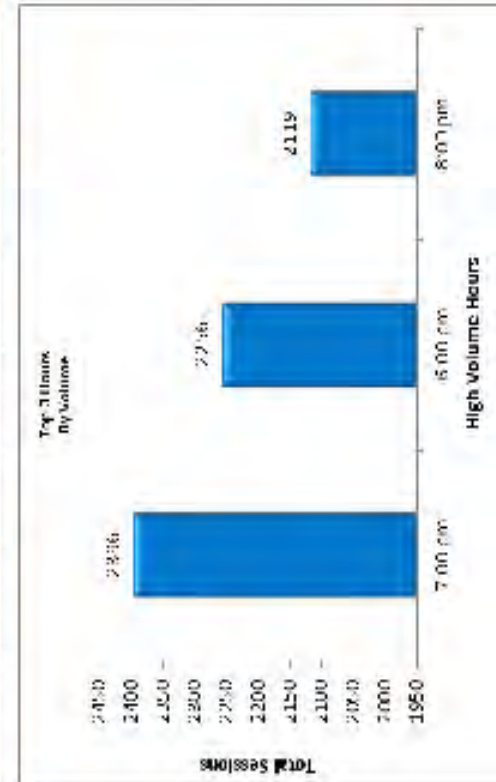
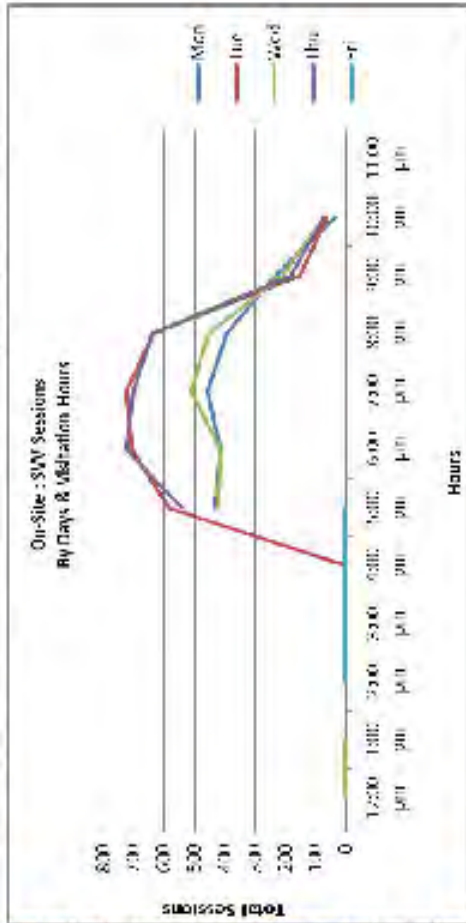
Month	At Home Visits	On Site Visits
Jan	0	739
Feb	0	797
Mar	0	864
Apr	0	716
May	0	922
Jun		849
Jul	0	768
Aug		944
Sep	0	801
Oct	0	764
Nov	0	852
Dec	0	768
Total	0	9764

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SECURUS VIDEO VISITATION : YEAR TO DATE , 2016

SVV Volume By : Days & Visitation Hour

On-Site : SVV Volume By Days & Visitation Hours						
Hours	Mon	Tue	Wed	Thu	Fri	Grand Total
12:00 pm			2	2	1	5
1:00 pm			2			2
2:00 pm					1	1
3:00 pm					2	2
4:00 pm		1			2	3
5:00 pm	434	586	424	542	1	1987
6:00 pm	414	704	413	725		2256
7:00 pm	457	726	511	702		2396
8:00 pm	392	635	454	638		2119
9:00 pm	232	153	209	182		776
10:00 pm	35	61	70	70		236
11:00 pm					1	1
Grand Total	1964	2866	2085	2861	8	9784



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Caller Usage Report

PUBLIC USAGE	
CALLS	
Total Calls	83,959
Forced Transfers	15,963
Administrative Transfers	22,655
Custom Transfers	1,180
Automation Rate	80.99%
Total Call Duration	1,482 hrs 47 mins 47 secs
Average Call Duration	1 min 3 secs
Phone Account Funding Selected	3,350
MENUS	
Main Menu Played	90,964
General Info Menu Played	4,619
Inmate Specific Menu Played	31,617
GENERAL INFO MENU OPTIONS	
Location Option	252
Visit Option	631
Money Option	237
Mail Option	169
Medical Option	42
Property Option	162
Numbers Option	167
Custom fingerprint Option	56
Phones Option	164
INMATE LOOKUP	
Inmate Lookup Prompt Played	31,386
Inmate Name Confirmed	20,661
Inmate Birth Date Confirmed	12,893
INMATE SPECIFIC	
Info by Charge Played	17,547
Visit Option Schedule Played	4,855
Inmate ID Played	1,880

INMATE USAGE	
CALLS	
Total Calls	3,088
Total Call Duration	43 hrs 35 mins
Average Call Duration	50 secs
MENUS	
Main Menu Played	3,742
LANGUAGE	
Info by Charge Played	2,602
Visitation Schedule Played	308

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ICER™ INMATE TELECOMMUNICATION EVALUATION AND REPORTING SYSTEM



UNCOVERING THE INVISIBLE SECURITY THREAT

Fact: Inmates at your facility are using your inmate telephones to talk to other inmates.

Inmate-to-inmate communication has been a longstanding, invisible, insidious threat for correctional facilities for decades, since it was and very recently has been impossible to detect. As a result, while some correctional facilities have taken steps to potentially deter or eliminate inmate-to-inmate communication, others don't know about them or simply don't know where to look for them.

Until now.

Available from CTL, ICE, TDMs, VoIP, or legacy ACER, the most effective system to uncover inmate-to-inmate communication is the only one that provides you with the authorized facility staff, helping them control and stop inmate communication. Because of this, the ACER has become the most frequently used tool for inmate communication. Because of this, we now know that these events are real, they are happening both within the facility and between them, they occur nationwide, and with alarming frequency.

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TRAINING OPPORTUNITIES

SCP - TRAINING OPPORTUNITIES

SCP INMATE TELEPHONE SYSTEM TRAINING

Securus Call Platform



You are invited to attend our monthly training on Securus Call Platform (SCP). This course is suitable for investigators, new SCP users or as a refresher for current users. You can ask questions, talk with the instructor and request assistance on topics of interest to you. Join for all or part of the course. For additional questions, please contact Dean Ramsey at dean@securus technologies.com or Lester Blency at lester@securus technologies.com.

Covered Topics:

- SCP Overview and Navigation
- System Controls for Journals, Private Numbers and Initiates
- Monitoring Live Calls
- Reports: Finding Important Calls for Investigations
- Finding Important Calls to Act On
- Administrative Functions (subject to time available - only if administrators are in attendance)

Training Details

Course Dates & Times:

2nd Mondays
3rd Thursdays

11:00 AM CST Every Month
8:00 AM CST Every Month except December
3 1/2 hours

Course Length:

INSTRUCTIONS

To join this class on any scheduled date and time, save these instructions on your calendar.

Please join the call 2-3 minutes early by clicking the link below. Log in as "GUEST" with your first and last names. We will have a record of your attendance. No password is necessary. If possible, to avoid echo please use a telephone rather than the microphone and speakers on your computer.

The video conference has two parts: video and audio. Please follow these easy instructions:

1. VIDEO: Click this link to join the video conference. No password is required.
<https://attendee.gotomeeting.com/j1/51949560/7733600642>
2. AUDIO: Dial these numbers to join the audio conference. No password is required.
Conference Number: **510-365-3231**
Access Code: **498-258-061**

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SECURUS Technologies | 19

CONNECTUS - TRAINING OPPORTUNITIES

SECURUS
Technologies Inc.

Connectus Introduction Training

You are invited to attend a web-training for **CONNECTUS** - the new Immars Interface for their video terminals. This instruction is designed to provide an understanding of how the Immars will use the new Interface. For more information, please contact Instructor Deep Ramsey at dear@securustechnologies.com.

Covered Topics:

- Introduction to the Main Menu
- Content Resolution
- Flexible/Application Display
- Multitasking, Digital Redaction Screen
- Video Variations
- Videos - Immars Introduction
- Other Available Applications

INSTRUCTIONS

Dates: 2nd Thursday of each month

Time: 8:30 AM CENTRAL TIME - 1 hour

Please join the call a few minutes early. From the Video Conference, be added into the audio. You will need a computer with internet access and a speaker phone. If possible, it would also please use a telephone rather than the microphone and speakers on your computer.

The video conference has two parts - audio and video.

1. **VIDEO:** Click [here](#) to join the audio conference. No password is required.

<https://attendee.gotomeeting.com/join/919751718579864591>

2. **AUDIO:** Dial these numbers to join the audio conference.

Conference Number: 510-165-1111

Access Code: 452 962 252

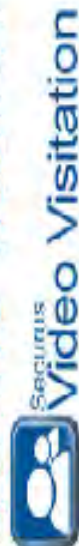
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SW - TRAINING OPPORTUNITIES

SECURUS VIDEO VISITATION INTRODUCTORY TRAINING WEBINAR



You are invited to attend our monthly training for Securus Video Visitation (SVV). This course is suitable for new SVV users or as a refresher for current users. You can ask questions, talk to the instructor and request help on topics of interest to you. Join for one or both of the sessions. For more information, please contact us at training@securus.com.

Covered Topics:

- Part 1 (morning session)
 - Menu navigation, Terminal Function, Connect/In Overview
 - Opportunities to Schedule & Canceling, Lab, Live Monitoring
- Part 2 (afternoon session)
 - Administrative Functions (subject to time availability)
 - User IDs, Billing, Reporting Rules, Reporting and Printing Reports
 - Viewing Recorded Sessions, Downloading Texts and Turning to a CD

Training Details

Course Dates: 2nd Thursday of every month
Times: 9:00 AM CENTRAL TIME

INSTRUCTIONS

Please join each part of the conference a few minutes early. On the entry page, read the call in information and dial into the audio. You will need a computer with internet access and a speaker phone. If possible, to avoid echo please use a telephone and mute your computer microphone and speakers.

The video conference has two parts: video and audio. Please follow these easy instructions:

- 1. VIDEO:** Follow this link to join the video conference. Login as a "GUEST" with your first and last name. No password is required.
<https://attendee.gototesting.com/jv/715105144159906306>
- 2. AUDIO:** Dial these numbers to join the audio conference. No password or PIN is required.
Conference Numbers: 510-365-3231
Access Code: 655-414-717

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LOCATION-BASED SERVICES TRAINING WEBINAR



You are invited to attend our training for Location Based Services (LBS). This course is suitable for new LBS users or as a refresher for current users. You can ask questions, talk to the instructor and request help on topics of interest to you. For more information, please contact instructor: Mark Foster at mfoster@securus technologies.com.

TRAINING DETAILS:

Course Date: **2nd Wednesday Every Month**
Time: **10:00 AM CST 11:00AM CST**

INSTRUCTIONS:

Please join the call a few minutes early. On the entry page, find the call-in information and dial-in to the audio. You will need a computer with internet access and a speaker/phone.

This video conference has two parts - audio and video. Please follow these easy instructions.

1. VIDEO: Follow this link to join the video conference. No password is required.

<https://attendee.gototraining.com/jt/45318/8344126176097>

2. AUDIO: Dial these numbers to join the audio conference. The audio PIN will show after joining the training.

Conference Number: **510 365 3231**
Access Code: **980 941 237**

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ICER - TRAINING OPPORTUNITIES

ICER MONTHLY WEBINAR TRAINING



You are invited to attend our monthly training on the ICER (Immate Inter-Communications Evaluation and Reporting) platform. This course is suitable for investigators, new staff users or as a refresher for current users. You will ask questions, talk with the instructor and request emphasis on topics of interest to you.

For additional questions, please contact Lester Blency at Lblency@securus technologies.com.

- Covered Topics:
 - Problem Solving Immate-to-Immate Communications
 - ICER Giveaway
 - How does ICER work
 - ICER Event Report
 - According to IC
 - User, Role
 - Other Information

Webinar Details

Course Date & Time:

Every 3rd Wednesday, 10AM – 11AM CST

Course Length: 1 hour

To join this class on any scheduled date and time, save these instructions on your calendar.

Please join the call 2-3 minutes early by following the link below. Log in as "GUEST" with your first and last names. We will have a moment of your attention. No password is necessary. You will need a computer with internet access and a speaker please. If possible, to avoid echo please use a telephone for audio. Instead of your computer's microphone and speakers.

The video conference has two parts: video and audio. Please follow these easy instructions:

- VIDEO:** click the link to join the video conference. No password is required.
<https://attendee.gotomeeting.com/j1/2463782647/12843522>
- AUDIO:** Dial these numbers to join the audio conference.
Conference Number: **310-365-3231**
Access Code: **291-963-264**

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TRAINING OPPORTUNITIES

You are invited to attend Securus training on iCER (Inmate Inter Communications evaluation and reporting) platform. This course is suitable for investigators, new iCER users or as a refresher for current users. You can ask questions, talk with the instructor and request emphasis on topics of interest to you. For additional questions, please contact Lester Disney at Ldisney@securustechnologies.com.

Covered Topics:

- Problem with Inmate-to-Inmate Communications
- iCER Overview
- How does iCER work?
- iCER Event Report
- Accessing iCER
- Using iCER
- iCER Administration

Webinar Details

Course Date & Time:

Every Third Wednesday, 10AM – 11AM CST

Course Length: 1 hour

INSTRUCTIONS

To join this class on any scheduled date and time, save these instructions on your calendar.

Please join the call 5-10 minutes early by clicking the link below. Log in as "GUEST" with your first and last name so we'll have a record of your attendance. No password is necessary. You will need a computer with Internet access and a speaker phone.

The video conference has two parts – audio and video. Please follow these easy instructions:

1. **VIDEO:** Click this link to join the video conference. Login as a "GUEST" with your first and last name. No password is required.
<http://securustech.adobeconnect.com/r4f/r18d13a/>
2. **AUDIO:** Dial these numbers to join the audio conference. No password or PIN is required.

Conference Number: **1-877-710-1114**

Conference ID: **0694#**

Test system on your computer:

https://securustech.adobeconnect.com/r4f/r18d13a/1.4.3m/minimum/help/en/support/meeting_test.htm

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SECURUS COMMUNICATIONS

SECURUS COMMUNICATIONS

December 1, 2016

Securus Successfully Defends United States Patent Before Federal Trial and Appeal Courts

United States Patent and Trademark Office Rules In Favor of Securus Technologies and Retains Significant Elements of Claim in the Invalid Video Communication Patent

Securus Technologies, a leading provider of civil and criminal justice technology to utilities for public safety, investigation, corrections and monitoring, announced today that it has received a significant win from the Patent Trial and Appeal Board (PTAB) related to a patent litigation filed by Global Telelink (GTL). Despite GTL's contention that this patent should be entirely invalidated, the court sided with Securus on many significant elements of the video patent.

Summary of Video Patent

U.S. Patent No. 8,000,000 – On-Demand Video Communication for Cellular Telephones that is owned by Global Telelink (GTL) party (hereinafter "GTL") is a video communication for cellular telephones for inmate, facility residents, and law enforcement. Either party (resident or law enforcement) may offer/receive conversion of a voice call to video communication. "We were pleased to get the Patent Trial and Appeal Board (PTAB) to rule in our favor on this patent," said Rick and A. Smith, Chairman and Chief Executive Officer of Securus Technologies. "Ultimately, we enjoy significant advantages over GTL in issued patents, pending patents, in force patents, and our Patent Validity Record – all of which have been in agreements with third party patent holders. Our patent portfolio is a growing licensing partner to the GTL had with Securus over a ten (10) year period, said Smith. "This is our largest intellectual property for the foreseeable future from our any actions and advanced development efforts. The Patent Related Metrics that I referred to are provided below in this press release."

Patent Related Metrics		Advantage		Ratio	
Securus	GTL	Securus	GTL	Securus	GTL
Issued Patents	158	51	1 Securus	1 GTL	5:1
Pending Patents	40	20	1 Securus	1 GTL	1:1
Issued Patents	200	17	1 Securus	1 GTL	5:1
Pending Patents	120	48	1 Securus	1 GTL	2:1
In-Force Patents	100	0-2	1 Securus	1 GTL	NA
Patent Validity Record	100	0-2	1 Securus	1 GTL	NA

Published filings not publicly filed are not available at this time.

GTL has filed twenty three (23) patent related claims against Securus and has only been successful in obtaining one (1) patent to date. My estimate is that they have spent over \$20 million in that effort – so not very good return on that money for them," said Smith. "At that rate, they will have to spend in excess of \$200 million attempting to invalidate all of our patents and that effort clearly will not be successful. But I encourage them to try. A more prudent approach would be to have a license agreement with Securus – from my perspective, that is the best business case for them with the highest NPV (Net Present Value). I expect that this PTO invalidation process will continue for a long time – 5 to 10 years, and I am prepared to stick with it and expect it to eventually prevail."

For additional information visit us at:

<http://www.securustechnologies.com/about-us/press-releases>

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SECURUS COMMUNICATIONS

December 1, 2015

**Securus Acquires PHD Medical's Corrections Telemedicine Assets in All Cash Transaction
Objective of Providing High Quality, Foster, and Lower Cost Health Care Services to \$5 Billion Corrections Market**

**Securus Announces 20th Acquisition of Government Services, High Tech, Software Based Businesses, Technologies, Partners
and Exclusive Partner Agreements**

Securus Technologies, a leading provider of civil and criminal justice technology solutions for public safety, investigation, corrections and monitoring, announced today that it has acquired PHD Medical's corrections focused telemedicine hardware, software, management, and development assets in Baie d'Urfe, Quebec, Canada (a suburb of Montreal).

Founded in 2003 near Quebec, Canada, PHD Medical, Inc. is the culmination of a team of medical professionals with extensive experience in respiratory medicine, regulatory affairs, software, manufacturing, and networked communications. This team developed a corrections focused telemedicine solution that improves the utilization and well-being of inmates.

"We have worked with PHD Medical for several years and watched as they developed the hardware, software, and business model to the point of having a successful telemedicine solution for the corrections market," said Richard A. Smith, Chairman and Chief Executive Officer of Securus Technologies. "We closed on the purchase of the telemedicine assets in an all cash deal with PHD Medical, Inc. on November 30, 2015. Our objective is to refine our business model and to bundle the telemedicine products into our existing corrections and government product set," said Smith.

"We have known Securus for a long time and they clearly have the broadest, highest tech product set for law enforcement and corrections – and that is exactly who we want to partner with," said, Gregory T. Brojillette, Managing Director of PHD Medical. "PHD Medical will be joining the Securus team as well as other PHD Medical staff members."

"Securus has an established infrastructure, the largest Sales Team in the sector, and our device is the core equipment set used, so they were the logical choice for us," said Brojillette.

"With our purchase of PHD Medical, we are pleased that we have developed electronic medical records systems, our purchase of Archonix in 2013 that offers all management systems including health care modules, and now the telemedicine business from PHD Medical, we are expanding our capabilities to serve the \$5 billion corrections health care market. Next to salaries, inmate health care costs represent the second largest component of prison and jail budgets – and with telemedicine further, they can be more efficient, more cost effective, and ultimately provide better and faster health care for our inmates – that's what we want to help them do," stated Smith.

"We will fully integrate the hardware and human resources as well as the PHD Medical team to further develop their platform and sell that value in a combined bundle with other products. There is a smart way that we can do with our partners to improve security, reduce operating costs, and improve the quality of health care. Let's use more technology to help them do their jobs," concluded Smith.

For additional information visit us at:

<http://www.securustechnologies.com/about-us/press-releases>

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SECURUS COMMUNICATIONS

Secure Technologies Committee To Give (T) Year Funding For Patent Entrepreneurship Program (ppp)

Exclusive Agreement To Jointly Offer PEP To Prison and Juveniles Nationwide

Abstract

Rigorous Program Work - Superior Support Structure

Transforming, Reconnecting and Bringing Hope

The 1980s adjustment program will incorporate a revolution in the way minerals are produced and marketed. It will be the facility and expertise that the Agency's Chief Scientific Officer of the Precious Minerals and Gemstone Program, Dr. Robert M. Way, has developed in the last decade that will make this possible.

• Leadership • Quality • Customer • Computer Skills • Development of Business • Public Speaking •

And left green-carbonate ladders for a million years to melt and exfoliate by unleashing hydrogen peroxide. Through sequential publications and other means, the team has been able to tell the world about their research, including their Smith-

<http://www.securustechnologies.com/about-us/press-releases>

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CUSTOMER SATISFACTION

CUSTOMER SATISFACTION: VALUE/RELATIONSHIP SURVEY

Contact Name Facility Name Facility State	CAPTAIN ABCD ABCD COUNTY GA		N/A = Not Applicable 1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree																																			
Your Most Valued Partner																																						
1. Securus has a thorough understanding of our needs.																																						
2. Securus' products and services make a difference with our needs.																																						
3. I feel that we're utilizing all of the products and services Securus has to offer.																																						
4. We have seen a measurable financial benefit from product and services delivered by Securus.																																						
5. By using Securus' products our operations and staff are more efficient and/or effective.																																						
6. We view Securus as a technology leader in our industry.																																						
7. We find that Securus is more of a technology and communications provider than just a phone provider.																																						
Sales																																						
8. We are satisfied with the amount of contact we have had with our Sales Representative.																																						
9. Our Sales Representative responds to our needs and gives us excellent sales support.																																						
10. Our Sales Representative has discussed with us how Securus solutions can fulfill our needs.																																						
11. Our Sales Representative is helpful and keeps in touch with us while we have any outstanding issues.																																						
Client Manager Team (ART)																																						
12. We are satisfied with the amount of contact we have had with our Client Manager Liaison.																																						
13. Our Client Manager Liaison responds to our needs and gives us excellent account relations support.																																						
14. Our Client Manager Liaison is helpful and keeps in touch with us while we have any outstanding issues.																																						
Technical Support Center (Concerning Securus' Equipment Technical Support, Toll-Free Number)																																						
15. When we call the Securus 800 technical support number, the people we talk to are polite and courteous in addressing our service request.																																						
16. I am satisfied with technical supports ability to understand our service needs and provide a resolution.																																						
17. I am satisfied with the ease in which I am able to communicate my service needs and the level of responsiveness provided by technical support.																																						
18. I am satisfied with my overall experience with the Technical Support Center in regards to my service request needs.																																						
Service Technician (Concerning your on-site Field Technician)																																						
19. Our Field Service Technician keeps us informed and updated as to the status of our issues when dispatched.																																						
20. Our Field Service Technician demonstrates proficient technical understanding of our service needs.																																						
21. Our Field Service Technician is courteous, friendly and professional in attitude and appearance.																																						
22. Our Field Service Technician assists us with all issues when brought to his or her attention.																																						
Correctional Billing Services																																						
23. I am satisfied the friends and families of our inmates are provided friendly, courteous and knowledgeable service when they call the Securus Correctional Billing Service 800 support number.																																						
Overall Rating																																						
24. Our experience with SECURUS Technologies, Inc.																																						
25. How likely are you to recommend Securus Technologies to other facilities?																																						
<table border="1"> <thead> <tr> <th colspan="5">0 = Extremely Unlikely</th> <th colspan="2">5 = Neutral</th> <th colspan="2">10 = Extremely Likely</th> </tr> <tr> <th>0</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> <th>8</th> <th>9</th> <th>10</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>								0 = Extremely Unlikely					5 = Neutral		10 = Extremely Likely		0	1	2	3	4	5	6	7	8	9	10											
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CUSTOMER SATISFACTION: TECH SUPPORT SURVEY

Facility Name	ABCD	COUNTY	N/A = Not Applicable	1 = Strongly Disagree	2 = Disagree	3 = Neutral	4 = Agree	5 = Strongly Agree
Initial Technician (Concerning your initial contact with Technical Support)								
1. Technical Support efficiently and effectively fielded our initial service request (FAX/CALL/EMAIL) and communicated next steps.								
2. The person who took our initial report was polite and courteous.								
Service Representative (Concerning the service representative that worked with you via telephone)								
3. The Securus Service Representative was knowledgeable and helpful.								
4. The Securus Service Representative communicated resolution regarding our service request.								
Overall Service Experience								
5. During this request, we received excellent service from Securus technical support.								

Any score 3 or below is considered an Improvement Opportunity

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CUSTOMER SATISFACTION: DISPATCH SURVEY

Facility Name	ABCD COUNTY
Facility Contact	CAPTAIN ABCD
N/A = Not Applicable 1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree	
Initial Technician (Concerning your initial contact with Technical Support)	
1. Technical Support efficiently and effectively fielded our initial service request (FAX/CALL/EMAIL) and communicated next steps.	N/A 1 2 3 4 5
Dispatcher (Concerning the person that scheduled the on-site visit)	N/A 1 2 3 4 5
2. Dispatch clearly communicated information regarding the Field Service Technician ETA.	N/A 1 2 3 4 5
Service Technician (Concerning your on-site Field Technician)	
3. Once dispatched, we are satisfied with the response time of our Field Service Technician.	N/A 1 2 3 4 5
4. Our Field Service Technician kept us informed throughout the visit and confirmed the resolution of our service request.	
5. Our Field Service Technician demonstrated technical understanding and knowledge of our service issue.	
Overall Service Experience	N/A 1 2 3 4 5
5. Our service request was fully resolved to our satisfaction.	

Any score 3 or below is considered an Improvement Opportunity

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FEEDBACK/ACTION ITEMS

FEEDBACK AND ACTION ITEMS

Action Items	Owner	Due Date

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2016 Quarterly Report

July-September

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Special Services

After Hours Program

During Q3 of 2016, there were no After Hours requests received.

Crime Tip Hotline

Guarded Exchange (GEX) began assisting the Inspector General's Office (OIG) with monitoring Prison Rape Elimination Act (PREA) and Crime Tips Hotline calls in November 2014. As part of the Crime Tips Hotline program, Guarded Exchange was tasked with monitoring hotline calls outside the hours of operation of the OIG Investigator's schedule. This ensures that all PREA allegations are promptly provided to the Intelligence Unit Manager for immediate notification and investigation of these incidents.

For Q3 of 2016, there were a total of 67 hotline calls. Of those 67 calls, 33 PREA related calls were placed and 34 calls were reported on the Crime Tips Hotline.

GEX monitored 37 (55%) of the 67 hotline calls in the third quarter.

Inmate Inter-Communication Evaluation & Reporting

ICER was designed to proactively monitor all inmate phone communications providing automatic alerts of inmate to inmate communications that might otherwise have gone undetected. In January of 2016, GEX began monitoring and investigating ICER communications and reporting information to the Inspector General's Office. MO DOC averages 30 ICER calls a day, and approximately 10,236 ICER calls have been identified through June of 2016.

GEX monitored 2,322 ICER calls in Q3 of 2016. Suspicious conversations were identified in 195 of these calls and assigned to a GEX Investigative Analyst for further review. 54 reports were generated and provided to the OIG.

In August of 2016, MO DOC requested the GEX no longer pull ICER reports for call review, but may come across ICER calls through GEX bucket monitoring and will report these as 3-way calls moving forward.

ICER calls that were generated into SAR reports contained the following suspicious activity:

Assault	Extortion
Cell Phone	Prison STG Activity
Contraband	Self-Harm-Offender
DOC Violation	Staff Avoidable Contact
Drugs/Intoxicant	Threats-Civilian & Offender
Informational Purpose Only	Threats-Staff

Canine Contraband Detection Services

In September of 2015, MO DOC released a bid for Canine Contraband Detection Services. GEX responded and was awarded the contract in October of 2015. The contract provides all of Missouri Correctional Facilities access to a certified narcotics and cell phone detection dog, and handler, as needed to search designated areas of Missouri Institutions.

GEX purchased a Passive Alert Holland Sheppard named Ace and he was certified, along with Handler Jeff Hunter, at K9 Working Dogs International in the State of Kansas. K9 Working Dogs International is a DEA and STF Federally Licensed K9 Training Center and a global supplier of Police Service Dogs. Ace and Jeff completed a 120 hour 3-week Handler & K9 certification course - which exceeds National Certification and Initial Training Standards approved by the NAPWDA, MCPA, and USPCA.

A second contract was released in March of 2016 and, once again, GEX was awarded the new contract, effective July 1, 2016, which requires two (2) passive alert canines and two (2) certified handlers. After being awarded the new contract, GEX purchased a Belgian Malinois (Mal-in-wah) named Zeppi and Hannah Porter accepted the position of canine handler supplementing the Canine Detection Services Team. Hannah and Zeppi attended training at K9 Working Dogs International in the State of Kansas, and completed the K9 Narcotics Certification Course - which exceeds National Certification and Initial Training Standards approved by the NAPWDA, MCPA, and USPCA.

Jeff Hunter and Ace also received additional training at K9 Working Dogs. But this time, Jeff was certified to become a Trainer of Canine Detection Services, enabling him to certify other handlers and service dogs. Jeff received his Trainer Certification in July of 2016.

In Q3 of 2016, Jeff, Ace, Hannah and Zeppi were deployed to six Missouri Institutions and completed 15 searches:

South East Correctional Center on
07/06/2016 & 07/07/2016
South Central Correctional Center on
07/26/2016
South Central Correctional Center on
07/30/2016
Tipton Correctional Center on
08/05/2016
Moberly Correctional Center on
08/16/2016
Tipton Correctional Center on
09/02/2016
Farmington Correctional Center on
09/06/2016
Farmington Correctional Center on
09/12/2016 & 09/13/2016
Tipton Correctional Center on
09/16/2016
Alcoa Correctional Center on
9/19/2016
South Central Correctional Center on
9/21/2016
Farmington Correctional Center on
9/23/2016 & 9/24/2016



August of 2016 - Both handlers and canines were invited to the annual meeting held by the Office of the Inspector General. The handlers provided a description of each dog's discovery skills.

Canine Search Results

On 07/06/2016 both K9 Teams were requested at SECC to search two wings of a housing unit. The K9's gave multiple positive alerts in both wings of this housing unit. Several contraband items were located and removed from the housing unit. It is unknown what contraband was found.

On 07/07/2016 both K9 Teams returned to SECC. Two wings of the work release housing unit were searched; as well as, the work release vans that returned later that day. The K9's gave several positive alerts in the housing unit and one positive alert on a work release van. It is unknown what contraband was recovered.

On 07/28/2016 both K9 Teams were requested at SCCC. The K9's searched employee belongings as they were entering and exiting the facility. The K9's also searched employee offices, restrooms and closets. Both K9's gave multiple positive alerts in the offices and on staff belongings. K9 Zeppi had multiple positive alerts in the investigators office where product (evidence) was located. K9 Ace had a positive alert on a cell phone that had been placed in an evidence bag as well. The power plant and training class trailer, outside of the facility, were also searched. It is unknown what contraband was found.

On 07/30/2016 one K9 Team was requested for a follow up at SCCC. The search started at 0800 hours to search belongings of the morning shift coming into the facility. K9 Ace gave a positive alert on a set of keys but nothing was found. K9 Ace was 100% on all hides placed throughout the search. The search concluded at approximately 0715 hours.

On 08/05/2016 both K9 Teams searched two housing units at TCC. There were multiple positive alerts given by both K9's. Several contraband items were recovered and taken into evidence. Items will be tested later for narcotics. There were no cell phones recovered during the search. Both K9's were 100% on all hides placed throughout the search.

On 08/16/2016 both K9 Teams were requested to MCC for a search of the facility as well as areas outside of the facility. Areas searched included a minimum-security housing unit, the yard in front of the main entrance to the prison, the garage, the power plant, the laundry facility and the septic treatment plant. There were several alerts given by both K9's. Some of the alerts given confirmed prior intelligence from prison staff. It is unknown if any contraband was discovered. Both K9's were 100% on all hides placed throughout the search.

On 09/02/2016 both K9 Teams were requested at TCC for a search of the gym, the outside track area and education building. Multiple alerts were given by both K9's. Some prescription medication was in the education building where one of the K9's alerted. It is unknown if any other contraband was recovered.

On 09/08/2016 both K9 Teams were requested at FCC for a search of a housing unit. Multiple alerts were given by both K9's. There were several contraband items recovered including a brown work glove that contained, what is believed to be, methamphetamine. It is unknown if any other contraband was recovered.

On 09/12/2016 both K9 Teams arrived at FCC for a search of a housing unit. Multiple alerts were given by both K9's throughout the search. Several items of interest were recovered. It is unknown now what the contraband items that were recovered were. Both K9's were 100% on all hides placed throughout the day.

On 09/13/2016 both K9 Teams returned to FCC for a search of a housing unit. Multiple alerts were given by both K9's throughout the search. Several contraband items were recovered, but it is unknown now what was located. Both K9's were 100% on all hides.

On 09/16/2016 both K9 Teams were requested at TCC for a night search of a housing unit. Multiple alerts were given by both K9's. The CERT Team was activated to search the housing unit after the K9 Teams completed their search. It is unknown now what contraband was recovered. Both K9's were 100% on all hides placed throughout the search.

On 09/19/2016 both K9 Teams, along with a K9 Team from Cole County, were requested at ACC to search housing unit 16. Multiple alerts were given by all K9's. The CERT Team was activated to search all areas after the K9 search. It is unknown what contraband was discovered. The recreation area was also searched and multiple alerts were given. Both GEX K9's were 100% on all hides placed throughout the search.

On 09/21/2016 both K9 Teams reported back to SCCC to complete cell searches in housing unit 5, the laundry facilities and a warehouse. Multiple alerts were given by both K9's. A SIM card was located in a cell where a K9 alert was given. A green leafy substance, believed to be Marijuana, was also found in a separate cell where a K9 alert was given. There were multiple alerts given in the laundry facility and in the warehouse, but it is unknown what contraband was discovered during the search. Both K9's were 100% in all hides placed throughout the day.

On 09/23/2016 both K9 Teams were requested at FCC for a search of the education building, mattress factory and clothing issue. Multiple alerts were given during the search. Several unknown items were taken as evidence for later testing. Both K9's were 100% on all hides placed throughout the day.

On 09/24/2016 both K9 Teams were requested at FCC for a search of the visitation rooms, the maintenance buildings and the green house area. Multiple alerts were given throughout the search. It is unknown what contraband was discovered. Both K9's were 100% on all hides placed throughout the day.

Monitoring Highlights

Contract to Date Call Volume

MO DOC Offenders have placed over 73 million calls (73,558,616) on the Secure Call Platform from November of 2011 through September of 2016.

Since monitoring began in November 2011, Guarded Exchange has monitored over 3.6 million calls (3,676,721) (5.00% of the total call volume) through September 2016.

Call Volume

In Q3 of 2016, MO DOC offenders placed over 4.4 million calls (4,430,005). Guarded Exchange monitored a total of 223,189 (5.04%) calls.

Call volume has increased by 13.50% in Q3 of 2016 when compared to Q3 of 2015 - a total of 3,902,923 calls were made in Q3 of 2015.

Average call duration in Q3 of 2016 decreased to 9.68 minutes/call from 10.21 minutes/call in Q3 of 2015.

Information Highlights

GEX Communication Analysts document Content Based Identification (CBID) by using the content of a phone call to assist in verifying a subject's identification. When a person on the phone addresses the other by name or alias, confirms their relationship to one another, or when an offender's date of birth is verified. When one of these is mentioned, the GEX Communication Analyst auditing the call then verifies the CBID information through available tools.

GEX also collects phone and confirmation numbers provided during phone conversations. This information is then stored in our system and can be used to identify offenders that are personal identification number (PIN) sharing, identify offenders or civilians by alias names, and locate additional information based on phone numbers or wire transfer confirmation numbers from our searchable database.

GEX has obtained a total of 173,481 CBID's and verified voice prints for 52,470 offenders.

In Q3 of 2016, GEX obtained 11,245 CBID's and verified voice prints for over 5,600 offenders. Approximately 6,587 phone numbers were collected. An average of 3% of overall calls, monitored during Q3 of 2016, contained a phone number provided by the offender or civilian over the phone.

GEX has also added any verified alias names into the Corrections Information Network (COIN) to ensure everyone has access to the identifying data.

Report Origins

Reports by Origin

In Q3 of 2016, GEX provided a grand total of 307 Informational reports to the Office of the Inspector General.

- 149 of these reports originated from calls generated by the GEX queue.
- 7 of these reports were requests from Access Corrections (AC), the contracted Fund Deposit Company. This includes individual requests and reports compiled based on chargeback requests from AC.
- 42 reports of these reports were generated from Requests for Investigative Assistance from the Intelligence Unit Manager.
- 54 of these reports were generated from calls monitored from a request to Saturate specific facilities (9 total requests).
- 1 of these reports report was generated from Language Translation requests.
- 54 of these reports were generated from ICER alerts.

Requests for Investigative Assistance

During Q3 of 2016, there were 42 Individual Requests from the Inspector General's Office. Some of these requests were to assist in identifying:

- Information in regards to how Controlled Substances might be Introduced into an Institution
- Information in regards to Offender Substance Abuse (Heroin & Methamphetamines)
- Information in regards to Possible Staff Misconduct
- Information in regards to Drug Conspiracies
- Information in regards to Assaults
- Information in regards to Drug Trafficking
- Information in regards to STG Attack on Staff
- Information in regards to an Incident occurring between STG Members
- Information in regards to an Escape
- Information in regards to Extortion
- Information in regards to Credit Card Fraud
- Information in regards to Cellular Phone locations
- Information in regards to Drugs being Introduced via the Visitation Rooms

Translation Requests

In Q3 of 2016, there was 1 request to monitor and translate calls for multiple offenders and specific phone numbers. This request was received from an Investigator II, regarding several offenders that are suspected of introducing controlled substances into a Missouri Institution. A total of 456 calls were monitored with over 138 hours of call durations. This request was closed on 9/18/2016 and violations were given to the offenders involved.

Saturation Requests

GEX received a total of 9 Saturation Requests in Q3 of 2016. These requests include:

- Monitor specific housing units to locate information of a possible disturbance at JCCC.
- Monitor a specific housing unit to identify any information regarding offenders attempting to introduce K-2 and marijuana into FCC.
- Monitor specific housing units due to receiving information of possible tension on the rise at SECC.
- Monitor specific housing units at MECC - listening for any information related to drug trafficking and any information related to possible staff issues or concerns.
- Monitor a specific housing unit at WMCC due to the amount of drug interdictions and information from offenders regarding continued usage.
- Monitor calls placed by specific offenders due to possible drug trafficking and offenders testing positive for methamphetamines at SECC.
- Monitor calls placed by specific WMCC offenders that are sending green checks and listen for any illicit behaviors or attempts to conspire to introduce.
- Monitor calls placed from a specific WMCC Housing Unit. This is 2 separate requests with different housing units requested. Listening for any of the following:
 - Any suspicious conversation for drugs, cell phones or staff contact
 - Talk of stockpiling canteen items
 - Talk of not speaking to relatives for long periods of time ("Might be a while before you hear from...")
 - Talk of going to the hole
 - Talk of high tensions at the facility between staff or other offenders
 - Talk of possible assaults of staff or other offenders
 - Talk of potentially destroying property
 - Talk of the anniversary of Attica
 - Talk of work stoppage or plans of sit-downs/sit-ins

A total of 54 reports were generated from the above requested saturations.

These reports include information regarding the following occurrences:

Assaults (1)	Self-Harm-Offender (1)
Cell Phone (2)	Sexual Offense (1)
Contraband (5)	Staff Avoidable Contact (1)
DOC Violation (14)	Threats-Civilian (2)
Fraud (1)	Threats-Offender (3)
Drugs/Intoxicants (19)	Outside Law Enforcement (4)

Financial Reports and Emails

Access Corrections provides MO DOC with Offender Deposit and Email Services. Access Corrections provides GEX with a monthly chargeback report. GEX then monitors and researches these charge backs to verify if any fraudulent charges have been attempted or made. Guarded Exchange also monitors individual requests from Access Corrections.

In Q3 of 2016, GEX submitted a total of 7 reports from Access Corrections data. GEX received 5 specific requests from Access Corrections to consider possible fraudulent financial transactions and 2 additional reports were generated from information obtained through monitoring chargeback calls. Calls were monitored and financial transactions and emails were reviewed for all requests.

Information identified from the 5 separate requests are listed below:

- 3 separate offenders are believed to be involved in credit card theft conspiracy.
- In 2 separate requests, offenders directed family members to send money to pay off debt owed on the offender's books to purchase items from canteen.
- Assistance was requested to identify a suspect in a large fraud investigation. This suspect was identified and provided to Access Corrections.
- Possible Fraud (\$2,000+). It was identified that 3 separate parolees are fraudulently using credit cards and sending money to other offenders. A parolee was also identified as making threatening statements regarding her mental health. The portion of this report which contained the credit card fraud was provided to Access Corrections. The information regarding the parolee's threatening statements was provided to the OIG office and was then reported to the PPO.

GEX has received 207 charge backs in Q3 of 2016, with 2 reports generated from researching these requests. Both reports were provided to OIG and then to outside law enforcement.

- 1 report contained information regarding a Parolee that murdered two civilians in 2007.
- The second report contained information regarding a civilian using another person's credit card (\$250+) without their consent.

GEX started monitoring offender emails in August of 2015 for suspicious content. Below is a breakdown of emails monitored during Q3 of 2016.

July 2016

Total Emails sent = 79,243

Total Emails read = 3,962 (5.00%)

August 2016

Total Emails sent = 83,921

Total Emails read = 4,197 (5.00%)

September 2016

Total Emails sent = 82,675

Total Emails read = 4,187 (5.06%)



Submitted Reports by Office

Guarded Exchange Offices are located in Jefferson City, Lebanon, and Kansas City, Missouri. These three offices have part and full time Communication Analysts on staff. The Lebanon office reported 85% of the overall information provided to the Inspector General's Office. Lebanon also staffs 45% of our Communication Analysts.

Information Distribution

In Q3 of 2016, GEX sent a total of 149 reports to the OIG that were generated from the Guarded Exchange queue.

- 29 of these reports were sent to the corresponding facility administration due to rule violations by offenders (Drugs/Intoxicants, Threats and Assault)
- 116 of these reports were assigned to the Investigators in the OIG for investigation due to suspicious activity found
- 3 of these reports were sent to outside agencies.

149 does not include the Language Translation requests, Saturation requests, Access Corrections Requests, or Requests from OIG

Reports Distributed to Social Services and Various Other Agencies

The Missouri Department of Social Services (DSS) is responsible for coordinating programs to provide public assistance to children and their parents, access to health care, child support enforcement assistance and to provide specialized assistance to troubled youth.

The DSS Family Support Division assists families with food stamps, health care, child care and child support. Helping to preserve the integrity of the public assistance programs Missouri DSS provides, GEX reports any suspected fraud.

As a mandated reporter, GEX also provides any suspected abuse (Child or Elderly) to the OIG. Information that may assist various law enforcement agencies is also documented and provided to the OIG and then disseminated to the respective agencies.

In Q3 of 2016, there were not any informational reports that were forwarded to the Department of Social Services.

There were a total of 3 Informational Reports submitted by GEX that were provided to outside law enforcement, by the OIG, in Q3 of 2016. These reports contained information, including but not limited to:

- An inmate in a county jail attempted to smuggle contraband (earrings & ponytail holders) into the County Jail from her court hearing.
- Information regarding a civilian stabbing a male civilian and that she needed to hide or people would try to kill her. This information was provided to a detective at the local police department.
- A civilian was making suicidal statements and this information was provided to the County Sheriff's Department.

Report Outcomes

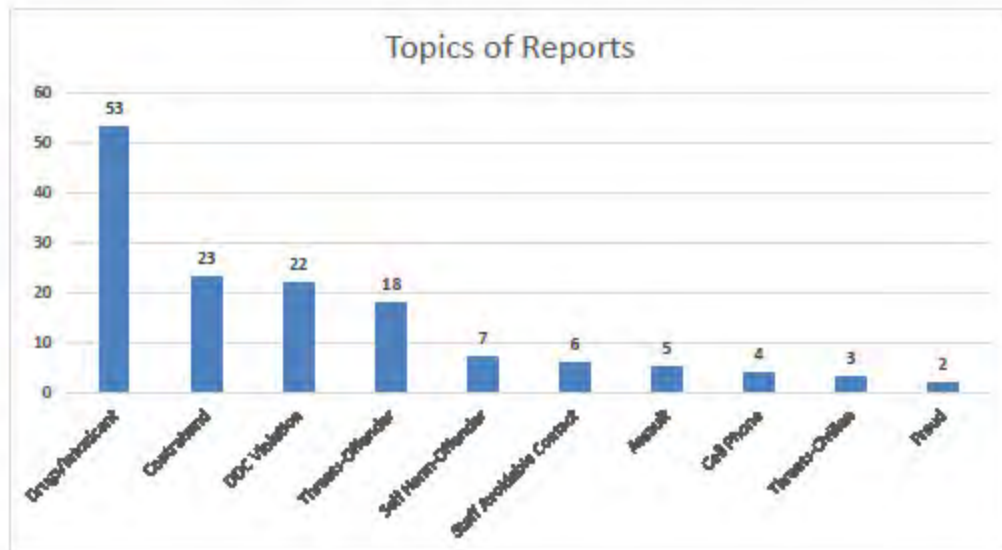
Once GEX Investigators reach reasonable suspicion during an investigation, an Informational Report is completed and sent to the Intelligence Unit Manager. From there, the Intelligence Unit Manager distributes the Report to the appropriate Law Enforcement Agency or Department.

Report Topic Breakdown

Offender phone calls can contain a wide variety of information. Some calls contain data associating an offender with a conduct violation of some sort, such as using other offenders PIN without permission or possession of contraband in their cell. In more serious cases, information may lead to potential harm to staff or other offenders, conspiracy to introduce a controlled substance, possession of a cellular phone or threat of an assault.

Breakdowns of the Top 10 Report Topics are available in the graphic below.

- 36% of the reports for Q3 of 2016 contained information believed to be an attempt to introduce drugs or be in the possession of drugs in a Missouri Institution.
- 15% of the reports submitted contained information regarding offenders in possession of contraband or received a DOC violation.

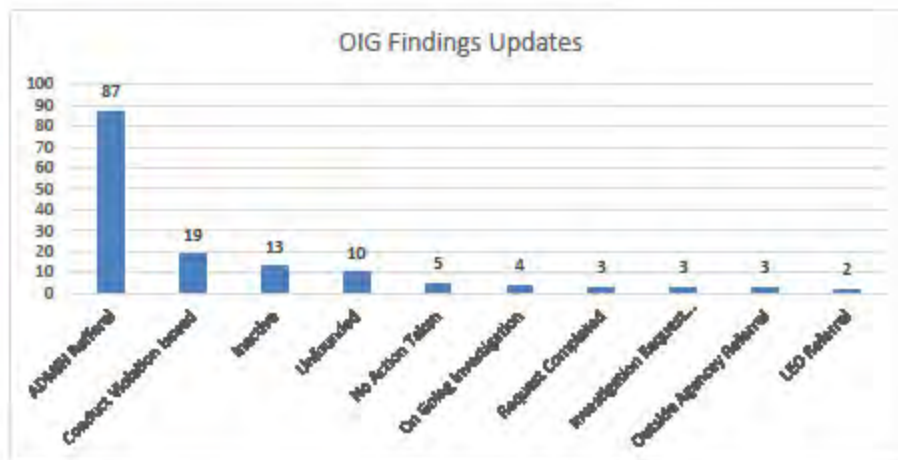


OIG Findings for GEX Reports

A monthly case review is completed to locate any updates on the outcome of reports submitted by GEX.

Below are the counts of the updates located in Q3 of 2018.

- 58% of reports submitted by GEX were sent to Administration.
- 13% of the reports resulted in the offender receiving a conduct violation.
- 9% of the reports submitted by GEX were found to be inactive.



Forensics Highlights

Guarded Exchange currently employs Cellebrite UFED Touch Certified users; as well as, a Certified Digital Forensic Examiner and a Missouri Private Investigator with over 7 years of experience in the field of data extraction, data analysis and cybercrime. With this unique resource and experience, GEX can extract data from the most difficult of devices.

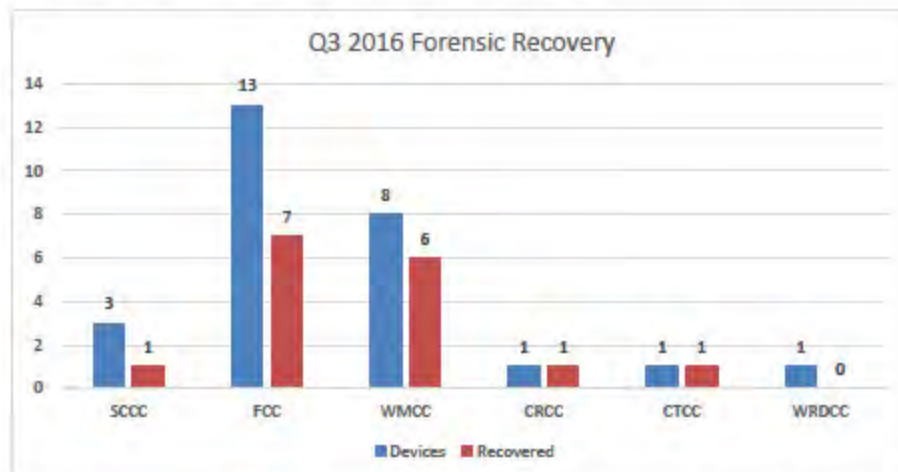
GEX Forensics Services also utilize numerous industry standard Computer Forensic programs (Encase, Internet Evidence Finder, Passware, Oxygen Phone Forensic Suite, Forensic Explorer) that are also able to perform data extraction on mobile devices as well as other Forensic software. This is to perform in depth forensic analysis on images acquired from devices as well and any form of digital media, at no additional charge to the agency.

In October of 2016 Guarded Exchange Forensics Lab staff became certified to perform Chip-Off Forensics.

With the class and equipment provided by H-11 Forensics, GEX can now perform data extraction on devices that are damaged, locked or unsupported by other forensic tools.

Chip-Off Forensics is the process of removing the flash memory from the printed circuit board of a device using either a No Heat method or Heat method, depending on the purpose of the extraction, reading and analyzing the raw data stored on the chip.

The ability to perform this process will allow GEX access to more locked and damaged devices than ever before; thus, adding to the potential of vital intelligence and data gathered from devices.



Guarded Exchange analyzed data on 27 devices from MO DOC Institutions, with data recovered on 82% of the devices provided.

Please note that 3 devices are pending extraction completion. 1 of the 3 has been sent off for Chip-Off extraction

Missouri Corrections Association



The 2016 Missouri Corrections Association Conference was held at The Lodge of Four Seasons, Lake of the Ozarks, Missouri, on September 28, 2016 and concluded on September 30, 2016.

Attendees included: MO DOC Wardens, Securus, Guarded Exchange, JPay and JLG. One of the GEX K9 Teams was also in attendance (K9 Zeppi and Handler Hannah Porter).

The Missouri Corrections Association (MCA) promotes and supports the corrections profession by strengthening and uniting its members through combined effort and communication with other Regional, State and National Corrections Organizations and provides leadership to achieve success in impacting the lives of those we serve.

Requested Documentation

Equipment List / Spec Sheets

Equipment List	
Item	Model
Tablets	JP5S – Pre-loaded 7 inch tablet
Routers	Netvanta 3140
Switches	Netvanta 1531
UPS	Eaton 3S750
Wireless Access Points	Ruckus
Servers	SLP1
Charging Stations	Tripplite CSC64MICROUSB
Surge Suppressors	Panamax #M4KSU
Telephone	
Phones	Wintel 7042 and Wintel 7010
Handsets	24" Duraclear
TDD Phones	Krown PV 20
Routers	Adtran 924E
Switches	Netvanta 1531
UPS	Eaton 3S750
UPS	Eaton 5PX1500RT
Surge Suppressors	Panamax #M4KSU
Workstations	Dell Optiplex 3040
PC Monitors	Dell 1908FP
Printer	HP Envy 4520
Misc	Equipment racks and shelves, roll around phone carts



Eaton 5PX UPS

Enterprise class battery backup with extended runtime designed for virtualized environments.

5PX features and benefits:

Extended Runtime: Add up to four extended battery modules for maximum runtime.

Virtualization-ready: Available in convenient bundles with a network card and management software for rapid integration into your virtual environment.

Efficiency: Provides industry leading efficiency of up to 99 percent.

Manageability:

- **Energy metering:** The 5PX meters energy consumption right down to the outlet segments. No other UPS in the industry offers this capability.
- **UPS management:** By integrating the Eaton Intelligent Power Manager software, you can monitor and manage the power devices on your network.

LCD display: Eaton's next generation LCD offers a graphical interface which provides all critical UPS information in a single screen view.

More power: Protects more devices by providing 28 percent more wattage compared to traditional UPSs.

Battery life: Eaton's exclusive ABM® technology increases battery service life by 50 percent.

Intelligent Power Manager (IPM)

By integrating IPM with the Eaton 5PX, you can:

- Remotely monitor and manage multiple devices across your network from a single interface; this can be integrated into an already existing platform, such as VMware, Microsoft or Citrix
- Suspend non-critical virtual machines, consolidate critical virtual machines and shut down unused servers to extend battery runtime.
- Set server power consumption limits for extended battery runtime with UCS management software

To learn more, please visit:

Eaton.com/intelligentpower

Services and support

Eaton provides product support 24 hours a day, 7 days a week. From battery replacement to full UPS service plans, Eaton has one of the top service models in the industry.

Three-year warranty

The 5PX warranty covers both the UPS and the batteries for three years.



The Eaton 5PX is an ENERGY STAR® qualified UPS. ENERGY STAR is intended to help consumers save money and protect the environment through energy efficient products and practices.



5PX MODEL SELECTION GUIDE*

Catalog Number	Rating (VA / watts)	Input connection	Output receptacles	Dimensions (H x W x D), in	Net weight, lb
120V, 50/60 Hz					
5PX1000RT	1000 / 1000	5-15P	(8) 5-15R	3.4 x 17.4 x 20.6	62
5PX1500RT	1440 / 1440				65
5PX2200RT	1960 / 1920	5-20P	(8) 5-20R		85
5PX3000RT2U	3000 / 2700	L5-30P	(1) L5-30R	3.4 x 17.4 x 25.4	97
5PX3000RT3U			(8) 5-20R	5.1 x 17.4 x 19.8	98
208V/230V, 50/60 Hz					
5PX1500IRT	1500 / 1350	C14-10A	(8) C13-10A	3.4 x 17.4 x 20.6	61
5PX2200IRT	2200 / 1980	C20-16A	(1) C19-16A		82
5PX3000IRT2U	3000 / 2700		(8) C13-10A	3.4 x 17.4 x 25.4	94
120V, 50/60 Hz Virtualization-ready bundles with Network Card-MS					
5PX1500RTN	1440 / 1440	5-15P	(8) 5-15R	3.4 x 17.4 x 20.6	65
5PX2200RTN	1960 / 1920	5-20P	(8) 5-20R	3.4 x 17.4 x 20.6	65
5PX3000RTN	3000 / 2700	L5-30P	(8) 5-20R, (1) L5-30R	3.4 x 17.4 x 25.4	97
208/230V, 50/60 Hz Virtualization-ready bundles with Network Card-MS					
5PX3000IRTN	3000 / 2700	C20	(8) C13, (1) C19	3.4 x 17.4 x 25.4	94
Extended Battery Modules					
	DC voltage	For use with	Max qty / UPS	Dimensions (H x W x D), in	Net weight, lb
5PXEBM48RT	48V	All 1000, 1500 & 2200 models	4	3.4 x 17.4 x 20.6	72
5PXEBM72RT2U	72V	All 3000 2U models		3.4 x 17.4 x 25.4	102
5PXEBM72RT3U		All 3000 3U models		5.1 x 17.4 x 19.8	98

*Due to continuous product improvement programs, all specifications are subject to change without notice. Please visit Eaton.com/5PX to view complete and updated product specifications.

Additional Options	Catalog Number	For use with
Connectivity		
Network Card-MS	NETWORK-MS	All models*
Environmental Monitoring Probe	116750224-001	All models (requires Network Card-MS)
Power Distribution & Bypass		
HotSwap Maintenance Bypass (MSBP)	EHBP1500R-PDU1U	All 1000 & 1500 models
The HotSwap Maintenance Bypass allows you to exchange or service the UPS without shutting down the connected load	EHBP2000R-PDU1U	All 2200 models
	EHBP3000R-PDU1U	All 3000 models
Mounting Hardware		
2-post rail kit	103007018-6591	All models

* Network Card-MS is included with catalog numbers 5PX1500RTN, 5PX2200RTN, 5PX3000RTN and 5PX3000IRTN.

What's in the box

- Tower pedestals
- Four-post rail kit
- User manual CD
- Quick start guide
- USB cable
- RS-232 serial cable
- Phillips Head screw driver
- 2 IEC to IEC jumper cables (208V/230V models)

5PX UPS rear panel (1000 & 1500 VA)



Battery runtime

You can get up to five hours of battery runtime using the internal batteries and extended battery modules. For a detailed, interactive battery runtime chart, please visit: Eaton.com/5PX (View the individual technical pages for details of each UPS.)

To interact with the Eaton 5PX UPS, please visit:
Eaton.com/5PX



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1000 Eaton Boulevard
Cleveland, OH 44122
United States

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Printed in USA
EPX01 FNA / G3
May 2015



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Dell | Displays

Quality

Dell-branded monitors are designed to our exacting quality standards and manufactured by the world's foremost suppliers, who must pass Dell's stringent quality audit. All Dell monitors meet or exceed relevant industry standards.

Reliability

Dell-branded monitors undergo exhaustive testing for performance, reliability, durability and compatibility with Dell systems. Under our H.A.L.T (Highly Accelerated Life Cycle Testing) regimen, Dell engineers push our monitors well past specified tolerance limits for heat, cold, vibration, shocks and drops, to ensure that they can withstand real-world conditions.

Price-Performance Value

Dell's enormous buying power and direct business model allows us to offer high quality monitors at low prices. Dealing with Dell, the world's largest Flat Panel provider¹, means a single point of contact and accountability, and the peace of mind of purchasing from a stable and reliable technology partner.

Dell™ UltraSharp™ 1708FP and 1908FP, 17"/19" flat panel LCD displays carry forward the value proposition of 1707FP / 1907FP incorporating many advanced features for great performance and ease of use. These two performance flat panel displays have a sleek black Dell industrial design and an improved stand design is designed to enhance your viewing experiencing.

Outstanding Screen Performance

• UltraSharp™ 17" / 19" Screen Size

- 1708FP: About 31% more viewing area than Dell E157FP.²
- 1908FP: About 25% more viewing area than Dell 17" flat panel displays.³

• Fast response time with less smearing and ghosting than traditional flat panel displays.

- 1708FP / 1908FP ~ 5ms (typical)

• High contrast ratio resulting in excellent color accuracy and uniformity.

- 1708FP / 1908FP ~ 800:1 (typical)

• High Resolution can provide excellent entertainment and multimedia experience.

- 1708FP / 1908FP (1280 x 1024 resolution): About 66% more content compared to Dell E157FP monitor.⁴

Excellent Multimedia, Video and Graphics Experience

• DVI (Digital Video Interface) connector helps to ensure high quality image (no jitter).

• Easy attachment of optional Dell 10W multimedia soundbar AS501.

Designed for Comfort and Convenience

• 4 USB 2.0 high speed ports for easy access to connect peripheral devices such as cameras, USB keys or mouse.

• Comprehensive flexibility of height adjustability (130mm up or down), swivel (45° left and right) and tilt (4° forward and 21° backward).

• Dell-Designed Display Enhancements

- Slim black bezel designed to fit into most working environments and on most desktops.

- Easy display detachment from stand can enable panel to be wall-mounted (VESA standard 100mm, wall mount sold separately.)

See Important Information on Page 3



DETAILED SPECIFICATIONS

Product Category	Flat Panel Display	Flat Panel Display
Model Name and Number	1708FP	1908FP
Monitor Size (Viewable Image Screen)	17 Inches (17-inch)	19 Inches (19-inch)
Pixel Pitch	0.264mm	0.294mm
Response Type (Typical)	5ms	5ms
Preset Display Area:		
Horizontal	337mm (13.3 inches)	380mm (14.96 inches)
Vertical	270mm (10.6 inches)	300mm (11.81 inches)
Viewing Angle (Typical)	160° (vertical), 160° (horizontal)	160° (vertical), 160° (horizontal)
Luminance (Brightness)	300cd/m² Typical	300cd/m² Typical
Contrast Ratio (Typical)	800:1	800:1
Horizontal Scan Frequency kHz	30 kHz to 81 kHz (automatic)	30 kHz to 81 kHz (automatic)
Vertical Scan Frequency Hz	56 Hz to 76 Hz (automatic)	56 Hz to 76 Hz (automatic)
Optimal Resolution	1280 x 1024 at 60 Hz	1280 x 1024 at 60 Hz
Preset Display Modes:		
VESA, 720 x 400	31.5 kHz Horizontal, 70.0 Hz Vertical), 28.3 MHz	
VESA, 840 x 480	31.5 kHz Horizontal, 60.0 Hz Vertical), 25.2 MHz	
VESA, 840 x 480	37.5 kHz Horizontal, 75.0 Hz Vertical), 31.5 MHz	
VESA, 800 x 600	37.9 kHz Horizontal, 60.3 Hz Vertical), 49.5 MHz	
VESA, 800 x 600	46.9 kHz Horizontal, 75.0 Hz Vertical), 49.5 MHz	
VESA, 1024 x 768	48.4 kHz Horizontal, 60.0 Hz Vertical), 65.0 MHz	
VESA, 1024 x 768	60.0 kHz Horizontal, 75.0 Hz Vertical), 78.8 MHz	
VESA, 1152 x 864	67.5 kHz Horizontal, 75.0 Hz Vertical), 108 MHz	
VESA, 1280 x 1024	64.0 kHz Horizontal, 60.0 Hz Vertical), 135 MHz	
VESA, 1280 x 1024	80.0 kHz Horizontal, 75.0 Hz Vertical), 135 MHz	
Connector Type	Analog, DVI-D (Digital)	Analog, DVI-D (Digital)
Other Connectors / Features	4 Universal Serial Bus (USB) 2.0 Ports, Kensington security port	4 Universal Serial Bus (USB) 2.0 Ports, Kensington security port
Stand	Tilt, Swivel, Pivot, Height Adjustable	Tilt, Swivel, Pivot, Height Adjustable
VESA Mounting Support	YES (100mm)	YES (100mm)
Dimensions (H x H x W x D) Inch	18.25 (extended) x 13.13 (compressed) x 14.65 x 7.17	19.39 (extended) x 14.26 (compressed) x 16.15 x 7.17
Dimensions (H x H x W x D) mm	463.6 (extended) x 333.6 (compressed) x 372.11 x 182	492.6 (extended) x 362.6 (compressed) x 410.1 x 182
Weight with stand assembly and cables	5.17 Kg (11.39 lb)	5.74 Kg (12.64 lb)
Weight with packaging	6.7 Kg (14.76 lb)	7.4 Kg (16.3 lb)
AC Input voltage	100 to 240 VAC / 50 Hz / 60 Hz + 3 Hz / 2.0A (Max.)	100 to 240 VAC / 50 Hz / 60 Hz + 3 Hz / 2.0A (Max.)
Operating (Typical Maximum)		
- Active Off	Less than 2W	Less than 2W
- Switched Off	Less than 1W	Less than 1W

Recycling: Dell recommends that customers dispose of their used computer hardware, including monitors, in an environmentally sound manner. Potential methods include reuse of parts or whole products and recycling of product, components and/or materials. For more information, please visit http://dell.com/recycling_programs and www.dell.com/environment.



Dell cannot be held responsible for errors in typography and photography.

1. DisplaySearch Q3 2006 Quarterly Desktop Monitor Report, "No.1 Worldwide LCD Monitor Shipment Branding Ranking for Q2 2006", August 2006.
2. 31% more viewing area claim: Viewing area comparison based on Dell E157FP area of $\sim 69,365\text{mm}^2/106\text{sq. in.}$ ($\sim 304.1\text{mm}/11.9''$ Length x $228.1\text{mm}/8.9''$ Height) and Dell UltraSharp 1708FP area of $\sim 90,990\text{mm}^2/141\text{sq. in.}$ ($\sim 337\text{mm}/13.3''$ Length, $270\text{mm}/10.6''$ Height).
3. 25% more viewing area claim: Viewing area comparison based on Dell E177FP area of $\sim 90,990\text{mm}^2/141\text{sq. in.}$ ($\sim 337\text{mm}/13.3''$ Length x $270\text{mm}/10.6''$ Height) and Dell UltraSharp 1708FP / 1908FP area of $\sim 114,000\text{mm}^2/177\text{sq. in.}$ ($\sim 380\text{mm}/14.96''$ Length, $300\text{mm}/11.81''$ Height).
4. 66% more content area: Content comparison based on Dell E157FP pixel count of 786,432 (1024 Horizontal x 768 Vertical) and Dell UltraSharp 1708FP / 1908FP pixel count of 1,310,720 (1280 Horizontal x 1024 Vertical).

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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch



Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

iSCSI Optimized

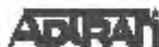
All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.

**ADTRAN**



ADTRAN, Inc.
Attn: Enterprise Networks
991 Explorer Boulevard
Huntsville, AL 35896
P.O. Box 140000
Huntsville, AL 35814-4000
256 963-8000
256 963-8699 fax

General Information
800 9ADTRAN
info@adtran.com
www.adtran.com

Pre-Sales Technical Support
888 423-8726
application.engineer@adtran.com
www.adtran.com/pre-sales

Post-Sales Technical Support
888 423-8726
support@adtran.com
www.adtran.com/support

Where to Buy
888 423-8726
channel.sales@adtran.com
www.adtran.com/where2buy

ProServices™
888 874-2237
proservices@adtran.com
www.adtran.com/proservices

Global Inquiries
256 963-8000
256 963-6300 fax
international@adtran.com

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61760070F1-4C July
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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Specifications

Physical Interface

Ethernet Ports

- 10-10/100/1000Base-T
- 2-Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

Console Port

- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command® support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- Operating Temperature: 32° F to 122° F (0° C to 50° C)
- Storage Temperature: -4° F to 158° F (-20° C to 70° C)
- Relative Humidity: Up to 95%, Non-condensing

Physical

- Chassis: 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- Dimensions: 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- Weight: 3.5 lbs. (1.6 kg.)
- AC Power: 100-240 VAC, 50/60 Hz
- Power: 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1



Total Access 900/900e Series

VoIP Multiservice Access Gateways

Product Features

- Seamless voice and data integration over VoIP-based network architectures
- Single and quad T1 IADs
- Up to 24 analog POTS interfaces
- DSX-1 for PBX connectivity
- Compatible with industry-leading soft switches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Standardized G.729a voice compression requires less bandwidth per voice call
- Integral full-featured IP router for data support and Internet access
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay sensitive traffic like VoIP
- Command Line Interface (CLI) mimics industry *de facto* standard
- Network Address Translation (NAT) for IP Address Concealment
- Feature-rich ADTRAN Operating System (AOS)
- Rugged metal case
- Optional battery backup
- Industry-leading 10-year North American warranty



ADTRAN® offers a wide variety of solutions for converged voice/data services. Our new Total Access® 900 Series of SIP-based multiservice access gateways and the Total Access 900e Series of Multi-T1 SIP-based multiservice access gateways are the next generation of ADTRAN's industry-leading Integrated Access Devices. These new products are designed for carrier VoIP networks and feature all of the same robust routing and voice features of the widely deployed Total Access IADs, along with a host of new features and functions that enable cost-effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and trunking services to hosted IP PBX offerings.

The Total Access 900 Series offers a single T1 network interface, while the Total Access 900e Series offers up to 4 T1s. User interfaces include up to 24 FXS ports for analog voice delivery, an integrated DSX-1 port for PBX connectivity, and a 10/100Base-T Ethernet interface for access to the 900/900e's router. The Total Access 900/900e Series can be coupled with a NetVanta® 1224ST Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and wireless access points.

SIP Gateway

The Total Access 900/900e Series utilizes SIP for VoIP applications, providing interoperability with industry-leading softswitches, feature servers, and gateways. Acting as a SIP gateway, these devices convert SIP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900/900e Series to deliver voice services to both IP phones and traditional telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900/900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900/900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting.

Remote Survivability

In addition, the Total Access 900/900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) to facilitate remote survivability and Network Address Translation (NAT) traversal. In the event of a service interruption on the WAN or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premise between IP-based or analog phones. Voice Activity Detection (VAD) and silence suppression are supported and the flexible design allows the Total Access 900/900e Series to support additional CODECs as the market requires.

QoS, Security, Routing

The Total Access 900/900e Series uses the AOS to provide a stateful inspection firewall, Network Address Translation (NAT), DHCP server/client, and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent Quality of Service (QoS) methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FREL2), and Frame Relay traffic shaping.

Configuration

The Total Access 900/900e Series can be managed via a standard Command Line Interface (CLI), a web-based Graphical User Interface (GUI), or ADTRAN's



n-Command® network management platform. The web-based GUI provides an intuitive step-by-step configuration wizard and the ability to upload firmware updates.

n-Command offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, globally modify Access Control Lists (ACLs), and generate inventory reports for asset management. These devices can be managed locally and remotely via SNMP, HTTP/HTTPS, Telnet, or SSH.

Total Access 900/900e products are housed in a rugged metal enclosure, are available in wallmount, rackmount, and desktop mountings, and offer battery backup system for up to eight hours of uninterrupted service upon a customer site power outage. Total Access 900/900e products are backed by an industry-leading 10-year warranty, free firmware updates, and ADTRAN's world-class technical support.



Total Access[®] 900/900e Series

VoIP Multiservice Access Gateway



Product Specifications

Physical Interfaces

WAN

- Single T1/FT1 (900 Series)
- Quad T1/FT1 (900e Series)
- RJ-48C

LAN

- Single auto-sensing 10/100Base-T (900 Series)
- Dual auto-sensing 10/100Base-T (900e Series)
- Full duplex
- RJ-45
- May also be used as the WAN interface

Digital Voice

- RJ-48C
- T1 CAS support (E&M Wink)
- PRI

Analog Voice

- 4, 8, 12, 16, and 24 FXS POTS via 50-pin amphenol
- 68.5 Vrms with 20VDC offset maximum ring voltage
- Sinusoidal ringer waveform
- 48 V, nominal on-hook battery voltage
- 24 mA, nominal loop current
- FXS 2-wire impedances
 - 600 Ω
 - 900 Ω
 - 600 Ω +2.16 μ F
 - 900 Ω +2.16 μ F
- FXO 2-wire impedances
 - 600 Ω +2.16 μ F
 - 900 Ω +2.16 μ F
- Integral FXO (900e IADs)

Craft

- DB-9

Processor and Memory

- RAM: 64 Mb RAM
- Flash: 16 Mb Flash

VoIP Protocol

- SIP

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM
 - G.729a-8k CS-ACELP
- G.168 Echo Cancellation

- 16ms Echo-tail length
- Supports up to 24 channels (900 Series), 48 channels (900e Series)

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP payload for DTMF digits (RFC 2833)
- Supports port-to-port hairpin call
- SDP (RFC 2327)

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP phones

Tone Services

- Local DTMF Detection
- Local Tone Generation
 - Distitone
 - Busy
 - Call Waiting
 - Alternate Call Waiting
 - Receiver Off Hook
- Ringing
 - Distinctive Ring

Calling Feature Support (varies with feature server/gateway)

- Caller ID
 - Name and Number
 - Name
 - Number
 - Call Waiting IAD
- Voicemail
 - Stutter dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward
 - Busy Line
 - No Answer
- Call Transfer
 - Blind, Attended
- Call Waiting
- Distinctive Ring
- Do Not Disturb
- Three-way Calling
- Call Return
- Speed Dial



Total Access 908 (rear panel)



Total Access 918e (rear panel)

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

Network Address Translation

- Basic NAT (1:1) and NAT (Many:1)

Quality of Service (QoS)

- Low Latency and Weighted Fair Queuing (WFQ)
- DiffServ packet marking and recognition
- Frame Relay Fragmentation

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP

Routed Protocols

- IP

DHCP

- Client
- Relay
- Server

Management and Utilities

- Familiar Command Line Interface (CLI)
- Web-based GUI
- n-Command™ support
- SNMP v2
- SYSLOG logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- Operating Temperature: 0° to 50 °C (32° to 122 °F)
- Storage Temperature: -20° to 70 °C (-4° to 158 °F)
- Relative Humidity: Up to 95%, non-condensing

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop metal enclosure

- Dimensions: 1.72" H x 17.2" W x 8.5" D

- Weight: 5.5 lbs.

- Power: 120 VAC, 60 Hz AC Power Supply

- Battery Backup: Optional 8-hour system

LEDs

- Status
- Power
- Voice
- Data
- Net
- DSX-1
- Link
- TD/RD

Agency Approvals

- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)
- FCC Part 15, class A

Warranty

- 10 years (North American)



Total Access Rackmount or Wallmount 1175044.1



Total Access Wallmount 1175044.2



ADTRAN, Inc.
Attn: Enterprise Networks
901 Explorer Boulevard
Huntsville, AL 35896

P.O. Box 140000
Huntsville, AL 35814-4000

256 963-8000 voice
256 963-8699 fax

General Information
800 ADTRAN
info@adtran.com
www.adtran.com

Pre-Sales
Technical Support
800 615-1176 toll-free
application.engineer@adtran.com
www.adtran.com/support

Where to Buy
877 298-9416 toll-free
channel.sales@adtran.com
www.adtran.com/wheretobuy

Post-Sales
Technical Support
888 423-8726
support@adtran.com
www.adtran.com/support

ACES Installation &
Maintenance Service
888 874-ACES
aces@adtran.com
www.adtran.com/support

International Inquiries
256 963 8000 voice
256 963-6306 fax
international@adtran.com
www.adtran.com/international

For the regional office
nearest you, visit:
www.adtran.com/regional



ADTRAN is an ISO 9001, ISO 14001,
and a TL 9000 certified supplier.
04210912L1-80 October 2008
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Total Access® 900/900e Series

Carrier-Class VoIP Integrated Access Devices

Ordering Information

Equipment	Part #
Total Access 900/900e Series	
Total Access 904	4210904L1
Total Access 908	4210908L1
Total Access 908e	4240908L1
Total Access 912	4210912L1
Total Access 916	4210916L1
Total Access 916e	4240916L1
Total Access 924	4210924L1
Total Access 924e	4240924L1
Total Access 924, 16 FXS + 8 FXO	4210924L2
Total Access 924e, 16 FXS + 8 FXO	4240924L2
Total Access 912/916/924 19" Rackmount Bracket	1200927L19
Total Access 912/916/924 23" Rackmount Bracket	1200927L23
Battery Backup Systems	
8-hour, Wallmount/Rackmount Total Access 912/916/924	1175044L1
8-hour, Wallmount Total Access 912/916/924	1175044L2
Total Access IAD to Battery Backup (L1) Mounting Bracket	1200927L1
Total Access IAD to Wallmount Battery Backup (L2) Mounting Bracket	1200927L2
Total Access IAD to Battery Backup (L1) Mounting Bracket	1200927L1

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48-Device USB Charging Station Cabinet with Sync for iPad and Android Tablets, Wall-Mount and Cart Options, Black

MODEL NUMBER: CS48USB



Highlights

- Fast 2.4A USB charging, syncing and storage for 48 devices
- Locking steel cabinet with flow-through ventilation
- Adjustable device dividers and integrated cord management
- Ships fully assembled and mounts to wall, desk, table or floor
- Detachable 10 ft. power cord

Package Includes

- CS48USB 48-Device USB Charging Station Cabinet, Black
- Detachable 10 ft. AC input cord w/NEMA 5-15P plug
- (2) Keys
- Owner's manual

Description

The CS48USB 48-Device USB Charging Station Cabinet provides fast charging, convenient syncing, secure storage and cord management for up to 48 iPad, Android, Surface and Kindle tablets, as well as mobile phones and other USB devices. It's recommended for education, office, commercial, retail, industrial and healthcare environments.

48 USB ports deliver the fastest charging supported by each device, up to 2.4A per port. The charging station also supports wired and wireless syncing, including syncing while charging.

The steel cabinet promotes comprehensive device protection with steel construction and a black powder-coated finish for long-term durability. It locks with the included keys to help prevent device theft, damage or tampering. Flow-through ventilation protects against overheating, and the coated shelves help prevent scratches and scuffs. The charging station also provides clutter-free organization of devices and cabling.

The CS48USB is easy to configure. It ships fully assembled and supports mounting to a wall, desk, table, counter or floor. The front door opens 180 degrees for improved device and service access, and removable dividers accommodate thicker devices. You can convert the CS48USB to a mobile cart with Tripp Lite's optional **CSHANDLEKIT** accessory (sold separately).

Features

Fast Charging

- 48 USB ports provide fastest charging supported by each device, up to 2.4A per port
- Recommended for iPad®, Android™, Surface™ and Kindle™ tablets
- Also charges mobile phones and other USB devices
- Detachable 10 ft. AC input cord with NEMA 5-15P plug

Convenient Syncing

- USB sync uplink port connects to host computer for wired syncing



Tripp Lite
111 W. 35th Street
Chicago, IL 60609 USA
Telephone: 773.369.1224
www.trippite.com

- Compatible with wireless syncing
- Supports simultaneous syncing and charging (up to 1.5A per port during wired syncing)

Comprehensive Protection

- Sturdy steel construction and powder-coated finish promote long-term durability
- Doors lock with included keys to help prevent device theft, damage or tampering
- Flow-through ventilation helps prevent devices from overheating
- Coated shelves shield devices from scratches and scuffs

Flexible Configuration

- Ships fully assembled
- Supports mounting to wall, desk, table, counter or floor
- Door opens 180 degrees for improved device and service access
- Removable dividers accommodate thicker devices
- Firmware upgrade port for future updates
- Converts to mobile cart with optional [CSHANDLEKIT](#) accessory (sold separately)

Specifications

OUTPUT	
Charging Ports / Amps	(48) 2.4A
Charging Method	USB
INPUT	
Input Connection Type	C14 Inlet with 100-250V AC compatibility. Also accepts user-supplied country-specific AC cordsets
Voltage Compatibility (VAC)	100-250
Input Frequency	50 / 60 Hz (auto-select)
PHYSICAL	
Shipping Dimensions (hwd / in.)	41 x 28.4 x 26.4
Shipping Dimensions (hwd / cm)	104.1 x 72.1 x 67.1
Shipping Weight (lbs.)	183
Shipping Weight (kg)	82.4
Unit Dimensions (hwd / in.)	35.6 x 23.62 x 21.6
Unit Dimensions (hwd / cm)	90.42 x 59.9 x 54.86
Unit Weight (lbs.)	150
Unit Weight (kg)	68.04
Color	Black
Slot Dimensions - Top (hwd / in.)	8.1 x 0.8 x 13.9

2 / 3



Tripp Lite
111 W. 35th Street
Chicago, IL 60609 USA
Telephone: 773.369.1224
www.trippite.com

Slot Dimensions - Top (hwd / mm)	206 x 20.1 x 353.8
Slot Dimensions - Bottom (hwd / in.)	8.0 x 0.8 x 13.9
Slot Dimensions - Bottom (hwd / mm)	204 x 20.1 x 353.8
Slot Dimensions - Middle (hwd / in.)	8.0 x 0.8 x 13.9
Slot Dimensions - Middle (hwd / mm)	204 x 20.1 x 353.8
CERTIFICATIONS	
Certifications	Tested to EIA-310-E, UL60950, FCC & IEC Class B
NOM (Mexico)	Tested to NOM (Mexico)
Approvals	RoHS
WARRANTY	
Product Warranty Period (Worldwide)	2-year limited warranty

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ZoneFlex R310

Entry Level 802.11ac 2x2:2 Access Points



DATA SHEET



BENEFITS

INDUSTRY'S LOWEST COST ENTERPRISE CLASS 802.11AC SOLUTION

Unprecedented performance with extended range at the industry's most affordable price point

EXTENDED RANGE REQUIRES FEWER APS

Adaptive antenna technology delivers a 2x to 4x increase in Wi-Fi signal coverage minimizing the number of APs required to service any area

SLEEK, LOW PROFILE ENCLOSURE FOR EASE-OF-DEPLOYMENT

Aesthetically-pleasing design fits almost anywhere. Powerful 802.11ac technology that literally fits in the palm of your hand for easy deployment

CHANNEL SELECTION OPTIMIZES THROUGHPUT

ChannelFly dynamically chooses the best channel giving users the highest possible throughput even in highly congested environments

INTUITIVE CONFIGURATION AND MANAGEMENT

The industry's simplest configuration and management through a Web-based wizard and automated deployment capabilities

HASSLE FREE MIGRATION TO HIGHER SPEED WI-FI

Support for standard 802.3af power over Ethernet allows enterprises to use existing PoE switches without costly upgrades

ENTRY LEVEL 802.11AC 2X2:2 ACCESS POINT WITH ADAPTIVE ANTENNA TECHNOLOGY

The Ruckus ZoneFlex R310 delivers reliable 802.11ac wireless networking at the industry's most affordable price point.

Unlike any other 802.11ac wireless solution in its class, the ZoneFlex R310 combines patented adaptive antenna technology and automatic interference mitigation to deliver consistent, predictable performance at extended ranges with up to 4dB of statistical BeamFlex gain and up to 10dB of interference mitigation.

Additional performance enhancements to signal gain can be attributed to the chip-based transmit beamforming capability adding 3dB when associated to a compatible client.

Each ZoneFlex R310 integrates Ruckus-patented BeamFlex, a software-controlled, high gain antenna array that continually forms and directs each 802.11ac packet over the best performing signal path. The ZoneFlex R310 automatically selects channels for highest throughput potential using Ruckus ChannelFly dynamic channel

ZoneFlex R310

Entry Level 802.11ac 2x2:2 Access Points

DATA SHEET

PATENTED BEAMFLEX™ TECHNOLOGY EXTENDS SIGNAL RANGE, IMPROVES STABILITY OF CLIENT CONNECTIONS

All ZoneFlex R310 Smart Wi-Fi access points integrate a software-controlled smart antenna array that delivers up to an additional 4 dB of BeamFlex gain and 10 dB of interference mitigation. This allows a 2 to 4x improvement in signal range and a reduction in packet loss from the ability to automatically mitigate interference and avoid obstacles.

ADVANCED WLAN APPLICATIONS

When used with the Ruckus ZoneDirector Smart WLAN controller, each ZoneFlex R310 supports a wide range of value-added applications such as guest networking, Dynamic PSK, hotspot authentication, wireless intrusion detection and many more. WLANs can be created and mapped to the same or different APs or VLANs. In a centrally managed configuration, the ZoneFlex R310 works with a wide range of authentication servers including Microsoft's Active Directory, LDAP, and RADIUS.

FLEXIBLE DEPLOYMENT OPTIONS

ZoneFlex R310 APs can be deployed as a standalone AP or as part of a centrally managed wireless LAN using ZoneDirector and SmartZone controllers. ZoneFlex R310 can be deployed across any L2/L3 network and can bridge traffic onto the local network, tunnel to a central location using L2TP or route between the WAN and NATed private subnets. When used with the controller, each ZoneFlex R310 is automatically configured through the network making deployment quick and easy.

COMPLETE LOCAL AND REMOTE MANAGEMENT

Each ZoneFlex R310 can be managed as a standalone AP through a Web-based GUI, using SNMP or through the Ruckus FlexMaster Wi-Fi remote management system. Local management can also be performed using the ZoneDirector or SmartZone controller. FlexMaster is a LINUX-based software platform that uses industry-standard protocols to perform bulk configuration, fault detection, monitoring and a wide range of troubleshooting capabilities over a wire area connection. The controllers enable local management and control of APs, adding value-added services such as transmit power control, and guest networking.

FEATURES

- Blazing fast 802.11ac speeds at the lowest cost in its class
- Dual-band concurrent (2.4GHz/5GHz) 802.11ac
- Adaptive antenna technology and advanced RF management
- Up to an additional 4dB BeamFlex gain / 10dB interference mitigation
- Automatic interference mitigation, optimized for high-density environments
- Integrated smart antenna technology
- Standard 802.3af Power over Ethernet (PoE)
- Router mode with NAT and DHCP services
- 2 to 4 times extended range and coverage
- IP multicast video streaming support
- Up to 8 BSSIDs per radio (16 BSSIDs per access point) with unique QoS and security policies
- Advanced QoS packet classification and automatic priority for latency-sensitive traffic
- Dynamic, per-user rate-limiting for hotspot WLANs
- WPA-PSK (AES), 802.1X support for RADIUS and Active Directory**
- Ethernet 802.1X port-based authentication (authenticator and supplicant)
- Zero-IT and Dynamic PSK**
- Admission control/load balancing**
- Bandsteering and airtime fairness
- Captive portal and guest accounts **
- Guest access services**
- Application Recognition and Control**
- Wall, desktop or ceiling mountable
- Limited lifetime warranty

** when used with Ruckus ZoneDirector or SmartZone controllers.

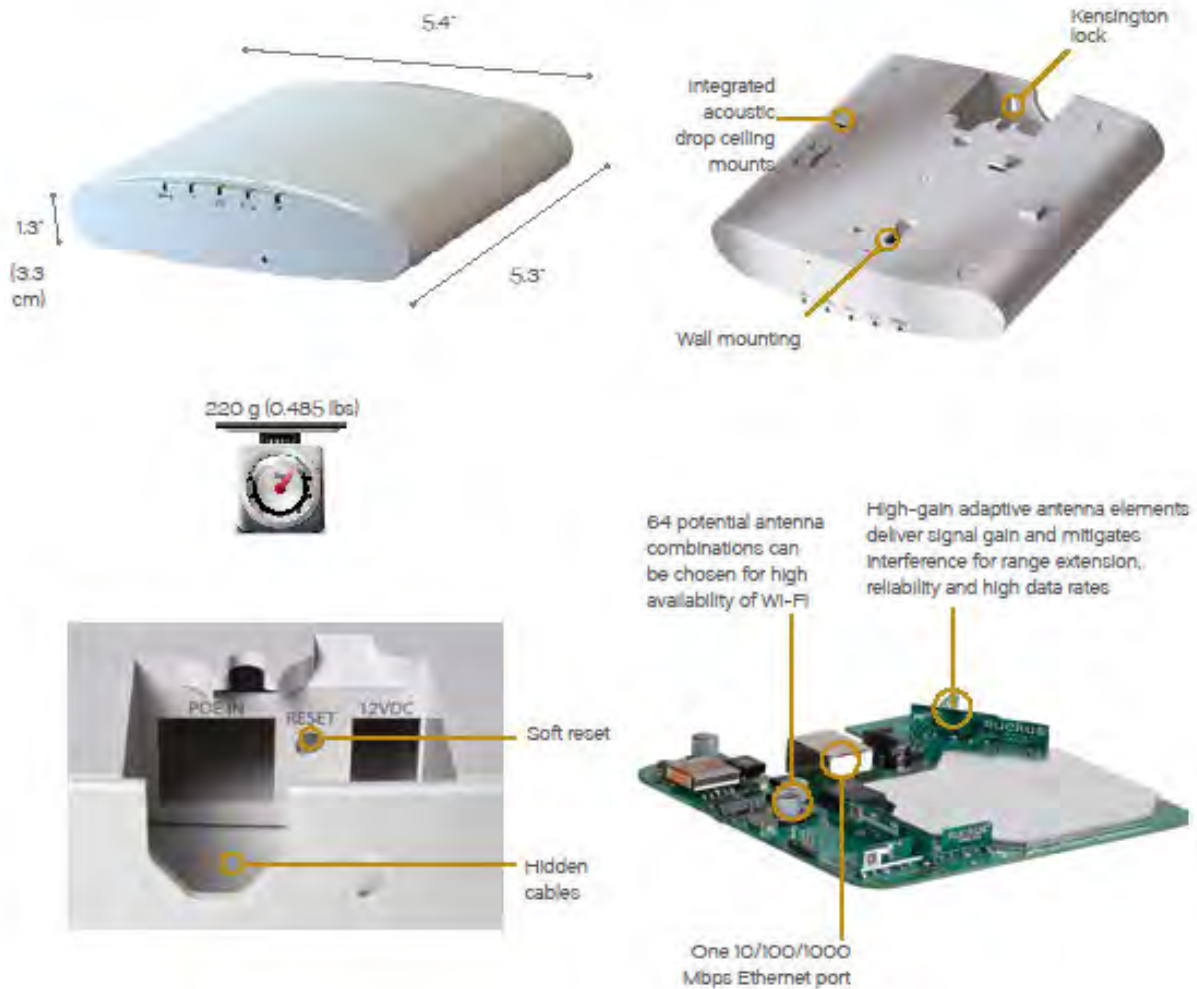
ZoneFlex R310

Entry Level 802.11ac 2x2:2 Access Points

DATA SHEET

SMALL LIGHTWEIGHT FORM FACTOR WITH BUILT IN MOUNTING OPTIONS FOR EASY DEPLOYMENT

The ZoneFlex R310 installs & mounts seamlessly, making it ideal for quick and effective set up for carrier & enterprise deployments.



ZoneFlex R310

Entry Level 802.11ac 2x2:2 Access Points

DATA SHEET

PHYSICAL CHARACTERISTICS	
Power	<ul style="list-style-type: none"> DC Input: 12 VDC 10A Power over Ethernet 802.3 af
Physical Size	<ul style="list-style-type: none"> 13.6cm (L) 13.5cm (W) 3.3cm (H) 5.4 in (L) 5.3 in (W) 1.3 in (H)
Weight	<ul style="list-style-type: none"> 220 gms (0.485 lbs)
Ethernet Ports	<ul style="list-style-type: none"> 1 auto MDX, auto-sensing 10/100/1000Mbps RJ-45 PoE port
Lock Options	<ul style="list-style-type: none"> Hidden latching mechanism Remington Lock Hole T-bar Torx
Environmental Conditions	<ul style="list-style-type: none"> Operating Temperature: 0°C - 40°C Operating Humidity: 10% - 95% non-condensing
Power Draw	<ul style="list-style-type: none"> DC Input Idle: 6W Typical: 7W Peak: 9W Power over Ethernet input Idle: 6W Typical: 7.8W Peak: 9W

PERFORMANCE AND CAPACITY	
Max Phy Rate	<ul style="list-style-type: none"> 300 Mbps (2.4GHz) 367 Mbps (5GHz)
Concurrent Stations	<ul style="list-style-type: none"> 100 clients per AP
Simultaneous VoIP Clients	<ul style="list-style-type: none"> 30

RF	
ANTENNA	<ul style="list-style-type: none"> Adaptive antenna that provides up to 12dBi unique antenna patterns 64 patterns per band
RF POWER OUTPUT (Aggregated)	<ul style="list-style-type: none"> 23dBm for 2.4GHz* 24dBm for 5GHz*
PHYSICAL ANTENNA GAIN	<ul style="list-style-type: none"> Up to 3dBi per spatial stream
BEAMFLEX® SINR TX GAIN	<ul style="list-style-type: none"> Up to 4dBi
INTERFERENCE MITIGATION	<ul style="list-style-type: none"> Up to 10dBi
MINIMUM RX SENSITIVITY	<ul style="list-style-type: none"> Up to -96dBm

*BeamFlex gains no statistical system level effects translated to enhanced SINR based on observations over time in real-world conditions with multiple APs and many clients

MANAGEMENT	
Deployment Options	<ul style="list-style-type: none"> Standalone (individually managed) Managed by ZoneDirector® Managed by FlexMaster® Managed by SmartZone®
Configuration	<ul style="list-style-type: none"> Web User Interface (HTTP/S) CLI (Telnet/SSH) SNMP v1, 2, 3 TR-069 via FlexMaster
Auto Ap Software Updates	<ul style="list-style-type: none"> FTP or TFTP, remote auto available

NOTE: SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE
*some features not supported - e.g., mesh

Wi-Fi	
Standards	<ul style="list-style-type: none"> IEEE 802.11a/b/g/n/ac 2.4GHz and 5GHz
Supported Data Rates	<ul style="list-style-type: none"> 802.11a/ac: 6.5Mbps - 173.4Mbps (20MHz) 13.5Mbps - 400Mbps (40MHz) 29.3Mbps - 867Mbps (80MHz) 802.11a: 54, 48, 36, 24, 18, 12, 9 and 6Mbps 802.11b: 1, 5.5, 2 and 1Mbps 802.11g: 54, 48, 36, 24, 18, 12, 9 and 6Mbps
Radio Chains	<ul style="list-style-type: none"> 2 x 2
Spatial Streams	<ul style="list-style-type: none"> 2
Channelization	<ul style="list-style-type: none"> 20MHz, 40MHz, 80MHz
Operating Channels	<ul style="list-style-type: none"> USA/Canada: 1-11, Europe (ETSI): 1-13, Japan: 1-13 5 GHz channel: Country dependent
Frequency Band	<ul style="list-style-type: none"> IEEE 802.11a/b/g/n: 2.4 - 2.484 GHz IEEE 802.11a/ac: 5.15 - 5.25 GHz, 5.25 - 5.35 GHz, 5.47 - 5.725 GHz, 5.725 - 5.85 GHz
SSID	<ul style="list-style-type: none"> Up to 8 per radio (8 per AP)
POWER SAVE	<ul style="list-style-type: none"> Supported
Wireless Security	<ul style="list-style-type: none"> WPA-PSK, WPA-TKIP, WPA2, AES, 802.11i Authentication via 802.1X with the ZoneDirector or SmartZone, local authentication database, support for RADIUS, LDAP and ActiveDirectory
Certifications**	<ul style="list-style-type: none"> US: Europe, Argentina, Australia, Brazil, Canada, Chile, China, Colombia, Costa Rica, Ecuador, Egypt, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kenya, Korea, Malaysia, Mexico, New Zealand, Peru, Philippines, Russia, Saudi Arabia, Singapore, South Africa, Taiwan, Thailand, UAE, Vietnam WEEE/RoHS2 compliance EN 60601-1-2 (Medical) Wi-Fi Alliance Industry Canada EU/CEFTA CB Scheme Certificate EN 50121-1 Railway EMC EN 50125-4 Railway Immunity IEC 61373 Railway Shock & Vibration UL 2043 Plenum Rated

* Maximum power varies by country

** For current certification status please see price list

PRODUCT ORDERING INFORMATION

MODEL	DESCRIPTION
ZoneFlex R310 Smart Wi-Fi 802.11ac Access Point	
901-R310-XX02	Concurrent dual band 802.11ac AP, no power adapter
Optional Accessories	
902-0120-0000	Universal secure mounting bracket fits multiple ZoneFlex AP's including R310. Mounts to Hard Wall, Ceiling, Pole & Truss. Fits without pad-lock support.
902-0173-XX10	Power Adapter, AC/DC wall plug 100-250V ac 50/60Hz
902-0162-XXXX	PoE Adapter

PLEASE NOTE: When ordering ZoneFlex Indoor AP's, you must specify the destination region by indicating -US, -WW, or -Z2 instead of XX. When ordering PoE injectors or power supplies, you must specify the destination region by indicating -US, -EU, -AU, -BR, -CN, -IN, -JP, -KR, -SA, -UK or -UN instead of -XX.

For access points, -Z2 applies to the following countries: Algeria, Egypt, Israel, Morocco, Tunisia, and Vietnam

Warranty: Sold with a limited lifetime warranty

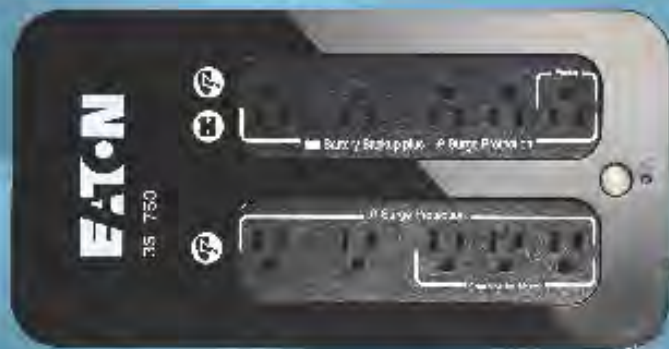
For details see <http://support.ruckuswireless.com/faqwarranty>

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16-08-B

Ruckus Wireless, Inc. | 350 West Java Drive | Sunnyvale, CA 94089 USA | T: (650) 265-4200 | F: (408) 738-2065
ruckuswireless.com





The Eaton 3S — Sleek. Savvy. Sophisticated.

The sleek Eaton® 3S delivers high efficiency and energy-saving battery backup and surge protection for your premium home and office equipment — ready to go right out of the box.

Eaton 3S features and benefits:

Ease-of-use: The plug-and-play functionality of the 3S allows you to start backing up your equipment the moment you take the unit out of the box (3S550 & 750 only). Gain automatic integration with Windows, Mac and Linux with a simple connection to a USB port.

EcoControl: The 3S manages your energy efficiency for you with EcoControl Master/Control outlets (model 3S750 only). When the item using the Master outlet (e.g., your computer) is idle or shut down, then items using the Control outlets (e.g., printer, scanner, fax) are automatically powered down — rewarding you with up to 30% in energy savings over a typical battery backup.

Modern design: The sleek design of the 3S allows you to display it alongside your high-tech equipment for a sophisticated look. This unit can also be wall- or desk-mounted for additional space savings.

Premium protection: The high-efficiency design of the Eaton 3S provides premium power protection for up to 10 devices, including those using data lines.

Intelligent Power Protector

By combining Eaton's Intelligent Power® Protector software with the 3S, you can monitor and manage all of the power devices on your network. You can even enable graceful shutdown of computers during an extended power outage.

To learn more, please visit:

Eaton.com/intelligentpower

Services and support

Eaton provides product support 24 hours a day, 7 days a week. From battery replacement to full service plans, Eaton is one of the top service models in the industry.

Three-year warranty

The 3S warranty covers both the UPS and the batteries for three years. No other manufacturer in the industry offers as comprehensive a warranty.

Battery runtime

The 3S provides up to 45 minutes of battery backup. For a detailed interactive battery runtime chart, please visit: Eaton.com/3S — then view the individual technical specifications pages for details of each unit.



The compact, versatile 3S fits under a desk or mounts on the wall.



3S MODEL SELECTION GUIDE*

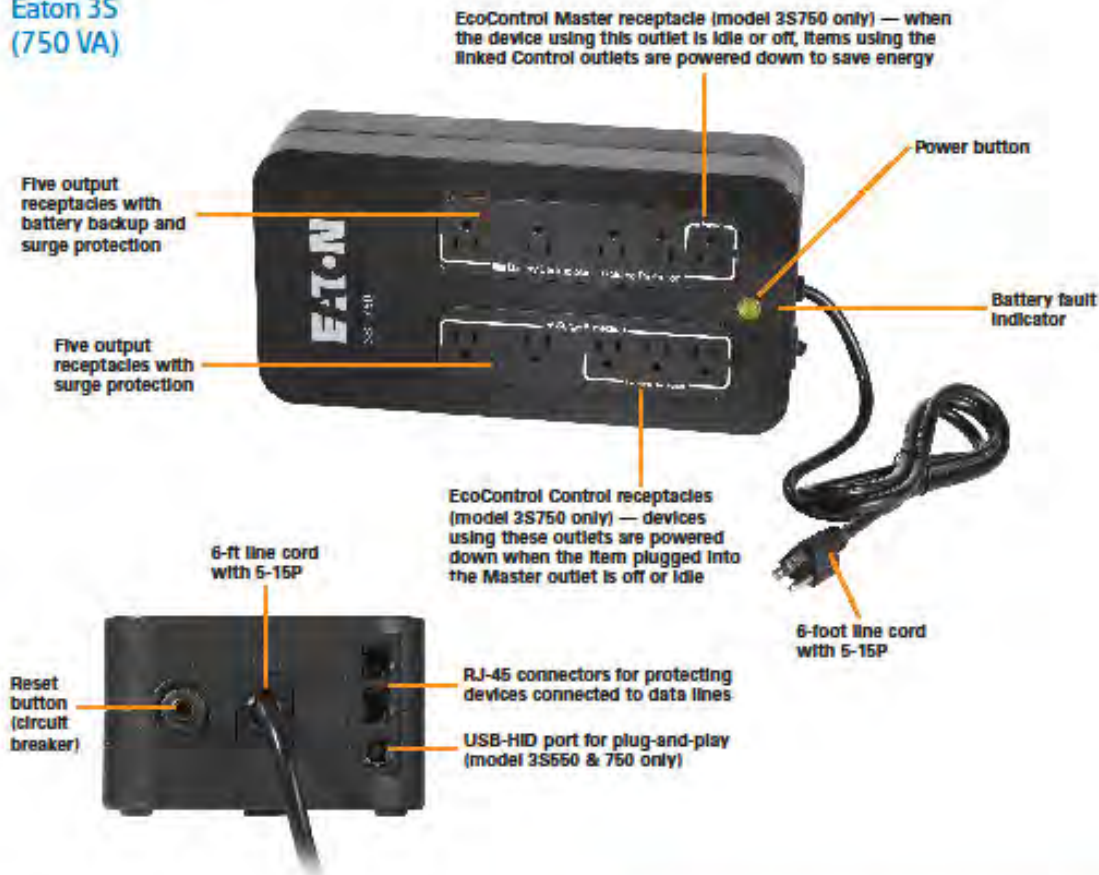
Catalog Number	Power rating (VA/Watts)	Input connection	Output receptacles***	Dimensions (H x W x D), in	Net weight, lb
120V, 50/60 Hz					
3S350	350/200	5-15P	(8) 5-15R	3.4 x 5.5 x 13.2	6.6
3S550	550/330	5-15P	(8) 5-15R	3.4 x 5.5 x 13.2	7.2
3S750**	750/450	5-15P	(10) 5-15R	3.4 x 6.7 x 13.2	9.7

* Due to continuous product improvement programs, all specifications are subject to change without notice. Please visit Eaton.com/3S to view complete product specifications.

** This model has EcoControl energy savings capability. To enable EcoControl, download Eaton's Personal Solution-Pac software: Eaton.com/psp.

*** On each unit, half of the receptacles provide battery backup and surge protection, half provide surge protection only.

Eaton 3S (750 VA)



Eaton Corporation
Electrical Sector
1111 Superior Avenue
Cleveland, OH 44114 USA
Eaton.com

8809 Six Forks Road
Raleigh, NC 27615 U.S.A.
Toll free: 1.800.356.5794

CANADA
Ontario: 416.798.0112
Toll free: 1.800.461.9166

powerquality.eaton.com

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Printed in USA
3501FXA
July 2012



To interact with the 3S, please visit:
Eaton.com/3S

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All other trademarks are property of their respective owners.



OptiPlex 3040



Essential business-class computing

OptiPlex 3040 simplifies business computing with best-in-class security and manageability in new, smaller energy-efficient designs—Mini Tower, Small Form Factor and Micro Form Factor.

Available with up to 6th Gen Intel® Core™ i5 Processors, Intel® Integrated graphics, and Dell Client Command Suite tools for time-saving systems management, OptiPlex 3040 provides excellent value at an entry-level price.

Enhance these features with purpose-built Dell accessories such as award winning monitors, custom-designed cable covers, and a variety of Micro mounts for a complete computing experience; all backed by outstanding 24x7 ProSupport Plus.

For more information visit:
www.dell.com

Feature	3040 MT/SFF/Micro Technical Specifications			
Processors ¹	Intel® 6th generation Core™ i5 Quad Core (65W for MT & SFF, 35W for micro), Core™ i3 Dual Core, Pentium® Dual Core and Celeron® Dual Core (65W for MT & SFF, 35W for Micro)			
Chipset	Intel® H110 Chipset			
Operating System	Microsoft® Windows 10 Home 64-bit, Microsoft® Windows 10 Pro 64-bit Microsoft® Windows 8.1 Standard 64-bit, Microsoft® Windows 8.1 Pro 64-bit Microsoft® Windows 7® Professional SP1 (32/64 bit) Ubuntu® Neoklyn® (China only)			
Graphics Options ²	Integrated Intel® HD Graphics 530 Supports optional discrete graphics (MT/SFF only): AMD Radeon™ R7 350X, AMD Radeon™ R5 340X			
Memory ³	2 Long DIMM slots; Non-ECC dual-channel 1600MHz DDR3L SDRAM, supports up to 16GB (MT/SFF); 2 SO-DIMM slots (MFF)			
Networking	MT/SFF: Integrated Realtek® RTL8111HSD Ethernet LAN 10/100/1000; Optional wireless: 802.11ac+ Bluetooth 4.1 card Micro: Integrated Realtek® RTL8111HSD Ethernet LAN 10/100/1000; Optional wireless M.2 802.11ac + Bluetooth 4.1 card			
I/O Ports	MT/SFF: 8 External USB: 4 x 3.0 (2 front/2 rear) and 4 x 2.0 (2 front/2 rear); 1 RJ-45; 1 Serial (optional); 1 Display Port 1.2; 1 HDMI 1.4; 2 PS/2 (optional); 1 UAJ, 1 Line-out; 1 VGA (optional) MFF: 6 External USB: 4 x 3.0 (2 front/2 rear) and 2 x 2.0 (2 rear); 1 RJ-45; 1 HDMI 1.4; 1 Display Port 1.2; 1 UAJ (front); 1 Line-out (front); 1 Serial (optional); 1 VGA (optional); Serial+PS2 (optional)			
Removable Media Options	Supports optional optical disc drives and media card reader (MT/SFF only)			
Hard Drive ⁴ Options (internal)	Hard Disk Drives: up to 1TB Supports Solid State Drives, Hybrid and Hybrid Opal SED FIPS No Hard Drive – Supports Dell Cloud Desktop diskless			
Chassis		Minitower (MT)	Small Form Factor (SFF)	Micro (MFF)
	Dimensions (H x W x D) Inches/(cm)	13.8 x 6.1 x 10.8 (inches)	11.4 x 3.6 x 11.5 (inches)	7.2 x 1.4 x 7 (inches)
		35 x 15.4 x 27.4 (cm)	29 x 9.2 x 29.2 (cm)	18.2 x 3.6 x 17.8 (cm)
	Weights (lbs./kg)	17.49 / 7.93	13.45 / 6.1	2.82 / 1.28
	Number of Bays	1 internal 3.5" 2 internal 2.5" 1 external 5.25"	1 internal 3.5" 1 internal 2.5"	1 internal 2.5"
	Expansion Slots	1 full height PCIe x16 3 full height PCIe x1	1 half height PCIe x16 1 half height PCIe x1	1 M.2 (22x30mm) (Wireless only)
	Power Supply ⁶ Unit (PSU)	Standard 240W PSU Active PFC ⁵ 240W up to 85% Efficient PSU (80 PLUS Bronze) ENERGY STAR compliant, Active PFC 240W up to 92% Efficient PSU (80 PLUS Platinum) ENERGY STAR compliant, Active PFC	Standard 180W PSU Active PFC 180W typical 85% Efficient PSU (80 PLUS Bronze) ENERGY STAR compliant, Active PFC 180W typical 92% Efficient PSU (80 PLUS Platinum) ENERGY STAR compliant, Active PFC	65W external adapter, 87% minimum average efficiency
Recommended Accessories	Monitors – qualified with Dell commercial monitors including Dell E series monitor 17" – 27", Touch monitor in 20" screen size Dell Professional series monitors available from 19"-27", Touch monitor in 23" screen size			
	Micro Mounting Options: Vertical Stand, VESA Mount, Dual VESA Mount, All in One Mount, Console with DVD-RW, All in One Mount for E Series Displays			
	Keyboards: Dell wired Keyboard with Multimedia functionality, Dell Smart Card Keyboard, Dell Wireless KB/Mouse, Logitech Wireless KB/Mouse			
	Mouse: Dell wired Mouse, Dell wireless mouse, Dell Laser Mouse.			
	Audio Speakers: Internal Dell Business audio speaker, Dell stereo speaker systems available; Dell sound bar for select Flat-panel displays. Dell Wireless Speaker System available.			
Security Options	Trusted Platform Module ¹⁰ (TPM) 2.0 Dell Data Protection Security Tools, Dell Data Protection Encryption, Chassis lock slot support, Chassis Intrusion Switch, Setup/BIOS Password, I/O Interface Security, optional Smart Card keyboards, Intel® Trusted Execution Technology, Intel® Identity Protection Technology, Intel® Anti-Theft Technology, KACE Security, Dell Secure Works, BIOS support for optional Computrace ⁹			
Systems Management Options	Dell Client Command Suite; In-Band Systems Management			

Feature	3040 MT/SFF/Micro Technical Specifications
Environmental, Ergonomic, & Regulatory Standards	Environmental Standards (eco-labels): ENERGY STAR 6.0, EPEAT Registered ¹ , CECP, WEEE, Japan Energy Law, South Korea E-standby, South Korea Eco-label (for SFF only), EU, RoHS, China RoHS Other Environmental Options: Carbon Off-set; Asset Resale and Recovery Service. TAA configurations available.
Warranty	Limited Hardware Warranty ² ; Standard 3-year On Site Service after Remote Diagnosis ³ (3-3-3); Optional 3 year Dell ProSupport offers premium support from expert technicians and 24x7 availability ⁴ .
Configuration Services	Factory image load, BIOS customization, hardware customization, asset tagging, reporting

Discover professional class desktops at Dell.com/OptiPlex

¹ Offering may vary by region. Some items may be available post-RTS. Offering may vary by region and configuration. For complete details, refer to the Technical Guidebook published on www.dell.com.

² System Memory and Graphics: Significant system memory may be used to support graphics, depending on system memory size and other factors.

³ 4GB or Greater System Memory Capability: A 64 bit operating system is required to support 4GB or more of system memory. Optional DDR4 memory support will be available in select regions, launch expected in the July-Aug 2016 time frame.

⁴ Hard Drive: GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

⁵ Computer: Not a Dell offer. Certain conditions apply. For full details, see terms and conditions at www.1specforlaptops.com.

⁶ Please refer to www.epeat.net for specific country registration rules and participation.

⁷ Limited Hardware Warranty: For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty.

⁸ Onsite Service after Remote Diagnosis: Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty (www.dell.com/warranty) and not resolved remotely, Technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

⁹ Dell Services: Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicesdescription.

¹⁰ TPM: TPM is not available in all regions.

¹¹ PSU: This form factor utilizes a more efficient Active Power Factor Correction (APFC) power supply. Dell recommends only Universal Power Supplies (UPS) based on Sine Wave output for APFC PSUs, not an approximation of a Sine Wave, Square Wave, or quasi Square Wave (see UPS technical specifications). If you have questions please contact the manufacturer to confirm the output type.

Datasheet

HP ENVY 4520 All-in-One Printer



Do more with an affordable HP ENVY all-in-one—the perfect match for your technology. Save up to 50% on ink* with HP Instant Ink, and enjoy the easiest way to print from your smartphone or tablet.† Get wireless printing and lab-quality photos.



ISO speeds: Up to 9.5 ppm black; Up to 6.8 ppm color
Scan resolution: Up to 1200 x 2400 dpi hardware; Up to 1200 dpi optical
Copy resolution: 600 x 300 dpi black (text and graphics); 600 x 300 dpi color (text and graphics)
Standard connectivity: 1 Hi-Speed USB 2.0; 1 Wi-Fi 802.11n
Paper handling: Up to 100 sheets input tray; 25-sheet output tray
Duty cycle: Up to 1,000 pages



You can afford to be creative with HP Instant Ink

- Save up to 50% on ink* and never run out.† Print lab-quality photos at home for pennies.
- Full of value. Print up to twice as many pages or photos with Original HP high-yield ink cartridges.‡
- Get high-quality prints—time after time—with an all-in-one designed and built to be reliable.

Easy photo printing from your mobile device

- Your device, your choice. Easily print documents and photos from a variety of smartphones and tablets.‡
- Start printing and get connected quickly with easy setup from your smartphone, tablet, or PC.‡
- Connect your smartphone or tablet directly to your printer—and easily print without accessing a network.‡
- Manage printing tasks and scan on the go with the free HP All-in-One Printer Remote mobile app.‡

Everything you need to create

- Print, scan, or copy quickly and easily with the 2.2-inch (5.5 cm) display—simply touch and go.
- Save paper and conserve resources—use up to 50% less paper with easy, automatic two-sided printing.
- Print borderless, lab-quality photos, laser-quality documents, scrapbook pages, and more—right in your home.
- Print remotely without worries. The auto-deploying output tray keeps your pages from landing on the floor.

Do more in less space

- Save your space with a sleek, compact all-in-one designed to fit where you need it.
- Print in any room you choose—without causing disruptions—using the optional quiet mode.
- Access menu planners, news reports, recipes, and more with free HP Printables—delivered on your schedule.‡

* In comparison to the majority of consumer/home office inkjet all-in-one printers. † \$399 USD as of Nov 2014 based on market share as reported by IDC. App download required for printer setup. HP Instant Ink account registration may be required. Wireless operations are compatible with 2.4 GHz operations only. See hp.com/go/mobileprinting for more details. ‡ Savings claim is based on HP Instant Ink. Savings plan price for 12 months using all pages in plan without purchase of additional pages compared to the cost per page (CPP) of the majority of color inkjet printers. † \$399 USD market share reported by IDC Q2 2014. CPP comparison for standard-capacity inkjet supplies are based on estimated street price and page yield as reported by go.hp.com/ink weekly and go.hp.com/ink weekly. Actual savings may vary depending on number of pages actually printed per month and content of pages printed. ‡ Based on internet connection to an eligible HP printer, valid credit/debit card, email address, and delivery service in your geographic area. Enrollment in HP Instant Ink plan required. No annual fee. Cancel anytime. † Based on HP E94, High Yield Black and Tri-color Original Ink Cartridges. High-yield ink cartridges not included purchase separately. For more information, see go.hp.com/ink about supplies. Less cost per page compared with estimated street price and published page yield of standard-yield HP E94 Original Ink Cartridges. Actual pricing may vary. † Requires HP All-in-One Printer Remote mobile app download and is compatible with iPhone® 4 and later, iPad® fourth generation, iPad mini®, iPad Air®, iPod®, and mobile devices using Android™ 4.0.3 or later. For a full list of supported operating systems, see hp.com/go/mobileprinting. ‡ Mobile device needs to be connected directly to the Wi-Fi Direct signal of a Wi-Fi Direct-supported MIO or printer prior to printing. Depending on mobile device, a free app or driver may also be required. For details, see hp.com/go/mobileprinting. ‡ Compatible with iPhone® 4 and later, iPad® fourth generation, iPad mini®, iPad Air®, iPod® 5G using iOS 7 or later, and mobile devices using Android™ 4.0.3 or later. Features controlled may vary by mobile device operating system. For mobile scanning, device camera required. Snapshots or photos with autofocus capability. ‡ Requires a wireless access point and an internet connection to the printer. Services require registration. HP Printables available by country, language, and agreement and may require a firmware upgrade. Not all HP Printables can be set up for automatic delivery or for all printer models. For details, see hp.com/go/connected@hp.com/printable.

The power of choice

JPay was acquired by Securus Technologies in July 2015, disrupting the corrections industry with a merger between the two industry leaders in inmate communications and technology. The union of both companies creates a unique opportunity for customers to choose the distribution model that best fits their agency's needs.



1 Purchase Model (JPay)

Ideal for prisons and long-term facilities

- › Inmates purchase and own JP5s tablets (friends/family can also purchase on their behalf)
- › Inmates only purchase what they want: music, games, eBooks, eCards and other products as desired
- › JPay's Lantern, a comprehensive education program is available for free
- › Revenue sharing available
- › Tablet unlocked when inmate is released and is theirs to keep
- › Apps included at no cost: three games, FM radio, stopwatch and more

2 Rental Model (Securus)

Ideal for jails and juvenile facilities

- › SecureView technology on the JP5s hardware
- › Inmates rent JP5s tablets on a monthly basis (friends/family fund the subscription fee; other options available per facility need)
- › Subscription model; all available services are available to the user at no cost*
- › Facility commands/controls tablet behavior remotely
- › Edovo Education Program available by subscription

One great tablet. Two distribution models.

- › Industry leading corrections-grade hardware
- › Over 80,000 devices currently deployed
- › Clear polycarbonate shock-resistant body
- › Android-based operating system
- › Lithium rechargeable battery
- › WIFI enabled
- › Integrated, Gen II passive RFID
- › Device only compatible with JP5 peripherals
- › Remote monitoring

About Securus and JPay

Serving more than 3,450 public safety, law enforcement and corrections agencies and over 1,200,000 inmates across North America, Securus Technologies is committed to serve and connect by providing emergency response, incident management, public information, investigation, biometric analysis, communication, information management, inmate self-service, and monitoring products and services in order to make our world a safer place to live. Securus Technologies acquired JPay in July 2015, growing the company's portfolio of leading corrections offerings. JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, eCards, Video Visitation, VideoGram, Games, Tablets, and more – to released offenders, inmates and their friends and families. Securus Technologies® focuses on connecting what matters and JPay keeps loved ones connected – a unified message to all customers.

Find out which tablet model is right for your facility

www.SecurusTechnologies.com | sales@Securus.com

www.JPay.com | sales@JPAY.com | 954.862.6916





PortaView 20 Junior



Krown-TDDs PortaView PV20 Junior delivers superior communications for all your telephone calls!

Krown-TTYs reputation of providing the most technologically advanced and highest quality TDDs at affordable prices is reflected in the PortaView 20 Jr. feature for feature, the PV20 Junior is an excellent value when compared with other tty's available today. It utilizes the same degree of quality engineering to provide years of the highest reliability and outstanding performance.

FEATURES

- 4-Row Keyboard
- 20 Character Display
- Heavy-Duty Rechargeable Battery
- Rugged Injection-Molded Case
- Acoustic cups to fit Round and Square Handset
- Pre-recorded greeting messages
- GA - SK combination keys for easy typing
- Physical Dimension
Weight: 2.7 lbs (1.36 kg) with batteries
Size: W 10" (25.4 cm), L 10" (25.4 cm), H 2.5" (6.5 cm)
- Baudot Code 45.5
- 1 Start Sit, 5 Databits, 1 Stop Bit
- 120V AC Adapter with 9V custom 1700 mAh battery

OPTIONAL:

- TTY Bag
- Dust Cover
- Cell Phone Connector



Krown Manufacturing, Inc.
3408 Indale Road
Fort Worth, TX 76116
Voice: (817) 738-2485
TTY: (817) 738-8993
Fax: (817) 738-1970
E-mail: info@KrownMfg.com
Website: www.KrownMfg.com

NOTE: Krown products carry a 1-Year Limited Warranty

NetVanta

3140

Fixed Port Secure Access Ethernet Router



Benefits

- 100 Mbps router with three Gigabit Ethernet interfaces
- Provides capability for Ethernet redundancy
- USB interface for integrated 3G/4G backup
- Voice Quality Monitoring (VQM) and Mean Opinion Score (MOS) prediction
- Utilizes standards-based routing protocols utilized by the widely deployed NetVanta Series
- Compatible with industry leading switches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Optional IPSec Virtual Private Network (VPN) for secure corporate connectivity across the Internet
- Command Line Interface (CLI) mimics industry de facto standard
- Network Address Translation (NAT) for IP address concealment
- Wi-Fi® Access Controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Feature-rich ADTRAN® Operating System (AOS)
- Available in desktop or rack mountable versions
- Industry-leading, North American five-year warranty
- Optional full featured eSBC for robust network security and voice interoperability

Overview

The NetVanta® 3140 is a fixed-port, high-performance Ethernet router supporting converged access and high-quality voice services. It provides three routed, autosensing Gigabit Ethernet interfaces. This product is ideal for carrier-bundled service offerings, and enterprise class Internet access for secure, high-speed corporate connectivity. The NetVanta 3140 is available as either a desktop, or rack mountable platform.

Flexibility and Redundancy

The NetVanta 3140 is ideal for multiple applications where Ethernet redundancy is needed given the three Gigabit ports that can be either LAN or WAN facing. This can be achieved with two Ethernet delivered access services providing immediate failover to the active link anytime a link down event occurs. In addition, the NetVanta 3140 features USB interface that can be used for 3G/4G backup.

Many deployments still feature separate voice and data networks, and the NetVanta 3140 is a perfect fit for these as well with a single WAN link, the other two Gigabit interfaces can accomplish this.

Standards Protocols

The versatile hardware platform of the NetVanta 3140 is further complemented with the AOS. The AOS allows for the support of static and default routes, demand and policy based routing, and allows for fast, accurate network convergence using

routing protocols such as BGP, OSPF, RIP, and PIM Sparse Mode for multicast routing. Multihoming is also available to provide redundant or backup WAN links to multiple ISPs, guaranteeing a wide-area connection.

Hierarchical QoS

QoS is also supported for delay-sensitive traffic like VoIP or video. To prioritize mission-critical traffic and control network congestion, the NetVanta 3140 uses Low Latency Queuing, Weighted Fair Queuing (WFQ), Class-based WFQ, and DiffServ marking to establish the priority of IP packets routed over the WAN.

VoIP Ready

In combination with the QoS features, a specialized SIP ALG allows SIP traffic to traverse NAT-enabled firewalls. For enterprise networks, this interoperability allows IP PBXs, phones, and other SIP-based devices to set up, tear down, and pass voice and call control messages seamlessly through the integral NAT-enabled firewall.

The NetVanta 3140 also deploys VQM to capture MOS, jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN. This powerful, yet graphically intuitive, diagnostic tool allows for quick isolation of network issues to ensure superior call quality.



NETVANTA 3140

Enterprise Session Border Control (eSBC)

The NetVanta 3140 can provide optional eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Security

The AOS provides a powerful, high-performance stateful inspection firewall. The firewall can identify and protect against common Denial of Service (DoS) attacks like TCP syn flooding, IP spoofing, ICMP redirect, ping-of-death, and IP reassembly problems.

In addition, the AOS is capable of providing an inherent URL-filtering package without the use of an external server. URL filtering is another level of security that allows system administrators to restrict Internet access by permitting or denying specific URLs. This URL-filtering feature also includes the ability to produce top website reports of the most frequently requested websites, allowing system administrators to modify the URL filter lists.

The NetVanta 3140 also adds the support for IPSec compliant VPN. The NetVanta 3140 supports encryption algorithms like DES, 3DES, and AES. With this upgrade, the NetVanta 3140 is fully compatible with other IPSec VPN equipped NetVanta products.

Management

The NetVanta 3140 Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command platforms offer the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. The ADTRAN n-Command MSP also offers VoIP VQM and reporting, as well as an industry-leading, easy-to-use, Graphical User Interface (GUI). NetVanta 3140 is available in rack mountable, and desktop versions; and are backed by an industry-leading warranty.

Administration

The AOS offers an intuitive Web-based GUI that provides step-by-step configuration wizards, management capability, and the ability to upload firmware updates. In addition, it has a standard CLI that mimics the widely adopted, industry de facto standard. The sequence of commands required to configure similar devices is almost identical, eliminating training costs typically associated with learning a new operating system or obtaining costly industry certifications. The CLI also allows for configuration scripts to be used, saved, and downloaded as a quick-and-easy recovery mechanism.

Product Specifications

Physical Interfaces

- Ethernet
- Full Duplex
- Auto-negotiation
- RJ-45
- USB 2.0
- One Port
- Console Port
- Three Gigabit Ethernet Interfaces (WAN/LAN Support)
- Supports 802.1q VLAN Trunking
- EIA-232 Providing Local Management and Configuration (via a DB-9 Female Connector)

Diagnostic LEDs

- Stat (Power)
- Gig 1, Gig 2, Gig 3 (Ethernet)
- USB

Protocols

- EIGRP/OSPF
- RIP (v1 and v2)
- PIM Sparse Mode
- IGMP V2
- GRE
- PPP Dial Backup
- PAP and CHAP
- Multi-VRF CE ■ VRRP
- Policy-based Routing
- OSPF
- PPPoE
- Multilink PPPoE
- Demand Routing
- RFC 1483
- Multihoming
- Layer 3 Backup
- TWAMP

Fixed Port Secure Access Ethernet Router

Quality of Service (QoS)

- Low Latency and Weighted Fair Queuing (WFQ)
- Class-Based WFQ
- DiffServ Packet Marking and Recognition
- Traffic Monitoring (NetFlow 9)

Voice Quality Monitoring (VQM)

- Mean Opinion Score (MOS) Prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

Traffic and Network Quality Monitoring

- ICMP and TWAMP Probes and Tracks
- One-Way Delay
- Round-Trip Loss and Delay
- Inter-Packet Delay Variance
- Traffic Flow Collection and Analysis
- Packet Capture

Administration

- Familiar Command Line Interface (CLI)
- Web-Based GUI
- n-Command Support
- SNMP V2 and V3
- SYSLOG Logging
- Email Alerts (SMTP)
- Policy Statistics
- TCL Scripting
- Login Privilege Levels
- Telnet, Craft/Console Port, SSH, Ping, Trace Route and NTP

DHCP

- Client, Server and Relay

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

Network Address Translation

- Basic NAT (1:1), NAT (Many:1) and 1:1 Port Translation
- NAT-compatible SIP ALG

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP Proxy with Survivability
- Transparent/Stateful/Outbound

Content Filtering

- Inherent URL Filtering
- Top Website Reports
- Integration with Websense

Secure Management

- Multi-level Access Control
- TACACS+
- RADIUS AAA
- SSH CLI and SSL GUI
- Port Authentication (802.1x)

VPN (Optional)

- IPSec Tunnel Mode: 500 Tunnels
- Encryption: DES, 3DES and AES
- Authentication Mechanisms: XAUTH, Digital Certificates, Pre-shared Keys and Secure ID

Environment

- Operating Temperature: 32° to 122° F (0° to 50° C)
- Storage Temperature: -40° to 158° F (-20° to 70° C)
- Relative Humidity: Up to 95%, Non-condensing

Physical and Power

NetVanta 3140

- Self Standing, Desktop Plastic Enclosure
- Dimensions: 1.63 in. x 9 in. x 6.38 in. (H x W x D), (4.14 cm x 22.86 cm x 16.21 cm)
- Weight: 1 lbs. (.45 kg)
- Power: DC (12 VDC, 1.0 A)

NetVanta 3140 RM

- 1U Metal Rackmount
- Dimensions: 1.72 in. x 8.4 in. x 8 in. (H x W x D), (4.36 cm x 21.3 cm x 20.3 cm)
- Weight: 3 lbs. (1.4 kg)
- Power: AC (Auto-ranging, 100 to 250 VAC, 50/60 Hz, 0.4 A Maximum)

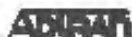
Agency Approvals

- FCC Part 15 Class A
- CE Mark
- UL & Canadian UL
- RoHS
- C-Tick for Australia and New Zealand

Ordering Options

Hardware Options	Part No.
Multi-Service Edge Switch	
NetVanta 3140 Desktop	1700840F1
NetVanta 3140	1700841F1
NetVanta 3140 Desktop with VPN and VQM	4700840F2
NetVanta 3140 with VPN and VQM	4700841F2
VPN and VQM Software Upgrade	1950840F2
19 in. Rackmount Brackets*	1700511F1
19 in. Dual Mounting Tray*	1700508F1
Wall Mount*	1200884G1
Dual Wall Mount*	1700512F1
NetVanta 3140 with SBC, 5 Calls	4700841F2#5
NetVanta 3140 with SBC, 10 Calls	4700841F2#10
NetVanta 3140 with SBC, 25 Calls	4700841F2#25
NetVanta 3140 with SBC, 50 Calls	4700841F2#50
NetVanta 3140 with SBC, 100 Calls	4700841F2#100
NetVanta 3140 with SBC, 300 Calls	4700841F2#300
Software Options	
NetVanta 3140 SBC Upgrade, 5 Calls	1963SBCF5
NetVanta 3140 SBC Upgrade, 10 Calls	1963SBCF10
NetVanta 3140 SBC Upgrade, 25 Calls	1963SBCF25
NetVanta 3140 SBC Upgrade, 50 Calls	1963SBCF50
NetVanta 3140 SBC Upgrade, 100 Calls	1963SBCF100
NetVanta 3140 SBC Upgrade, 300 Calls	1963SBCF300

* Accessories apply to NetVanta 3140 (non-desktop version) only



ADTRAN, Inc.
901 Explorer Boulevard
Huntsville, AL 35895
256 963-8000

General Information
800 9ADTRAN
www.adtran.com/contact-us

Canada Headquarters—Toronto,
Ontario
+1 877 923 8726
+1 905 625 2515
sales.canada@adtran.com

Canada—Montreal, Quebec
+1 877 923 8726
+1 514 940 2888
sales.canada@adtran.com

Mexico and Central America
+1 256 963 3321
+1 52 65 5290 0285 Mexico
sales.mexico@adtran.com

South America
+1 256 963 3185
sales.latin@adtran.com
sales.latin@adtran.com

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Mini Blue

7010BL



- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidenceer 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 (1000lb 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: (DATT)05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Backboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



Wintel®

A Division of Independent Technologies, Inc.

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407-834-1188 • Fax 407-830-0050 • 800-264-8886
www.wintelphones.com

Tall Blue

7042BL



- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (TIS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidence technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# 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:IDATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Conduit Backboard with four entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



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1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8886
www.wintelphones.com

COMPLETED FORMS

Completed Forms

Procurement Lobbying Certification

Procurement Lobbying Certification

By signing, the Offeror/bidder affirms that it understands and agrees to comply with the NYS Department of Corrections and Community Supervision (DOCCS) procedures relative to permissible contacts, as required by State Finance Law §139-j and §139-k.

Procurement Lobbying information can be accessed using the following links:

<http://www.dccs.ny.gov/aboutdcs/regulations/advisoryCouncil/sfl139-j.htm> and
<http://www.dccs.ny.gov/aboutdcs/regulations/advisoryCouncil/sfl139-k.htm>

Offeror affirms that it understands and agrees to comply with the procedures of DOCCS relative to permissible Contacts as required by State Finance Law §139-j (3) and §139-k (b) (6).

By: [Signature] Date: January 19, 2017

Name: Robert E. Pickens Title: President

Contractor Name: Securus Technologies, Inc.

Contractor Address: 1465 Dallas Parkway, Ste. 600, Dallas, TX 75254-8915

Prior Non-Responsibility Determinations – State Finance Law §139-k

1. Has any Government Entity made a finding of non-responsibility against this organization/company? No ☒ Yes ☐
2. If yes, was the basis for the finding of non-responsibility due to a violation of SFL§139-j or due to the intentional provision of false or incomplete information to a Government Entity?
No ☐ Yes ☐ NA
3. Has any Government Entity terminated or withheld a procurement contract with this organization/company due to the intentional provision of false or incomplete information?
No ☒ Yes ☐

If yes to any of the above questions, provide complete details on a separate page and attach.

Offeror Certification:

I certify that all information provided to DOCCS with respect to State Finance Law §139-k is complete, true and accurate.

By: [Signature] Date: 1/19/2017

Name: Robert E. Pickens Title: President

Procurement Lobbying Termination

DOCCS reserves the right to terminate this contract in the event it is found that the certification filed by the Offeror/bidder in accordance with New York State Finance Law §139-k was intentionally false or intentionally incomplete. Upon such finding, DOCCS may exercise its termination right by providing written notice to the Offeror/bidder in accordance with the written notification terms of this contract.

Securus Technologies, Inc.

Securus Technologies, Inc.

Securus Technologies, Inc.

Completed Forms

Vendor Responsibility Questionnaire (Appendix E)

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

Certification

The undersigned: (1) recognizes that this questionnaire is submitted for the express purpose of assisting New York State government entities (including the Office of the State Comptroller (OSC)) in making responsibility determinations regarding award or approval of a contract or subcontract and that such government entities will rely on information disclosed in the questionnaire in making responsibility determinations; (2) acknowledges that the New York State government entities and OSC may, in their discretion, by means which they may choose, verify the truth and accuracy of all statements made herein; and (3) acknowledges that intentional submission of false or misleading information may result in criminal penalties under State and/or Federal Law, as well as a finding of non-responsibility, contract suspension or contract termination.

The undersigned certifies that he/she:

- is knowledgeable about the submitting Business Entity's business and operations;
- has read and understands all of the questions contained in the questionnaire;
- has not altered the content of the questionnaire in any manner;
- has reviewed and/or supplied full and complete responses to each question;
- to the best of his/her knowledge, information and belief, confirms that the Business Entity's responses are true, accurate and complete, including all attachments, if applicable;
- understands that New York State government entities will rely on the information disclosed in the questionnaire when entering into a contract with the Business Entity; and
- is under an obligation to update the information provided herein to include any material changes to the Business Entity's responses at the time of bid/proposal submission through the contract award notification, and may be required to update the information at the request of the New York State government entities or OSC prior to the award and/or approval of a contract, or during the term of the contract.

Signature of Owner/Official



Printed Name of Signatory

Robert E. Pickens

Title

President

Name of Business

Securus Technologies, Inc.

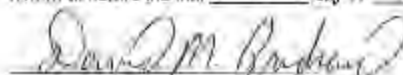
Address

14651 Dallas Parkway, Ste. 600

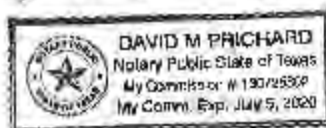
City, State, Zip

Dallas, Texas 75254-8816

Signed to become me this 19 day of January, 20 17:



Notary Public



**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

You have selected the For-Profit Non-Construction questionnaire which may be printed and completed in this format or, for your convenience, may be completed online using the New York State VendRep System.

COMPLETION & CERTIFICATION

The person(s) completing the questionnaire must be knowledgeable about the vendor's business and operations. An owner or officer must certify the questionnaire and the signature must be notarized.

NEW YORK STATE VENDOR IDENTIFICATION NUMBER (VENDOR ID)

The Vendor ID is a ten-digit identifier issued by New York State when the vendor is registered on the Statewide Vendor File. This number must now be included on the questionnaire. If the business entity has not obtained a Vendor ID, contact the IT Service Desk at ITServiceDesk@osc.state.ny.us or call 866-370-4672.

DEFINITIONS

All underlined terms are defined in the "New York State Vendor Responsibility Definitions List," found at www.osc.state.ny.us/vendors/documents/questionnaire/definitions.pdf. These terms may not have their ordinary, common or traditional meanings. Each vendor is strongly encouraged to read the respective definitions for any and all underlined terms. By submitting this questionnaire, the vendor agrees to be bound by the terms as defined in the "New York State Vendor Responsibility Definitions List" existing at the time of certification.

RESPONSES

Every question must be answered. Each response must provide all relevant information which can be obtained within the limits of the law. However, information regarding a determination or finding made in error which was subsequently corrected is not required. Individuals and Sole Proprietors may use a Social Security Number but are encouraged to obtain and use a federal Employer Identification Number (EIN).

REPORTING ENTITY

Each vendor must indicate if the questionnaire is filed on behalf of the entire Legal Business Entity or an Organizational Unit within or operating under the authority of the Legal Business Entity and having the same EIN. Generally, the Organizational Unit option may be appropriate for a vendor that meets the definition of "Reporting Entity" but due to the size and complexity of the Legal Business Entity, is best able to provide the required information for the Organizational Unit, while providing more limited information for other parts of the Legal Business Entity and Associated Entities.

ASSOCIATED ENTITY

An Associated Entity is one that owns or controls the Reporting Entity or any entity owned or controlled by the Reporting Entity. However, the term Associated Entity does not include "sibling organizations" (i.e., entities owned or controlled by a parent company that owns or controls the Reporting Entity), unless such sibling entity has a direct relationship with or impact on the Reporting Entity.

STRUCTURE OF THE QUESTIONNAIRE

The questionnaire is organized into eleven sections. Section I is to be completed for the Legal Business Entity. Section II requires the vendor to specify the Reporting Entity for the questionnaire. Section III refers to the individuals of the Reporting Entity, while Sections IV-VIII require information about the Reporting Entity. Section IX pertains to any Associated Entities, with one question about their Officials/Owners. Section X relates to disclosure under the Freedom of Information Law (FOIL). Section XI requires an authorized contact for the questionnaire information.

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

I. LEGAL BUSINESS ENTITY INFORMATION			
Legal Business Entity Name* Securus Technologies, Inc.		EIN [REDACTED]	
Address of the Principal Place of Business (street, city, state, zip code) 14651 Dallas Parkway, Ste. 600 Dallas, TX 75254-8815		New York State Vendor Identification Number [REDACTED]	
		Telephone (972) 277-0300 ext.	Fax (972) 277-0514
Email bpickers@securustechnologies.com		Website www.securustechnologies.com	
Additional Legal Business Entity Identities: If applicable, list any other DBA, Trade Name, Former Name, Other Identity, or EIN used in the last five (5) years and the status (active or inactive).			
Type	Name	EIN	Status
1.0 Legal Business Entity Type – Check appropriate box and provide additional information:			
<input checked="" type="checkbox"/> Corporation (including PC)		Date of Incorporation 12/30/1998	
<input type="checkbox"/> Limited Liability Company (LLC or PLLC)		Date of Organization	
<input type="checkbox"/> Partnership (including LLP, LP or General)		Date of Registration or Establishment	
<input type="checkbox"/> Sole Proprietor		How many years in business?	
<input type="checkbox"/> Other		Date Established	
If Other, explain:			
1.1 Was the Legal Business Entity formed or incorporated in New York State?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "No," indicate jurisdiction where Legal Business Entity was formed or incorporated and attach a Certificate of Good Standing from the applicable jurisdiction or provide an explanation if a Certificate of Good Standing is not available.			
<input checked="" type="checkbox"/> United States State DE			
<input type="checkbox"/> Other Country			
Explain, if not available:			
1.2 Is the Legal Business Entity publicly traded?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide CIK Code or Ticker Symbol			
1.3 Does the Legal Business Entity have a DUNS Number?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," Enter DUNS Number 19-285-8954			

*All underlined terms are defined in the "New York State Vendor Responsibility Definitions List," which can be found at www.osc.state.ny.us/vendors/documents/questionnaire/definitions.pdf

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

I. LEGAL BUSINESS ENTITY INFORMATION		
1.4 If the <u>Legal Business Entity's Principal Place of Business</u> is not in New York State, does the <u>Legal Business Entity</u> maintain an office in New York State? (Select "N/A." if <u>Principal Place of Business</u> is in New York State.)		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A
If "Yes," provide the address and telephone number for one office located in New York State.		
1.5 Is the <u>Legal Business Entity</u> a New York State certified <u>Minority-Owned Business Enterprise (MBE)</u> , <u>Women-Owned Business Enterprise (WBE)</u> , <u>New York State Small Business (SB)</u> or a federally certified <u>Disadvantaged Business Enterprise (DBE)</u> ? If "Yes," check all that apply: <input type="checkbox"/> New York State certified <u>Minority-Owned Business Enterprise (MBE)</u> <input type="checkbox"/> New York State certified <u>Women-Owned Business Enterprise (WBE)</u> <input type="checkbox"/> <u>New York State Small Business (SB)</u> <input type="checkbox"/> Federally certified <u>Disadvantaged Business Enterprise (DBE)</u>		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
1.6 Identify <u>Officials</u> and <u>Principal Owners</u> , if applicable. For each person, include name, title and percentage of ownership. Attach additional pages if necessary. If applicable, reference to relevant SEC filing(s) containing the required information is optional.		
Name	Title	Percentage Ownership (Enter 0% if not applicable)
Rick A. Smith	Chief Executive Officer	0%
Robert E. Pickens	President	0%
Geoffrey Boyd	Chief Financial Officer	0%
Dennis J. Reinhold	Vice-President, General Counsel and Secretary	0%

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

II. REPORTING ENTITY INFORMATION

2.0 The Reporting Entity for this questionnaire is:

Note: Select only one.

☒ Legal Business Entity

Note: If selecting this option, "Reporting Entity" refers to the entire Legal Business Entity for the remainder of the questionnaire. (SKIP THE REMAINDER OF SECTION II AND PROCEED WITH SECTION III.)

☐ Organizational Unit within and operating under the authority of the Legal Business Entity

SEE DEFINITIONS OF "REPORTING ENTITY" AND "ORGANIZATIONAL UNIT" FOR ADDITIONAL INFORMATION ON CRITERIA TO QUALIFY FOR THIS SELECTION.

Note: If selecting this option, "Reporting Entity" refers to the Organizational Unit within the Legal Business Entity for the remainder of the questionnaire. (COMPLETE THE REMAINDER OF SECTION II AND ALL REMAINING SECTIONS OF THIS QUESTIONNAIRE.)

IDENTIFYING INFORMATION

a) Reporting Entity Name

Address of the Primary Place of Business (street, city, state, zip code)

Telephone

ext.

b) Describe the relationship of the Reporting Entity to the Legal Business Entity

c) Attach an organizational chart

d) Does the Reporting Entity have a DUNS Number?

☐ Yes ☐ No

If "Yes," enter DUNS Number

e) Identify the designated manager(s) responsible for the business of the Reporting Entity.
For each person, include name and title. Attach additional pages if necessary.

Name	Title

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

INSTRUCTIONS FOR SECTIONS III THROUGH VII

For each "Yes," provide an explanation of the issue(s), relevant dates, the government entity involved, any remedial or corrective action(s) taken and the current status of the issue(s). For each "Other," provide an explanation which provides the basis for not definitively responding "Yes" or "No." Provide the explanation at the end of the section or attach additional sheets with numbered responses, including the Reporting Entity name at the top of any attached pages.

III. LEADERSHIP INTEGRITY	
<i>Within the past five (5) years, has any current or former reporting entity official or any individual currently or formerly having the authority to sign, execute or approve bids, proposals, contracts or supporting documentation on behalf of the reporting entity with any government entity been:</i>	
3.0 <u>Sanctioned</u> relative to any business or professional permit and/or license?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
3.1 <u>Suspended, debarred, or disqualified</u> from any <u>government contracting process</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
3.2 The subject of an <u>investigation</u> , whether open or closed, by any <u>government entity</u> for a civil or criminal violation for any business-related conduct?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
3.3 Charged with a misdemeanor or felony, indicted, granted immunity, convicted of a crime or subject to a <u>judgment</u> for: a) Any business-related activity; or b) Any crime, whether or not business-related, the underlying conduct of which was related to truthfulness?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
For each "Yes" or "Other" explain:	

IV. INTEGRITY – CONTRACT BIDDING	
<i>Within the past five (5) years, has the reporting entity:</i>	
4.0 Been <u>suspended or debarred</u> from any <u>government contracting process</u> or been <u>disqualified</u> on any government procurement, permit, license, concession, franchise or lease, including, but not limited to, <u>debarment</u> for a violation of New York State Workers' Compensation or Prevailing Wage laws or New York State Procurement Lobbying Law?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.1 Been subject to a denial or revocation of a government prequalification?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.2 Been denied a contract award or had a bid rejected based upon a <u>non-responsibility finding</u> by a <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.3 Had a low bid rejected on a <u>government contract</u> for failure to <u>make good faith efforts</u> on any <u>Minority-Owned Business Enterprise</u> , <u>Women-Owned Business Enterprise</u> or <u>Disadvantaged Business Enterprise</u> goal or <u>statutory affirmative action requirements</u> on a previously held contract?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.4 Agreed to a voluntary exclusion from bidding/contracting with a <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.5 Initiated a request to withdraw a bid submitted to a <u>government entity</u> in lieu of responding to an information request or subsequent to a formal request to appear before the <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

V. INTEGRITY – CONTRACT AWARD	
<i>Within the past five (5) years, has the reporting entity:</i>	
5.0 Been <u>suspended</u> , cancelled or <u>terminated for cause</u> on any <u>government contract</u> including, but not limited to, a <u>non-responsibility finding</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
5.1 Been subject to an <u>administrative proceeding</u> or civil action seeking specific performance or restitution in connection with any <u>government contract</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
5.2 Entered into a formal monitoring agreement as a condition of a contract award from a <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

VI. CERTIFICATIONS/LICENSES	
<i>Within the past five (5) years, has the reporting entity:</i>	
6.0 Had a revocation, <u>suspension</u> or <u>disbarment</u> of any business or professional permit and/or license?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6.1 Had a denial, decertification, revocation or forfeiture of New York State certification of <u>Minority-Owned Business Enterprise</u> , <u>Women-Owned Business Enterprise</u> or federal certification of <u>Disadvantaged Business Enterprise</u> status for other than a change of ownership?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

VII. LEGAL PROCEEDINGS	
<i>Within the past five (5) years, has the reporting entity:</i>	
7.0 Been the subject of an <u>investigation</u> , whether open or closed, by any <u>government entity</u> for a civil or criminal violation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.1 Been the subject of an indictment, grant of immunity, <u>judgment</u> or conviction (including entering into a plea bargain) for conduct constituting a crime?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.2 Received any OSHA citation and Notification of Penalty containing a violation classified as <u>serious or willful</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.3 Had a <u>government entity</u> find a willful prevailing wage or supplemental payment violation or any other willful violation of New York State Labor Law?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.4 Entered into a consent order with the New York State Department of Environmental Conservation, or received an enforcement determination by any <u>government entity</u> involving a violation of federal, state or local environmental laws?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.5 Other than previously disclosed: a) Been subject to fines or penalties imposed by <u>government entities</u> which in the aggregate total \$25,000 or more; or b) Been convicted of a criminal offense pursuant to any administrative and/or regulatory action taken by any <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

VIII. FINANCIAL AND ORGANIZATIONAL CAPACITY	
8.0 Within the past five (5) years, has the <u>Reporting Entity</u> received any <u>formal unsatisfactory performance assessment(s)</u> from any <u>government entity</u> on any contract?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.1 Within the past five (5) years, has the <u>Reporting Entity</u> had any <u>liquidated damages</u> assessed over \$25,000?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, contracting party involved, the amount assessed and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.2 Within the past five (5) years, have any <u>liens</u> or <u>judgments</u> (not including UCC filings) over \$25,000 been filed against the <u>Reporting Entity</u> which remain undischarged?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, the Lien holder or Claimant's name(s), the amount of the <u>lien(s)</u> and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.3 In the last seven (7) years, has the <u>Reporting Entity</u> initiated or been the subject of any bankruptcy proceedings, whether or not closed, or is any bankruptcy proceeding pending?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide the bankruptcy chapter number, the court name and the docket number. Indicate the current status of the proceedings as "Initiated," "Pending" or "Closed." Provide answer below or attach additional sheets with numbered responses.	
8.4 During the past three (3) years, has the <u>Reporting Entity</u> failed to file or pay any tax returns required by <u>federal</u> , state or local tax laws?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide the taxing jurisdiction, the type of tax, the liability year(s), the tax liability amount the <u>Reporting Entity</u> failed to file/pay and the current status of the tax liability. Provide answer below or attach additional sheets with numbered responses.	
8.5 During the past three (3) years, has the <u>Reporting Entity</u> failed to file or pay any New York State unemployment insurance returns?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide the years the <u>Reporting Entity</u> failed to file/pay the insurance, explain the situation and any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.6 During the past three (3) years, has the <u>Reporting Entity</u> had any <u>government audit(s)</u> completed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
a) If "Yes," did any audit of the <u>Reporting Entity</u> identify any reported significant deficiencies in internal control, fraud, illegal acts, significant violations of provisions of contract or grant agreements, significant abuse or any <u>material disallowance</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes" to 8.6 a), provide an explanation of the issue(s), relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

IX. ASSOCIATED ENTITIES

*This section pertains to any entity(ies) that either controls or is controlled by the reporting entity.
(See definition of "associated entity" for additional information to complete this section.)*

<p>9.0 Does the <u>Reporting Entity</u> have any <u>Associated Entities</u>?</p> <p>Note: All questions in this section must be answered if the <u>Reporting Entity</u> is either:</p> <ul style="list-style-type: none"> - An <u>Organizational Unit</u>; or - The entire <u>Legal Business Entity</u> which controls, or is controlled by, any other entity(ies). <p>If "No," SKIP THE REMAINDER OF SECTION IX AND PROCEED WITH SECTION X.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>9.1 Within the past five (5) years, has any <u>Associated Entity Official</u> or <u>Principal Owner</u> been charged with a misdemeanor or felony, indicted, granted immunity, convicted of a crime or subject to a <u>judgment</u> for:</p> <p>a) Any business-related activity; or</p> <p>b) Any crime, whether or not business-related, the underlying conduct of which was related to truthfulness?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>If "Yes," provide an explanation of the issue(s), the individual involved, his/her title and role in the <u>Associated Entity</u>, his/her relationship to the <u>Reporting Entity</u>, relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s).</p>	
<p>9.2 Does any <u>Associated Entity</u> have any currently undischarged <u>federal</u>, New York State, New York City or New York local government <u>liens</u> or <u>judgments</u> (not including UCC filings) over \$50,000?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>If "Yes," provide an explanation of the issue(s), identify the <u>Associated Entity's</u> name(s), <u>EIN(s)</u>, primary business activity, relationship to the <u>Reporting Entity</u>, relevant dates, the Lien holder or Claimant's name(s), the amount of the <u>lien(s)</u> and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.</p>	
<p>9.3 Within the past five (5) years, has any <u>Associated Entity</u>:</p>	
<p>a) Been <u>disqualified</u>, <u>suspended</u> or <u>debarred</u> from any <u>federal</u>, New York State, New York City or other New York local <u>government contracting process</u>?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>b) Been denied a contract award or had a bid rejected based upon a <u>non-responsibility finding</u> by any <u>federal</u>, New York State, New York City, or New York local <u>government entity</u>?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>c) Been <u>suspended</u>, <u>cancelled</u> or <u>terminated for cause</u> (including for <u>non-responsibility</u>) on any <u>federal</u>, New York State, New York City or New York local <u>government contract</u>?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>d) Been the subject of an <u>investigation</u>, whether open or closed, by any <u>federal</u>, New York State, New York City, or New York local <u>government entity</u> for a civil or criminal violation with a penalty in excess of \$500,000?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>e) Been the subject of an indictment, grant of immunity, <u>judgment</u>, or conviction (including entering into a plea bargain) for conduct constituting a crime?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>f) Been convicted of a criminal offense pursuant to any administrative and/or regulatory action taken by any <u>federal</u>, New York State, New York City, or New York local <u>government entity</u>?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>g) Initiated or been the subject of any bankruptcy proceedings, whether or not closed, or is any bankruptcy proceeding pending?</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>For each "Yes," provide an explanation of the issue(s), identify the <u>Associated Entity's</u> name(s), <u>EIN(s)</u>, primary business activity, relationship to the <u>Reporting Entity</u>, relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.</p>	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

X. FREEDOM OF INFORMATION LAW (FOIL)	
<p>10. Indicate whether any information supplied herein is believed to be exempt from disclosure under the Freedom of Information Law (FOIL).</p> <p>Note: A determination of whether such information is exempt from FOIL will be made at the time of any request for disclosure under FOIL.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>If "Yes," indicate the question number(s) and explain the basis for the claim.</p>	

XI. AUTHORIZED CONTACT FOR THIS QUESTIONNAIRE		
Name	Telephone	Fax
Robert E. Pickens	972-277-0300 ext.	972-277-0514
Title	Email	
President	bpickens@securustechnologies.com	



New York State VendRep System Vendor Responsibility For-Profit v2 Form

CERTIFICATION:

The undersigned recognizes that this questionnaire is submitted for the express purpose of assisting the State of New York's contracting entities in making a responsibility determination regarding an award of a contract or approval of a subcontract; acknowledges that the State, or its contracting entities, may in its discretion, by means which it may choose, verify the truth and accuracy of all statements made herein; and acknowledges that intentional submission of false or misleading information may constitute a felony under Penal Law Section 175.35 or a misdemeanor under Penal Law Section 175.30 or Section 230.45, and may also be punishable by a fine and/or imprisonment of up to five years under 18 USC Section 1001 and may result in contract termination.

The undersigned certifies that he/she:

- is knowledgeable about the submitting Business Entity's business and operations;
- has read and understands all of the questions contained in the questionnaire;
- has reviewed and/or supplied full and complete responses to each question;
- to the best of their knowledge, information and belief, certifies that the Business Entity's responses are true, accurate and complete, including all attachments, if applicable;
- understands that New York State will rely on the information disclosed in the questionnaire when entering into a contract with the Business Entity; and
- is under obligation to update the information provided herein to include any material changes to the Business Entity's responses at the time of bid/proposal submission through the contract award notification, and may be required to update the information at the request of the state's contracting entities or the Office of the State Comptroller prior to the award and/or approval of a contract, or during the term of the contract.

Remember:

When filing the vendor responsibility questionnaire online via this System, the Business Entity must indicate in each bid/proposal submitted to a contracting entity that the required questionnaire has been electronically filed.

Also note that the VendRep System Timeliness Standard requires a Business Entity filing a questionnaire via the VendRep System to update and certify their questionnaire within six months prior to the bid/proposal due date or other contracting entity defined due date.

Legal Business Name: OS TEK SOLUTIONS LLC
Certifier's Name: Teri Whitfield
Certifier's Title: President
Certification Date: Dec 19, 2016

Vendor Responsibility For-Profit v2 Form

Status: Certified

Note: The content of any attached documents will not print with this page. To view or print an attached document, you must open it separately by clicking the corresponding hyperlink in the 'Uploaded Files' section of a question.

Basic Vendor Data**Entity Information**

Legal Business Entity Name: OS TEK SOLUTIONS LLC
 TIN (EIN or SSN): XXXXXXXXXX
 Vendor ID: XXXXXXXXXX
 Principal Place of Business: PO BOX 1443
 Sumner, GA 30024
 USA
 Telephone: 6787143037
 Website: www.gtek.com
 Email: admin@gtek.com

Business Entity Information

Business Type: For-Profit
 Business Activity: Non-Construction

Authorized Contacts

Name:	Terri Whitfield	Address:	4485 Trench Road
Title:	President		Suite 3421
Telephone:	(678)714-3037		Sumner, GA 30024-3002
Fax:	(678)714-3037		United States
Email:	admin@gtek.com		
Name:	Angela Smith	Address:	4485 Trench Road
Title:	Administrative Support		Suite 3421
Telephone:	(678)714-3037		Sumner, GA 30024-3002
Fax:	(678)714-3037		United States
Email:	angela@gtek.com		

I. Legal Business Entity Information

1.0 Legal Business Entity type - Check appropriate box and provide additional information:

- ☐ Corporation (including PC)
☒ Limited Liability Company (LLC or PLLC)
☐ Limited Liability Partnership
☐ Limited Partnership
☐ General Partnership
☐ Sole Proprietor
☐ Other

Date of Organization

12/23/2008

1.1 Was the Legal Business Entity formed or incorporated in New York State?

☐ Yes

☒ No

Indicate jurisdiction where the Legal Business Entity was formed or incorporated:

☒ USA

☐ Other

State

Georgia

Attach a Certificate of Good Standing from the applicable jurisdiction or provide an explanation if a Certificate of Good Standing is not available.

Select method for providing this information:

☐ Enter Below

☒ Attach Document(s)

☐ Attach Document(s) with Explanation

Upload File

[Certificate of Good Standing.pdf](#) 138K

1.2 Is the Legal Business Entity publicly traded?

☐ Yes

☒ No

1.3 Does the Legal Business Entity have a DUNS Number?

☒ Yes

☐ No

Enter DUNS number

000889361

1.4 If the Legal Business Entity's Principal Place of Business is not in New York State, does the Legal Business Entity maintain an office in New York State?

Note: Select "N/A" if Principal Place of Business is in New York State.

☐ Yes

☒ No

☐ N/A

1.5 Is the Legal Business Entity a New York State certified Minority-Owned Business Enterprise (MBE), Women-Owned Business Enterprise (WBE), New York State Small Business (SBE), or Minority-certified Disadvantaged Business Enterprise (DBE)?

☒ Yes

☐ No

Check all that apply:

☐ New York State certified Minority-Owned Business Enterprise (MBE)

☐ New York State certified Women-Owned Business Enterprise (WBE)

☐ New York State Small Business (SBE)

☒ Minority-certified Disadvantaged Business Enterprise (DBE)

1.6 Identify Officials and Principal Owners, if applicable:

Note: If more than four (4) Officials or Principal Owners need to be listed, select "Attach Document" as the response. If applicable, reference to relevant SEC filing(s) containing the required information is optional.

Select method for providing this information:

☒ Enter Below

☐ Attach Document(s)

Name

Toni Whitfield

Title

President

% of Ownership (Enter 0%, if not applicable)

100

Add another?

☐ Yes

☒ No

Last Modified: Dec 19, 2016

Modified By: Toni Whitfield

II. Reporting Entity Information

2.0 The Reporting Entity for this questionnaire:

(Note: Select only one)

☒ Legal Business Entity

☐ Organizational Unit within and operating under the authority of the Legal Business Entity

Last Modified: Dec 19, 2016

Modified By: Toni Whitfield

III. Leadership Integrity

Within the past five (5) years, has any current or former Reporting Entity Official or any individual currently or formerly having the authority to sign, execute or approve bids, proposals, contracts or supporting documentation on behalf of the Reporting entity with any government entity been:

3.0 Sanctioned relative to my business or professional permit and/or license?

☐ Yes

☒ No

☐ Other

3.1 Suspended, debarred or disqualified from any government contracting process?

☐ Yes

☒ No

☐ Other

- 5.2 The subject of an investigation, whether open or closed, by any government entity for a civil or criminal violation for any business-related conduct?
- ☐ Yes
- ☒ No
- ☐ Other

- 5.3 Charged with a misdemeanor or felony, indicted, granted immunity, convicted of a crime or subject to a judgment for:
- a. Any business-related activity; or
- b. Any crime, whether or not business-related, the underlying conduct of which is related to business?
- ☐ Yes
- ☒ No
- ☐ Other

Last Modified: Dec 19, 2016

Modified By: Tami Whitfield

IV. Integrity - Contract Bidding

Within the past five (5) years, has the Bidding Entity:

- 4.0 Been suspended or debarred from any government contracting process or been disqualified on any government procurement, permit, license, exemption, franchise or lease, including, but not limited to, debarment for a violation of New York State Workers' Compensation or Prevailing Wage laws or New York State Procurement Lobbying Law?
- ☐ Yes
- ☒ No
- 4.1 Been subject to a denial or revocation of a government project/contract?
- ☐ Yes
- ☒ No
- 4.2 Been denied a contract award or had a bid rejected based on a non-responsibility finding by a government entity?
- ☐ Yes
- ☒ No
- 4.3 Had a bid rejected on a government contract for failure to make good faith efforts on our Minority-Owned Business Enterprise, Women-Owned Business Enterprise or Disadvantaged Business Enterprise and/or statutory affirmative action requirements on a previously held contract?
- ☐ Yes
- ☒ No
- 4.4 Agreed to a voluntary exclusion from bidding/contracting with a government entity?
- ☐ Yes
- ☒ No
- 4.5 Initiated a request to withdraw a bid submitted to a government entity in lieu of responding to an information request or subsequent to a formal request to appear before the government entity?
- ☐ Yes
- ☒ No

Last Modified: Dec 19, 2016

Modified By: Tami Whitfield

<https://portal.osc.state.ny.us/vendrep/viewAllSections.html>

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V. Integrity - Contract Award

Within the past five (5) years, has the Reporting Entity:

- 5.0 Has suspended, modified or terminated for cause on any government contract including, but not limited to, a non-responsibility finding?
- ☐ Yes
- ☒ No
- 5.1 Has subject to an administrative proceeding or civil action seeking specific performance or initiation in connection with any government contract?
- ☐ Yes
- ☒ No
- 5.2 Entered into a formal monitoring agreement as a condition of a contract award from a government entity?
- ☐ Yes
- ☒ No

Last Modified: Dec 18, 2016
Modified By: Tim Whitfield

VI. Certification/Licenses

Within the past five (5) years, has the Reporting Entity:

- 6.0 Had a revocation, suspension or disbarment of any business or professional permit and/or license?
- ☐ Yes
- ☒ No
- 6.1 Had a denial, decertification, revocation or forfeiture of New York State certification of Minority-Owned Business Enterprise, Women-Owned Business Enterprise or Island certification of Disadvantaged Business Enterprise status for other than a change ownership?
- ☐ Yes
- ☒ No

Last Modified: Dec 18, 2016
Modified By: Tim Whitfield

VII. Legal Proceedings

Within the past five (5) years, has the Reporting Entity:

- 7.0 Been the subject of an investigation, whether open or closed, by any government entity for a civil or criminal violation?
- ☐ Yes
- ☒ No
- 7.1 Been the subject of an indictment, grant of immunity, judgment or conviction (including entering into a plea bargain) for conduct constituting a crime?
- ☐ Yes
- ☒ No

- 7.2 Received any OSHA citation and Notification of Penalty constituting a violation classified as serious or willful?
- ☐ Yes
- ☒ No
- 7.3 Had a government entity find a willful prevailing wage or supplemental payment violation or any other willful violation of New York State Labor Law?
- ☐ Yes
- ☒ No
- 7.4 Entered into a consent order with the New York State Department of Environmental Conservation, or received an enforcement determination by any government entity involving a violation of federal, state or local environmental laws?
- ☐ Yes
- ☒ No
- 7.5 Other than the previously disclosed:
- a. Has subject to fine or penalty imposed by government entities which in the aggregate total \$25,000 or more, or
- b. Has been convicted of a criminal offense pursuant to any administrative or civil regulatory action taken by any government entity?
- ☐ Yes
- ☒ No

Last Modified: Dec 19, 2016

Modified By: Tami Whitfield

VIII. Financial and Organizational Capacity

- 8.0 Within the past five (5) years, has the Reporting Entity received any formal unsatisfactory performance assessment(s) from any government entity on any contract?
- ☐ Yes
- ☒ No
- 8.1 Within the past five (5) years, has the Reporting Entity had any liquidated damages assessed over \$25,000?
- ☐ Yes
- ☒ No
- 8.2 Within the past five (5) years, have any fines or judgments (not including UCC filings) over \$25,000 been filed against the Reporting Entity which remain undischarged?
- ☐ Yes
- ☒ No
- 8.3 In the last seven (7) years, has the Reporting Entity initiated or been the subject of any bankruptcy proceedings, whether or not allowed, or is any bankruptcy proceeding pending?
- ☐ Yes
- ☒ No
- 8.4 During the past three (3) years, has the Reporting Entity failed to file or pay any tax returns required by federal, state or local law laws?
- ☐ Yes
- ☒ No

- 8.5 During the past three (3) years, has the Reporting Entity filed to file or pay any New York State unemployment insurance taxes?
- ☐ Yes
- ☒ No

- 8.6 During the past three (3) years, has the Reporting Entity had any government contract(s) completed?
- ☐ Yes
- ☒ No

Last Modified: Dec 18, 2016
Modified By: Tami Whitefield

IX. Associated Entities

This section pertains to any entity(ies) that either controls or is controlled by the Reporting Entity:

(See definition of "Associated Entity" for additional information to complete this section.)

- 9.0 Does the Reporting Entity have any Associated Entities?

Note: The response must be "Yes," if the Reporting Entity is either:

- An Organizational Unit; or
- The active Legal Business Entity which controls, or is controlled by, any other entity(ies).

☐ Yes

☒ No

Last Modified: Dec 18, 2016
Modified By: Tami Whitefield

X. Freedom of Information Law (FOIL)

- 10.0 Indicate whether any information supplied herein is believed to be exempt from disclosure under the Freedom of Information Law (FOIL).

Note: A determination of whether such information is exempt from FOIL will be made at the time of any request for disclosure under FOIL.

☐ Yes

☒ No

Last Modified: Dec 18, 2016
Modified By: Tami Whitefield

Certification

The undersigned: (1) recognizes that this questionnaire is submitted for the express purpose of assisting New York State government entities (including the Office of the State Comptroller (OSC)) in making responsibility determinations regarding award or approval of a contract or subcontract and that such government entities will rely on information disclosed in the questionnaire in making responsibility determinations; (2) acknowledges that the New York State government entities and OSC may, in their discretion, by means which they may choose, verify the truth and accuracy of all statements made herein; and (3) acknowledges that intentional submission of false or misleading information may result in criminal penalties under State and/or Federal Law, as well as a finding of non-responsibility, contract suspension or contract termination.

The undersigned certifies that he/she:

- is knowledgeable about the submitting Business Entity's business and operations;
- has read and understands all of the questions contained in the questionnaire;
- has reviewed and/or supplied full and complete responses to each question;
- to the best of his/her knowledge, information and belief, certifies that the Business Entity's responses are true, accurate and complete, including all attachments, if applicable;
- understands that New York State government entities will rely on the information disclosed in the questionnaire when entering into a contract with the Business Entity; and
- is under an obligation to update the information provided herein to include any material changes to the Business Entity's responses at the time of bid/proposal submission through the contract award notification, and may be required to update the information at the request of the New York State government entities or OSC prior to the award and/or approval of a contract, or during the term of the contract.

1/10/2017

VendRep System - View Certification

Legal Business Name: OS TEX SOLUTIONS LLC
Certifier's Name: Terri Whitfield
Certifier's Title: President
Certification Date: Dec 19, 2016

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<https://portal.osc.state.ny.us/vendrep/viewAllSections.html>

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**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

You have selected the For-Profit Non-Construction questionnaire which may be printed and completed in this format or, for your convenience, may be completed online using the New York State VendRep System.

COMPLETION & CERTIFICATION

The person(s) completing the questionnaire must be knowledgeable about the vendor's business and operations. An owner or officer must certify the questionnaire and the signature must be notarized.

NEW YORK STATE VENDOR IDENTIFICATION NUMBER (VENDOR ID)

The Vendor ID is a ten-digit identifier issued by New York State when the vendor is registered on the Statewide Vendor File. This number must now be included on the questionnaire. If the business entity has not obtained a Vendor ID, contact the IT Service Desk at ITServiceDesk@osc.state.ny.us or call 866-370-4672.

DEFINITIONS

All underlined terms are defined in the "New York State Vendor Responsibility Definitions List," found at www.osc.state.ny.us/vendrep/documents/questionnaire/definitions.pdf. These terms may not have their ordinary, common or traditional meanings. Each vendor is strongly encouraged to read the respective definitions for any and all underlined terms. By submitting this questionnaire, the vendor agrees to be bound by the terms as defined in the "New York State Vendor Responsibility Definitions List" existing at the time of certification.

RESPONSES

Every question must be answered. Each response must provide all relevant information which can be obtained within the limits of the law. However, information regarding a determination or finding made in error which was subsequently corrected is not required. Individuals and Sole Proprietors may use a Social Security Number but are encouraged to obtain and use a federal Employer Identification Number (EIN).

REPORTING ENTITY

Each vendor must indicate if the questionnaire is filed on behalf of the entire Legal Business Entity or an Organizational Unit within or operating under the authority of the Legal Business Entity and having the same EIN. Generally, the Organizational Unit option may be appropriate for a vendor that meets the definition of "Reporting Entity" but due to the size and complexity of the Legal Business Entity, is best able to provide the required information for the Organizational Unit, while providing more limited information for other parts of the Legal Business Entity and Associated Entities.

ASSOCIATED ENTITY

An Associated Entity is one that owns or controls the Reporting Entity or any entity owned or controlled by the Reporting Entity. However, the term Associated Entity does **not** include "sibling organizations" (i.e., entities owned or controlled by a parent company that owns or controls the Reporting Entity), unless such sibling entity has a direct relationship with or impact on the Reporting Entity.

STRUCTURE OF THE QUESTIONNAIRE

The questionnaire is organized into eleven sections. Section I is to be completed for the Legal Business Entity. Section II requires the vendor to specify the Reporting Entity for the questionnaire. Section III refers to the individuals of the Reporting Entity, while Sections IV-VIII require information about the Reporting Entity. Section IX pertains to any Associated Entities, with one question about their Officials/Owners. Section X relates to disclosure under the Freedom of Information Law (FOIL). Section XI requires an authorized contact for the questionnaire information.

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

I. LEGAL BUSINESS ENTITY INFORMATION			
Legal Business Entity Name* PSRI Technologies, LLC		EIN [REDACTED]	
Address of the Principal Place of Business (street, city, state, zip code) 113 Eastland Drive Jefferson City, MO 65101		New York State Vendor Identification Number [REDACTED]	
		Telephone 573/636-9696 ext. 3103	Fax 573-636-5407
Email nconley@psritech.com		Website www.psritech.com	
Additional Legal Business Entity Identities: If applicable, list any other DBA, Trade Name, Former Name, Other Identity, or EIN used in the last five (5) years and the status (active or inactive).			
Type	Name	EIN	Status
1.0 Legal Business Entity Type – Check appropriate box and provide additional information:			
<input type="checkbox"/> Corporation (including PC)		Date of Incorporation	
<input checked="" type="checkbox"/> Limited Liability Company (LLC or PLLC)		Date of Organization 2001	
<input type="checkbox"/> Partnership (including LLP, LP or General)		Date of Registration or Establishment	
<input type="checkbox"/> Sole Proprietor		How many years in business?	
<input type="checkbox"/> Other		Date Established	
If Other, explain:			
1.1 Was the Legal Business Entity formed or incorporated in New York State?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "No," indicate jurisdiction where Legal Business Entity was formed or incorporated and attach a Certificate of Good Standing from the applicable jurisdiction or provide an explanation if a Certificate of Good Standing is not available.			
<input checked="" type="checkbox"/> United States State MO			
<input type="checkbox"/> Other Country			
Explain, if not available:			
1.2 Is the Legal Business Entity publicly traded?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide CIK Code or Ticker Symbol			
1.3 Does the Legal Business Entity have a DUNS Number?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," Enter DUNS Number 614151265			

*All underlined terms are defined in the "New York State Vendor Responsibility Definitions List," which can be found at www.osc.state.ny.us/vendrep/documents/questionnaire/definitions.pdf

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

I. LEGAL BUSINESS ENTITY INFORMATION		
1.4 If the <u>Legal Business Entity's Principal Place of Business</u> is not in New York State, does the <u>Legal Business Entity</u> maintain an office in New York State? (Select "N/A." if <u>Principal Place of Business</u> is in New York State.)		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A
If "Yes," provide the address and telephone number for one office located in New York State.		
1.5 Is the <u>Legal Business Entity</u> a New York State certified <u>Minority-Owned Business Enterprise (MBE)</u> , <u>Women-Owned Business Enterprise (WBE)</u> , <u>New York State Small Business (SB)</u> or a federally certified <u>Disadvantaged Business Enterprise (DBE)</u> ? If "Yes," check all that apply: <input checked="" type="checkbox"/> New York State certified <u>Minority-Owned Business Enterprise (MBE)</u> <input checked="" type="checkbox"/> New York State certified <u>Women-Owned Business Enterprise (WBE)</u> <input type="checkbox"/> New York State <u>Small Business (SB)</u> <input checked="" type="checkbox"/> Federally certified <u>Disadvantaged Business Enterprise (DBE)</u>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
1.6 Identify <u>Officials</u> and <u>Principal Owners</u> , if applicable. For each person, include name, title and percentage of ownership. Attach additional pages if necessary. If applicable, reference to relevant SEC filing(s) containing the required information is optional.		
Name	Title	Percentage Ownership (Enter 0% if not applicable)
Natasha Conley	President	100%

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

II. REPORTING ENTITY INFORMATION

2.0 The Reporting Entity for this questionnaire is:

Note: Select only one.

☒ Legal Business Entity

Note: If selecting this option, "Reporting Entity" refers to the entire Legal Business Entity for the remainder of the questionnaire. (SKIP THE REMAINDER OF SECTION II AND PROCEED WITH SECTION III.)

☐ Organizational Unit within and operating under the authority of the Legal Business Entity

SEE DEFINITIONS OF "REPORTING ENTITY" AND "ORGANIZATIONAL UNIT" FOR ADDITIONAL INFORMATION ON CRITERIA TO QUALIFY FOR THIS SELECTION.

Note: If selecting this option, "Reporting Entity" refers to the Organizational Unit within the Legal Business Entity for the remainder of the questionnaire. (COMPLETE THE REMAINDER OF SECTION II AND ALL REMAINING SECTIONS OF THIS QUESTIONNAIRE.)

IDENTIFYING INFORMATION

a) Reporting Entity Name

Address of the Primary Place of Business (street, city, state, zip code)

Telephone

ext.

b) Describe the relationship of the Reporting Entity to the Legal Business Entity

c) Attach an organizational chart

d) Does the Reporting Entity have a DUNS Number?

☐ Yes ☐ No

If "Yes," enter DUNS Number

e) Identify the designated manager(s) responsible for the business of the Reporting Entity.
For each person, include name and title. Attach additional pages if necessary.

Name	Title

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

INSTRUCTIONS FOR SECTIONS III THROUGH VII

For each "Yes," provide an explanation of the issue(s), relevant dates, the government entity involved, any remedial or corrective action(s) taken and the current status of the issue(s). For each "Other," provide an explanation which provides the basis for not definitively responding "Yes" or "No." Provide the explanation at the end of the section or attach additional sheets with numbered responses, including the Reporting Entity name at the top of any attached pages.

III. LEADERSHIP INTEGRITY	
<i>Within the past five (5) years, has any current or former reporting entity official or any individual currently or formerly having the authority to sign, execute or approve bids, proposals, contracts or supporting documentation on behalf of the reporting entity with any government entity been:</i>	
3.0 <u>Sanctioned</u> relative to any business or professional permit and/or license?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
3.1 <u>Suspended, debarred, or disqualified</u> from any <u>government contracting process</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
3.2 The subject of an <u>investigation</u> , whether open or closed, by any <u>government entity</u> for a civil or criminal violation for any business-related conduct?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
3.3 Charged with a misdemeanor or felony, indicted, granted immunity, convicted of a crime or subject to a <u>judgment</u> for: a) Any business-related activity; or b) Any crime, whether or not business-related, the underlying conduct of which was related to truthfulness?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Other
For each "Yes" or "Other" explain:	

IV. INTEGRITY – CONTRACT BIDDING	
<i>Within the past five (5) years, has the reporting entity:</i>	
4.0 Been <u>suspended or debarred</u> from any <u>government contracting process</u> or been <u>disqualified</u> on any government procurement, permit, license, concession, franchise or lease, including, but not limited to, <u>debarment</u> for a violation of New York State Workers' Compensation or Prevailing Wage laws or New York State Procurement Lobbying Law?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.1 Been subject to a denial or revocation of a government prequalification?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.2 Been denied a contract award or had a bid rejected based upon a <u>non-responsibility finding</u> by a <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.3 Had a low bid rejected on a <u>government contract</u> for failure to <u>make good faith efforts</u> on any <u>Minority-Owned Business Enterprise</u> , <u>Women-Owned Business Enterprise</u> or <u>Disadvantaged Business Enterprise</u> goal or <u>statutory affirmative action requirements</u> on a previously held contract?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.4 Agreed to a voluntary exclusion from bidding/contracting with a <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
4.5 Initiated a request to withdraw a bid submitted to a <u>government entity</u> in lieu of responding to an information request or subsequent to a formal request to appear before the <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

V. INTEGRITY – CONTRACT AWARD	
<i>Within the past five (5) years, has the reporting entity:</i>	
5.0 Been <u>suspended</u> , cancelled or <u>terminated for cause</u> on any <u>government contract</u> including, but not limited to, a <u>non-responsibility finding</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
5.1 Been subject to an <u>administrative proceeding</u> or civil action seeking specific performance or restitution in connection with any <u>government contract</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
5.2 Entered into a formal monitoring agreement as a condition of a contract award from a <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

VI. CERTIFICATIONS/LICENSES	
<i>Within the past five (5) years, has the reporting entity:</i>	
6.0 Had a revocation, <u>suspension</u> or <u>disbarment</u> of any business or professional permit and/or license?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6.1 Had a denial, decertification, revocation or forfeiture of New York State certification of <u>Minority-Owned Business Enterprise</u> , <u>Women-Owned Business Enterprise</u> or federal certification of <u>Disadvantaged Business Enterprise</u> status for other than a change of ownership?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

VII. LEGAL PROCEEDINGS	
<i>Within the past five (5) years, has the reporting entity:</i>	
7.0 Been the subject of an <u>investigation</u> , whether open or closed, by any <u>government entity</u> for a civil or criminal violation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.1 Been the subject of an indictment, grant of immunity, <u>judgment</u> or conviction (including entering into a plea bargain) for conduct constituting a crime?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.2 Received any OSHA citation and Notification of Penalty containing a violation classified as <u>serious or willful</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.3 Had a <u>government entity</u> find a willful prevailing wage or supplemental payment violation or any other willful violation of New York State Labor Law?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.4 Entered into a consent order with the New York State Department of Environmental Conservation, or received an enforcement determination by any <u>government entity</u> involving a violation of federal, state or local environmental laws?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7.5 Other than previously disclosed: a) Been subject to fines or penalties imposed by <u>government entities</u> which in the aggregate total \$25,000 or more; or b) Been convicted of a criminal offense pursuant to any administrative and/or regulatory action taken by any <u>government entity</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
For each "Yes," explain:	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

VIII. FINANCIAL AND ORGANIZATIONAL CAPACITY	
8.0 Within the past five (5) years, has the <u>Reporting Entity</u> received any <u>formal unsatisfactory performance assessment(s)</u> from any <u>government entity</u> on any contract?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.1 Within the past five (5) years, has the <u>Reporting Entity</u> had any <u>liquidated damages</u> assessed over \$25,000?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, contracting party involved, the amount assessed and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.2 Within the past five (5) years, have any <u>liens</u> or <u>judgments</u> (not including UCC filings) over \$25,000 been filed against the <u>Reporting Entity</u> which remain undischarged?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, the Lien holder or Claimant's name(s), the amount of the <u>lien(s)</u> and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.3 In the last seven (7) years, has the <u>Reporting Entity</u> initiated or been the subject of any bankruptcy proceedings, whether or not closed, or is any bankruptcy proceeding pending?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide the bankruptcy chapter number, the court name and the docket number. Indicate the current status of the proceedings as "Initiated," "Pending" or "Closed." Provide answer below or attach additional sheets with numbered responses.	
8.4 During the past three (3) years, has the <u>Reporting Entity</u> failed to file or pay any tax returns required by <u>federal</u> , state or local tax laws?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide the taxing jurisdiction, the type of tax, the liability year(s), the tax liability amount the <u>Reporting Entity</u> failed to file/pay and the current status of the tax liability. Provide answer below or attach additional sheets with numbered responses.	
8.5 During the past three (3) years, has the <u>Reporting Entity</u> failed to file or pay any New York State unemployment insurance returns?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes," provide the years the <u>Reporting Entity</u> failed to file/pay the insurance, explain the situation and any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.6 During the past three (3) years, has the <u>Reporting Entity</u> had any <u>government audit(s)</u> completed?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
a) If "Yes," did any audit of the <u>Reporting Entity</u> identify any reported significant deficiencies in internal control, fraud, illegal acts, significant violations of provisions of contract or grant agreements, significant abuse or any <u>material disallowance</u> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If "Yes" to 8.6 a), provide an explanation of the issue(s), relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

IX. ASSOCIATED ENTITIES

*This section pertains to any entity(ies) that either controls or is controlled by the reporting entity.
(See definition of "associated entity" for additional information to complete this section.)*

<p>9.0 Does the <u>Reporting Entity</u> have any <u>Associated Entities</u>?</p> <p>Note: All questions in this section must be answered if the <u>Reporting Entity</u> is either:</p> <ul style="list-style-type: none"> - An <u>Organizational Unit</u>; or - The entire <u>Legal Business Entity</u> which controls, or is controlled by, any other entity(ies). <p>If "No," SKIP THE REMAINDER OF SECTION IX AND PROCEED WITH SECTION X.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>9.1 Within the past five (5) years, has any <u>Associated Entity Official</u> or <u>Principal Owner</u> been charged with a misdemeanor or felony, indicted, granted immunity, convicted of a crime or subject to a <u>judgment</u> for:</p> <p>a) Any business-related activity; or</p> <p>b) Any crime, whether or not business-related, the underlying conduct of which was related to truthfulness?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If "Yes," provide an explanation of the issue(s), the individual involved, his/her title and role in the <u>Associated Entity</u>, his/her relationship to the <u>Reporting Entity</u>, relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s).</p>	
<p>9.2 Does any <u>Associated Entity</u> have any currently undischarged <u>federal</u>, New York State, New York City or New York local government <u>liens</u> or <u>judgments</u> (not including UCC filings) over \$50,000?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If "Yes," provide an explanation of the issue(s), identify the <u>Associated Entity's</u> name(s), <u>EIN(s)</u>, primary business activity, relationship to the <u>Reporting Entity</u>, relevant dates, the Lien holder or Claimant's name(s), the amount of the <u>lien(s)</u> and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.</p>	
<p>9.3 Within the past five (5) years, has any <u>Associated Entity</u>:</p>	
<p>a) Been <u>disqualified</u>, <u>suspended</u> or <u>debarred</u> from any <u>federal</u>, New York State, New York City or other New York local <u>government contracting process</u>?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>b) Been denied a contract award or had a bid rejected based upon a <u>non-responsibility finding</u> by any <u>federal</u>, New York State, New York City, or New York local <u>government entity</u>?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>c) Been <u>suspended</u>, <u>cancelled</u> or <u>terminated for cause</u> (including for <u>non-responsibility</u>) on any <u>federal</u>, New York State, New York City or New York local <u>government contract</u>?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>d) Been the subject of an <u>investigation</u>, whether open or closed, by any <u>federal</u>, New York State, New York City, or New York local <u>government entity</u> for a civil or criminal violation with a penalty in excess of \$500,000?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>e) Been the subject of an indictment, grant of immunity, <u>judgment</u>, or conviction (including entering into a plea bargain) for conduct constituting a crime?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>f) Been convicted of a criminal offense pursuant to any administrative and/or regulatory action taken by any <u>federal</u>, New York State, New York City, or New York local <u>government entity</u>?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>g) Initiated or been the subject of any bankruptcy proceedings, whether or not closed, or is any bankruptcy proceeding pending?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>For each "Yes," provide an explanation of the issue(s), identify the <u>Associated Entity's</u> name(s), <u>EIN(s)</u>, primary business activity, relationship to the <u>Reporting Entity</u>, relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.</p>	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

X. FREEDOM OF INFORMATION LAW (FOIL)

<p>10. Indicate whether any information supplied herein is believed to be exempt from disclosure under the Freedom of Information Law (FOIL).</p> <p>Note: A determination of whether such information is exempt from FOIL will be made at the time of any request for disclosure under FOIL.</p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>If "Yes," indicate the question number(s) and explain the basis for the claim.</p>	

XI. AUTHORIZED CONTACT FOR THIS QUESTIONNAIRE

Name Natasha Conley	Telephone 573-636-9696 ext. 3103	Fax 573-636-5407
Title President	Email Nconley@psritech.com	

**NEW YORK STATE
VENDOR RESPONSIBILITY QUESTIONNAIRE
FOR-PROFIT BUSINESS ENTITY**

Certification

The undersigned: (1) recognizes that this questionnaire is submitted for the express purpose of assisting New York State government entities (including the Office of the State Comptroller (OSC)) in making responsibility determinations regarding award or approval of a contract or subcontract and that such government entities will rely on information disclosed in the questionnaire in making responsibility determinations; (2) acknowledges that the New York State government entities and OSC may, in their discretion, by means which they may choose, verify the truth and accuracy of all statements made herein; and (3) acknowledges that intentional submission of false or misleading information may result in criminal penalties under State and/or Federal Law, as well as a finding of non-responsibility, contract suspension or contract termination.

The undersigned certifies that he/she:

- is knowledgeable about the submitting Business Entity's business and operations;
- has read and understands all of the questions contained in the questionnaire;
- has not altered the content of the questionnaire in any manner;
- has reviewed and/or supplied full and complete responses to each question;
- to the best of his/her knowledge, information and belief, confirms that the Business Entity's responses are true, accurate and complete, including all attachments, if applicable;
- understands that New York State government entities will rely on the information disclosed in the questionnaire when entering into a contract with the Business Entity; and
- is under an obligation to update the information provided herein to include any material changes to the Business Entity's responses at the time of bid/proposal submission through the contract award notification, and may be required to update the information at the request of the New York State government entities or OSC prior to the award and/or approval of a contract or during the term of the contract.

Signature of Owner/Officer: [Signature]
 Printed Name of Signatory: Nataasha Curley
 Title: President
 Name of Business: PSRI Technologies, LLC
 Address: 113 Eastland Drive
 City, State, Zip: Jefferson City, MO 65101

Sworn to before me this 11 day of January, 2017.

[Signature]

Notary Public



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Completed Forms

M/WBE and EEO Requirements (Appendix C)

**MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES
EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT**

M/WBE AND EEO POLICY STATEMENT

I, Robert E. Pickens, the President (title) of Securus Technologies (Contractor) agree that Securus Technologies, Inc. (Contractor) has adopted the following policies with respect to Contract Number REP 2016-02

M/WBE

Contractor will make good faith efforts to achieve the M/WBE contract participation goals set by DDCGS for that area in which the State-funded project is located by taking the following steps:

- A. Actively and affirmatively solicit bids for contracts and subcontracts from qualified State certified MBEs or WBEs, including solicitations to M/WBE contractor associations.
- B. Request a list of State-certified M/WBEs from DDCGS and solicit bids from them directly.
- C. Ensure that plans, specifications, request for proposals, and other documents used to secure bids will be made available in sufficient time for review by prospective M/WBEs.
- D. Where feasible, divide the work into smaller portions to enhance participation by M/WBEs. Encourage the formation of joint venture and other partnerships among M/WBE contractors to enhance their participation.
- E. Document and maintain records of bid solicitation, including those to M/WBEs and the results thereof. Contractor will also maintain records of actions that its subcontractors have taken toward meeting M/WBE contract participation goals.
- F. Ensure that progress payments to M/WBEs are made on a timely basis so that undue financial hardship is avoided, and that bonding and other credit requirements are waived or appropriate alternatives developed to encourage M/WBE participation.

EEO

- A. Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, age, disability or marital status, will undertake or continue existing programs of affirmative action to ensure that minority group members are afforded equal employment opportunities without discrimination, and shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force on state contracts.
- B. This organization shall state in all solicitation or advertisements for employment that in the performance of the State contract all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, disability or marital status.

At the request of the contracting agency, this organization shall request each employment agency, labor union, or authorized representative will not discriminate on the basis of race, creed, color, national origin, sex, age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of this organization's obligations herein.

- C. Contractor shall comply with the provisions of the Human Rights Law, all other State and Federal statutory and constitutional non-discrimination provisions. Contractor and Subcontractors shall not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, sickle cell trait, genetic characteristics, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.
- D. This organization will include the provisions of sections (a) through (d) of this agreement in every subcontract in such a manner that the requirements of the subdivisions will be binding upon each Subcontractor as to work in connection with the State contract.

Agreed to this 19 day of January, 2017

By: [Signature]

Print: Robert E. Pickens Title: President

John Ball, Senior Vice President, Sales is designated as the Minority Business
(Name of Designated Liaison)

Enterprise Liaison responsible for administering the Minority and Women-Owned
Business Enterprises- Equal Employment Opportunity (MWBE-EEO) program.

MWBE Contract Goals

No less than 30% Minority and Women-Owned Business Enterprise Participation.

15 % Minority-Owned Business Enterprise Participation

15 % Women-Owned Business Enterprise Participation

EEO Contract Goals

 % Minority Labor Force Participation

 % Female Labor Force Participation


(Authorized Representative)

Title: President

Date: 1/19/2017

Securus Technologies, Inc.

G5 Tek Solutions, LLC

(M/WBE Form 100-G Utilization Plan Details)

As a WBE subcontractor to Securus, G5 Tek Solutions will provide Securus with the following services for DOCCS:

3. Detailed Description of Work/Purchase	4. Dollar Value of Subcontracts/Supplies/Services and intended performance dates of each component of the contract.
<p>G5 will hire, train and manage ten (10) qualified site technicians to perform preventative maintenance, trouble service calls and other on-site services to DOCCS sites. Four (4) of the ten (10) technicians will be certified to maintain and troubleshoot Wi-Fi networks to support the tablet program.</p> <p>Each technician will cover multiple DOCCS sites in geographical proximity to meet contractual Service Level Agreement response and restore times.</p>	<p>Labor quoted at \$912,000 annually. Estimated annual mileage is \$260,000. Total estimated expenditures \$1,172,000 annually.</p>
<p>G5 will hire, train and manage two tablet administrators to provide logistical and technical support for DOCCS. Light travel anticipated for on-site assistance at 25% of the Technician miles.</p>	<p>Labor quoted at \$149,000 annually. Estimated annual mileage is \$13,000. Total estimated expenditures \$162,000 annually.</p>
<p>G5 will provide 15 Site Administrators to perform administrative or technical operation and procedures, including: data compilation of reports from the inmate telephone system (ITS), analysis reporting requirements, maintaining working knowledge of the inmate telephone system (ITS), report generation of standard and custom reports, trouble report management, tracking and resolution, training methods and audit methodologies. Coordinates with customer, management and other organization groups to resolve technical and administrative issues.</p>	<p>Labor quoted at \$1,116,000 annually.</p>

G5 may provide the following services as part of the implementation or during the contract term:	
G5 may supply initial materials, equipment and services as required to implement the DOCCS system such as phones, MDF/IDF equipment, routers, workstations, etc.	Project expenditures estimated at \$1,007,000.
G5 may supply two teams of qualified electricians/technicians to provide on-site assistance to Securus for the term of the implementation project. These teams may perform site preparation, phone installation, network installation and platform system installation.	Labor, mileage, and per diems expenditures estimated at \$687,000.

Securus Technologies, Inc.

Securus Technologies, Inc.

PSRI Technologies, Inc

(M/WBE Form 100-G Utilization Plan Details)

As a WBE subcontractor to Securus, PSRI Technologies will provide Securus with the following services for DOCCS:

3. Detailed Description of Work/Purchase	4. Dollar Value of Subcontracts/Supplies/Services and intended performance dates of each component of the contract.
<p>Under the supervision of the Securus Investigative Support team, PSRI will:</p> <p>Hire, train and manage up to eighty (80) qualified Communication Analysts to monitor inmate phone calls for DOCCS.</p> <p>Hire, train and manage one (1) First/Mid-level Manager and one (1) Administrative Support Worker to manage the Communication Analyst staff</p> <p>Hire, train and manage up to 5 qualified investigative staff personnel to perform intelligent investigations, real-time analysis on call data and provide Suspicious Activity Reports on call volume pattern, call volumes and other needs as required by DOCCS.</p>	<p>Labor quoted at \$2,402,000 annually.</p>
<p>PSRI may provide the following services as part of the implementation or during the contract term:</p>	
<p>PSRI may supply initial materials, equipment and services as required to implement the DOCCS system such as workstations, ancillary equipment, etc.</p>	<p>Project expenditures estimated at up to \$1,000,000.</p>

Securus Technologies, Inc.

Securus Technologies, Inc.

Completed Forms

Encouraging NYS Business Form

ENCOURAGING USE OF NEW YORK STATE BUSINESSES IN CONTRACT PERFORMANCE

New York State businesses have a substantial presence in State Contracts and strongly contribute to the economies of the state and the nation. In recognition of their economic activity and leadership in doing business in New York State, Bidders for this contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the Contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles. Bidders need to be aware that all authorized users of this Contract will be strongly encouraged, to the maximum extent practical and consistent with legal requirements, to use responsible and responsive New York State businesses in purchasing commodities that are of equal quality and functionality and in utilizing services and technology. Furthermore, Bidders are reminded that they must continue to utilize small, minority and women-owned businesses, consistent with current State law.

Utilizing New York State businesses in State Contracts will help create more private sector jobs, rebuild New York's infrastructure, and maximize economic activity to the mutual benefit of the Contractor and its New York State business partners. New York State businesses will promote the Contractor's optimal performance under the Contract, thereby fully benefiting the public sector programs that are supported by associated procurements.

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its Contractors. The State, therefore, expects Bidders to provide maximum assistance to New York businesses in their use of the Contract. The potential participation by all kinds of New York businesses will deliver great value to the State and its taxpayers.

Bidders can demonstrate their commitment to the use of New York State businesses by responding to the question below:

Will New York State Businesses be used in the performance of this Contract? _____
Yes ☒ No

If yes, identify New York State Business(es) that will be used; (Attach identifying information).

Completed Forms

Vendor Reference Form (Appendix F)

Appendix F Vendor Reference Form

Vendor Reference Form

Complete a separate set of forms for the prime contractor and for each proposed subcontractor. Bidders and subcontractors should inform references in advance that DOCCS will be contacting them regarding the reference.

Prime Contractor Name: Securus Technologies

Subcontractor Name (if applicable): NA

Complete a separate form for each of three (3) references

Reference Information

Reference organization name: Connecticut Department of Correction

Address: 24 Wolcott Hill Rd

City: Wethersfield

State, zip code: CT 06109

Contact person:

Name: Domenick Pisano

Title/position: Lieutenant - CT DOC Security Division

Phone number: 860 692-7531

Email: Domenickj.pisano@ct.gov

Services/systems bidder provided: SCP, THREADS, ICER

Initial Installation date: 6/12/2012

System currently installed (model/release; indicate if same as proposed to DOCCS)

SCP 11.2 – this is the same system as proposed to DOCCS

Number of locations/facilities: 20

Number phones: 1,330

Number inmates served: 16,000

Number of users: 255

Number of called party accounts: 44,984

Vendor Reference Form

Percentage of billings by type:

Collect: 0%
Pre-paid: 99.5%
International: >1%

Performance statistics for past 12 months:

System availability: 99.92%
Network availability: 100%
Mean time to repair (MTTR) premise equipment: 55 hours
Number of system problems reported: 762
Mean time to resolve by priority level
Priority 1: 21 hours
Priority 2: 38 hours
Priority 3: 58 hours

Customer service performance for the last 12 months:

Average hold time: 10.91 seconds
Per cent of hang ups/dropped calls: 1.32%
Number of complaints: 0.0021%
Mean resolution time: 77.41%

Inmate calls performance for the last 12 months

Availability: 100%
Percent of drops and disconnects: Est. <2%
Number of complaints: 9

*Securus is, by far, the industry leader in the number of facilities and customers served. We process more than a million inmate calls daily. In this context, our number of complaints is very, very low.

Vendor Reference Form

Complete a separate set of forms for the prime contractor and for each proposed subcontractor. Bidders and subcontractors should inform references in advance that DOCCS will be contacting them regarding the reference.

Prime Contractor Name: Securus Technologies, Inc.

Subcontractor Name (if applicable): NA

Complete a separate form for each of three (3) references

Reference Information

Reference organization name: Illinois Department of Corrections

Address: 1301 Concordia Court

City: Springfield

State, zip code: Illinois 62794

Contact person:

Name: Mike Mitchell

Title/position: Telecom Manager

Phone number: Ofc: 217-558-2202 / C: 217-306-5298

Email: Michael.d.mitchell@doc.illinois.gov

Services/systems bidder provided: SCP, THREADS, ICER

Initial Installation date: August 30, 2012

System currently installed (model/release; indicate if same as proposed to DOCCS)

SCP 11.2 – this is the same system as proposed to DOCCS

Number of locations/facilities: 39

Number phones: 2,948

Number inmates served: 50,235

Number of users: 513

Number of called party accounts: 87,621

Vendor Reference Form

Percentage of billings by type:

Collect: 1.3%
Pre-paid: 98.7%
International: >1%

Performance statistics for past 12 months:

System availability: 99.992%
Network availability: 100%
Mean time to repair (MTTR) premise equipment: 55 hours
Number of system problems reported: 922
Mean time to resolve by priority level
Priority 1: 21 hours
Priority 2: 38 hours
Priority 3: 58 hours

Customer service performance for the last 12 months:

Average hold time: 10.91 seconds
Per cent of hang ups/dropped calls: 1.32%
Number of complaints: 0.0021%
Mean resolution time: 77.41%

Inmate calls performance for the last 12 months

Availability: 99.99999%
Percent of drops and disconnects: Est. < 2%
Number of complaints: g*

*Securus is, by far, the industry leader in the number of facilities and customers served. We process more than a million inmate calls daily. In this context, our number of complaints is very, very low.

Vendor Reference Form

Complete a separate set of forms for the prime contractor and for each proposed subcontractor. Bidders and subcontractors should inform references in advance that DOCCS will be contacting them regarding the reference.

Prime Contractor Name: Securus Technologies, Inc.

Subcontractor Name (if applicable): NA

Complete a separate form for each of three (3) references

Reference Information

Reference organization name: Pennsylvania Department of Correction

Address: 1920 Technology Parkway

City: Mechanicsburg

State, zip code: Pennsylvania, 17050

Contact person:

Name: John Rivello

Title/position: Major / Office of Special Investigations and Intelligence

Phone number: 717-728-2025

Email: Jrivello@pa.gov

Services/systems bidder provided: Inmate Telephones

Initial Installation date: January 12, 2015

System currently installed (model/release; indicate if same as proposed to DOCCS)

SCP 11.2 – this is the same system as proposed to DOCCS

Number of locations/facilities: 28

Number phones: 2,657

Number inmates served: 52,589

Number of users: 890

Number of called party accounts: 40,621

Vendor Reference Form

Percentage of billings by type:

Collect:	57%
Pre-paid:	43%
International:	3%

Performance statistics for past 12 months:

System availability:	99.92%
Network availability:	100%
Mean time to repair (MTTR) premise equipment:	55 hours
Number of system problems reported:	1,273
Mean time to resolve by priority level	
Priority 1:	21 hours
Priority 2:	38 hours
Priority 3:	58 hours

Customer service performance for the last 12 months:

Average hold time:	10.91 seconds
Per cent of hang ups/dropped calls:	1.32%
Number of complaints:	0.0021%
Mean resolution time:	77.41%

Inmate calls performance for the last 12 months

Availability:	99.99999%
Percent of drops and disconnects:	Est. <2%
Number of complaints:	9

*Securus is, by far, the industry leader in the number of facilities and customers served. We process more than a million inmate calls daily. In this context, our number of complaints is very, very low.

Completed Forms

Staff Qualification Form (Appendix G)

Complete a separate form for each proposed staff person and attach full résumé.

Vendor Name:

Name of Proposed Staff: Adam Mercer

Position and Title: Primary Contact – Advisory Account Executive, Sales – DO

Name of Firm: Securus Technologies, Inc.

Telephone Number: 904-613-8477

Role in This Contract: Primary Contact/Account Manager

Years of Experience - Total: 16

Years of Experience - With Current Firm: 6

Education (Degree(s) and Specialization):

Bachelor of Science - Computer Information Systems, Microsoft Certified

References

Complete a separate form for each of three (3) references

Relevant Project: Arkansas Department of Corrections – Inmate Telephone System
Relevancy to DOCCS Requirements: Customer Service and Project Management of DOC-Inmate Telephone
Reference Organization Name: Arkansas Department of Community Corrections (ACC)
Address: 105 W. Capitol Avenue
City, State, Zip Code: Little Rock, AR 72201
Contact Name: Sheila Sharp
Title/Position: Director, Community Corrections
Phone Number: 501-682-9566
Email: Sheila.Sharp@arkansas.gov
Specific Role: Sales, Project Implementation Coordinator, Post-Sales Support
Dates of relevant experience: February 2015 – March 2016
Brief Description (Brief scope, size, cost etc.):
Facilities: 26
Inmates: 17,271
Implementation Timeline: 120 days
Products, Features and Capabilities: Secure Call Platform (SCP), THREADS, Investigator Pro, Securus Video Visitation (SVV)
Narrative: The project included the install of approximately 26 facilities in approximately 120 days. This included both DOC and Community Corrections facilities. Mr. Mercer worked alongside Mr. Michael Kenyon to facilitate the implementation with the Securus Project Management team. The project was handled in three phases: SCP, then Investigative features and finally Video Visitation. Securus worked with the ADC project team and was responsive to various augmentations to the project scope in the midst of the implementation process.

Appendix G

References

Complete a separate form for each of three (3) references

Relevant Project: Arkansas Department of Corrections – Inmate Telephone System
Relevancy to DOCCS Requirements: Customer Service and Project Management of DOC-Inmate Telephone
Reference Organization Name: Arkansas Department of Corrections (ADC)
Address: P.O. Box 8707
City, State, Zip Code: Pine Bluff, AR 71611
Contact Name: Raymond Naylor
Title/Position: Internal Affairs Div. /Disciplinary Hearing Administrator
Phone Number: 870-718-5248
Email: Raymond.Naylor@arkansas.gov
Specific Role: Sales, Project Implementation Coordinator, Post-Sales Support
Dates of relevant experience: February 2015 – March 2016
Brief Description (Brief scope, size, cost etc.):

Facilities: 26

Inmates: 17,271

Implementation Timeline: 120 days

Products, Features and Capabilities: Secure Call Platform (SCP), THREADS, Investigator Pro, Securus Video Visitation (SVV)

Narrative: The project included the install of approximately 26 facilities in approximately 120 days. This included both DOC and Community Corrections facilities. Mr. Mercer worked alongside Mr. Michael Kenyon to facilitate the implementation with the Securus Project Management team. The project was handled in three phases: SCP, then Investigative features and finally Video Visitation. Securus worked with the ADC project team and was responsive to various augmentations to the project scope in the midst of the implementation process.

Appendix G

References

Complete a separate form for each of three (3) references

Relevant Project: Connecticut Department of Corrections – Inmate Telephone System
Relevancy to DOCCS Requirements: Customer Service and Project Management of DOC-Inmate Telephone
Reference Organization Name: Connecticut Department of Corrections (CT DOC)
Address: 24 Wolcott Hill Road
City, State, Zip Code: Wethersfield, CT 06109
Contact Name: Lt. Domenick Pisano
Title/Position: Lieutenant, Intelligence Division
Phone Number: 860-692-7531
Email: Domenickj.Pisano@ct.gov
Specific Role: Sales, Project Implementation Coordinator, Post-Sales Support
Dates of relevant experience: March 2012 – June 2013
Brief Description (Brief scope, size, cost etc.):
Facilities: 20
Inmates: 17,000
Implementation Timeline: 90 days
Cutover Timeline: 2 days
Products, Features and Capabilities: Secure Call Platform (SCP), THREADS
Narrative: The CT DOC project included the install of approximately 20 facilities in approximately 90 days. All aspects of the project were negotiated, planned, organized and implemented at the direction and with the authorization of CT DOC Administration and staff. This included the proposed SCP inmate telephone system as well as the THREADS data analytics capability. The transition was managed by Mr. Mercer and the Securus Project Management team. The proactive approach taken to pre-wire the networking and queue up applications put Securus in position such that all 20 CT Facilities and the CT DOC Central Office were cutover to the Securus system in two days with zero issues impacting the transfer of service. It was truly a seamless cutover and installation.

Appendix G



Adam Mercer

Advisory Account Executive – Sales DOC

Adam has been with in the Corrections Communications industry for more than 16 years. As a DOC Account Executive, he is responsible for new business relationships. Adam works closely with DOC team members to coordinate new business growth, cultivate existing business relationships, and streamline communications to our customers. He has dedicated the last 16 years of his career to serving the technology needs of law enforcement and corrections agencies across the country.

Experience

- Sales and Account Management responsibilities for State Department of Corrections and “Mega” County/Local accounts located in the Eastern Region of the United States
 - Attends represents company at local and national trade shows and conferences
 - Performs interdepartmental communications relative to implementation and development of proposal and marketing information. Remote daily employee management
 - Managed sales team responsible for Southeast Region encompassing seven states including management of budgets, sales goals, quotas, RFP/RFIs and CRM data management
 - Performed new sales and existing customer relationship management throughout the Southeastern United States
 - Handled all rebids of existing customers, was responsible for prospecting for new accounts in territory
 - Interfaced with implementation and development groups on behalf of internal and external customers to further the product features and functions offered
 - Performed industry trend analysis to further growth and portfolio maintenance
 - Managed 20+ accounts totaling more than \$25 million in annual revenue while maintaining multi-million dollar new sales quotas annually
-

Training/Certifications

- Huthwaite SPIN Sales Training
- Bay Group Negotiation Training
- Presenting What Matters Advanced Presentation Training
- CISCO Routing and Networking
- Microsoft SQL Server System Administration
- Microsoft SQL Server Implementation

- Microsoft Network Administration
 - Microsoft Windows Administration Certification
-

Education

- University of Mobile – Mobile, Alabama
Bachelor of Science – Computer Information Systems

Complete a separate form for each proposed staff person and attach full résumé.

Vendor Name:

Name of Proposed Staff: Amy Hewitt

Position and Title: Director – Account Management

Name of Firm: Securus Technologies, Inc.

Telephone Number: 214-310-3683

Role in This Contract: Account Management Support

Years of Experience - Total: 17

Years of Experience - With Current Firm: 17

Education (Degree(s) and Specialization):

University of North Texas

References

Complete a separate form for each of three (3) references

Relevant Project:	Illinois Department of Corrections
Relevancy to DOCCS Requirements:	ITS provider / Investigative services
Reference Organization Name:	IL DOC
Address:	1301 Concordia
City, State, Zip Code:	Springfield IL 62794
Contact Name:	Mike Mitchell
Title/Position:	Telecom Contract Manager
Phone Number:	217-558-2202
Email:	Michael.D.Mitchell@doc.illinois.gov
Specific Role:	Program Manager / Senior Account Manager
Dates of relevant experience:	June 2012 to present
Brief Description (Brief scope, size, cost etc.):	
	45 facilities,
	2,477 phones,
	Inmate ADP – 49,643 –
	SCP, ICER, Threads, 3-Way Call Detection, Covert Alert, Crime Tip

References

Complete a separate form for each of three (3) references

Relevant Project:	Louisiana Department of Corrections
Relevancy to DOCCS Requirements:	ITS provider / Investigative services
Reference Organization Name:	LA DOC
Address:	504 Mayflower
City, State, Zip Code:	Baton Rouge, LA 70802
Contact Name:	Dawson Andrews
Title/Position:	Director IT
Phone Number:	225-342-8782
Email:	dawson.andrews@doc.la.gov
Specific Role:	Program Manager / Senior Account Manager
Dates of relevant experience:	March 2012 to present
Brief Description (Brief scope, size, cost etc.):	
	19 facilities,
	1,152 phones,
	Inmate ADP – 19,033
	SCP, ICER, Threads, 3-Way Call Detection, Covert Alert, Crime Tip

References

Complete a separate form for each of three (3) references

Relevant Project:	Missouri Department of Corrections
Relevancy to DOCCS Requirements:	ITS provider / Investigative services
Reference Organization Name:	Office of Inspector General
Address:	2729 Plaza Drive
City, State, Zip Code:	Jefferson City, MO 65102
Contact Name:	Amy Roderick
Title/Position:	Inspector General
Phone Number:	573-526-6504
Email:	amy.roderick@doc.mo.gov
Specific Role:	Program Manager / Senior Account Manager
Dates of relevant experience:	March2011 to present
Brief Description (Brief scope, size, cost etc.):	
	24 facilities,
	2,032 phones,
	Inmate ADP – 31,875
	SCP, Inmate Debit, Guarded Exchange investigative services, Threads, Word Spotting, E-Imports,
	3-Way Call Detection, Covert Alert, Crime Tip



Summary

Amy has been with Securus for more than 16 years. In her role as Director of Account Management for the Department of Corrections (DOC), she is responsible for successful implementations of new assigned business, contract management specific to State DOC's and service and support of existing valued customers.

Amy is dedicated to customer service. She is passionate about her customers and works diligently to ensure their satisfaction with Securus' performance.

Experience

Securus Technologies, Inc.
Present

Nov 2011 to

Sr. Territory Manager/Director of Account Management – Department of Corrections

- First point of contact for providing implementation support, contract management, customer service and support for the following Department of Corrections:
 - Missouri Department of Corrections
 - Louisiana Department of Corrections
 - Illinois Department of Corrections
 - North Dakota Department of Corrections and Rehabilitation

Manager - Corporate Escalations
2011

March 2009 to Nov

The Corporate Escalations Team (CET) oversees and manages resolution of customer issue(s) after all prior approaches to resolve the issue(s) have failed. CET ensures that critical customer issues, those that jeopardize contract continuation, are resolved expeditiously and that customer's needs are satisfied as quickly as possible. CET's responsibilities are to:

- Own escalated issues and drive resolution in a timely manner
- Be a single point of contact for Sales while a customer issues is overseen by CET
- Identify root cause and implement changes to prevent similar future issues

Sr. Account Manager – Partner Solutions Department
2009

Aug 2002– March

During this time at Securus, Amy managed over multi-million dollar accounts including Sprint/Embarq, Verizon, SBC, AT&T and PCS.

Responsibilities included but not limited to:

- Controlling new project proposals and implementation management of those projects.
- Assisted in identifying Company performance issues and executing action plan to close performance gaps
- Implemented standard processes and guidelines to ensure effective and efficient operations
- Promote product and service capabilities
- Assisted in development and management of national request-for-proposal (RFP) fulfillment process

Regulatory Analyst -
2002

December 1999 – August

First assignment for Securus was in the position of regulatory analyst. In that role Amy assisted in managing all Regulatory functions for Company. Responsibilities included:

- Payment and tracking of all property taxes
- Analysis and responses to all Public Utility Commission complaints
- Managed, tracked and completed Regulatory reports for the Company
- Assisted the Director in rate audits, rate analysis and rate regulatory compliance

Education

University of North Texas – 1987 - 1989

Complete a separate form for each proposed staff person and attach full résumé.

Vendor Name: Securus Technologies, Inc. (Prime Contractor)

Name of Proposed Staff: James Rogers

Position and Title: Technical Liaison

Name of Firm: PSRI Technologies, LLC

Telephone Number: 573/636-9696

Role in This Contract: Technical Support

Years of Experience - Total: 20 years

Years of Experience - With Current Firm: 8 years

Education (Degree(s) and Specialization): Lincoln University, Jefferson City, MO 1980 – 1984 (BS – Computer Information Systems)

Rogers
References

Complete a separate form for each of three (3) references

Relevant Project:	State of Missouri Offender Monitoring system
Relevancy to DOCCS Requirements:	Providing Staffing Services
Reference Organization Name:	Sentinel Offender Services (formerly Securicor)
Address:	201 Technology Drive
City, State, Zip Code:	Irvine, CA 92618
Contact Name:	Leo Carson
Title/Position:	Vice President, Strategic Sales
Phone Number:	(888) 843-5590
Email:	leo.carson@sentrak.us.com
Specific Role:	Technical Support
Dates of relevant experience:	July 2007 to June 2010
Brief Description (Brief scope, size, cost etc.):	PSRI Tech worked as a subcontractor to Sentinel Offender Services, LLC on the Offender Monitoring Project at the State of Missouri to monitor the activities of those that were placed on house arrest. The offenders were equipped with a GPS tracking device attached by PSRI's field technicians. They were equipped with a 48-channel GPS receiver for improved point acquisition and precise location identification. The offenders were monitored 24 hours a day to verify their location.

Rogers
References

Complete a separate form for each of three (3) references

Relevant Project: Third Party Liability Fund Recovery-Health Insurance Carriers following HIPPA

Relevancy to DOCCS Requirements: Providing Staffing Services

Reference Organization Name: Health Management Systems, Inc.

Address: 9020 Stony Point Parkway Suite 165

City, State, Zip Code: Richmond, Virginia 23235

Contact Name: Michelle Johnson

Title/Position: Project Manager

Phone Number: (573) 230-7038

Email: mjohnson@prsiusa.com

Specific Role: Managed contractor staff

Dates of relevant experience: October 2003 to July 2013

Brief Description (Brief scope, size, cost etc.): PSRI Tech worked as a subcontractor to Professional Services & Resources, Inc. (PSRI) providing outbound call center support on an ongoing revenue enhancement project in conjunction with the subrogation of third party liability (Title XIX/TPL) claims to private health insurance carriers. PSRI Tech monitored and recorded all calls, inbound and out bound. The purpose of this monitoring was to ensure that customer service representatives followed State of Missouri guidelines in accordance with our contract.

Rogers
References

Complete a separate form for each of three (3) references

Relevant Project: Quality Assurance, Associates and IT Support for the State of MO Social Services Call Center

Relevancy to DOCCS Requirements: Providing Staffing Services

Reference Organization Name: State of Missouri Department of Social Services/Family Support Division

Address: PO Box 2320

City, State, Zip Code: Jefferson City, MO 65102-2320

Contact Name: John Ginwright

Title/Position: State Project Manager

Phone Number: (573) 751-4995

Email: john.b.ginwright@dss.mo.gov

Specific Role: Managed contractor staff

Dates of relevant experience: August 2006 to June 2013

Brief Description (Brief scope, size, cost etc.): PSRI Tech provided call center staffing and IT Support for the State of Missouri Social Services Call Center. We provided the following services:

- Developed a "scorecard" that was used to measure the subjective metrics, such as customer courtesy;
- Monitored calls outgoing and incoming calls (Note: These calls were also recorded and used for training);
- Provided Customer Service Representatives; Quality Assurance Specialists;
- Provided IT Network and Infrastructure design, implementation and monitoring and;
- Provided phone system support through our Mitel Vendor.

Complete a separate form for each proposed staff person and attach full résumé.

Vendor Name: Securus Technologies, Inc. (Prime Contractor)

Name of Proposed Staff: Natasha Conley

Position and Title: President

Name of Firm: PSRI Technologies, LLC

Telephone Number: 573/636-9696

Role in This Contract: Service Support for prime contractor

Years of Experience - Total: 23 years

Years of Experience - With Current Firm: 16 years

Education (Degree(s) and Specialization):

University of Central Missouri, Warrensburg, MO 1982 – 1986 (BSBA – CIS)

University of Illinois, Springfield, IL 1992 – 1994 (MS – MIS)

Case Western Reserve University, Cleveland, OH 2014 – Present (PhD Candidate)

Conley
References

Complete a separate form for each of three (3) references

Relevant Project:	State of Missouri Offender Monitoring system
Relevancy to DOCCS Requirements:	Providing Staffing Services
Reference Organization Name:	Sentinel Offender Services (formerly Securicor)
Address:	201 Technology Drive
City, State, Zip Code:	Irvine, CA 92618
Contact Name:	Leo Carson
Title/Position:	Vice President, Strategic Sales
Phone Number:	(888) 843-5590
Email:	leo.carson@sentrak.us.com
Specific Role:	Technical Support
Dates of relevant experience:	July 2007 to June 2010
Brief Description (Brief scope, size, cost etc.):	PSRI Tech worked as a subcontractor to Sentinel Offender Services, LLC on the Offender Monitoring Project at the State of Missouri to monitor the activities of those that were placed on house arrest. The offenders were equipped with a GPS tracking device attached by PSRI's field technicians. They were equipped with a 48-channel GPS receiver for improved point acquisition and precise location identification. The offenders were monitored 24 hours a day to verify their location.

Conley
References

Complete a separate form for each of three (3) references

Relevant Project: Third Party Liability Fund Recovery-Health Insurance Carriers following HIPPA

Relevancy to DOCCS Requirements: Providing Staffing Services

Reference Organization Name: Health Management Systems, Inc.

Address: 9020 Stony Point Parkway Suite 165

City, State, Zip Code: Richmond, Virginia 23235

Contact Name: Michelle Johnson

Title/Position: Project Manager

Phone Number: (573) 230-7038

Email: mjohnson@prsiusa.com

Specific Role: Managed contractor staff

Dates of relevant experience: October 2003 to July 2013

Brief Description (Brief scope, size, cost etc.): PSRI Tech worked as a subcontractor to Professional Services & Resources, Inc. (PSRI) providing outbound call center support on an ongoing revenue enhancement project in conjunction with the subrogation of third party liability (Title XIX/TPL) claims to private health insurance carriers. PSRI Tech monitored and recorded all calls, inbound and out bound. The purpose of this monitoring was to ensure that customer service representatives followed State of Missouri guidelines in accordance with our contract.

Appendix G

Conley
References

Complete a separate form for each of three (3) references

Relevant Project: Quality Assurance, Associates and IT Support for the State of MO Social Services Call Center

Relevancy to DOCCS Requirements: Providing Staffing Services

Reference Organization Name: State of Missouri Department of Social Services/Family Support Division

Address: PO Box 2320

City, State, Zip Code: Jefferson City, MO 65102-2320

Contact Name: John Ginwright

Title/Position: State Project Manager

Phone Number: (573) 751-4995

Email: john.b.ginwright@dss.mo.gov

Specific Role: Managed contractor staff

Dates of relevant experience: August 2006 to June 2013

Brief Description (Brief scope, size, cost etc.): PSRI Tech provided call center staffing and IT Support for the State of Missouri Social Services Call Center. We provided the following services:

- Developed a "scorecard" that was used to measure the subjective metrics, such as customer courtesy;
- Monitored calls outgoing and incoming calls (Note: These calls were also recorded and used for training);
- Provided Customer Service Representatives; Quality Assurance Specialists;
- Provided IT Network and Infrastructure design, implementation and monitoring and;
- Provided phone system support through our Mitel Vendor.

Complete a separate form for each proposed staff person and attach full résumé.

Vendor Name: Securus Technologies, Inc. (Prime Contractor)

Name of Proposed Staff: Carol Walcher

Position and Title: Customer Service Manager

Name of Firm: G5 Tek Solutions, LLC (Sub-contractor)

Telephone Number: 678.714.3937

Role in This Contract: Service Support for prime contractor

Years of Experience - Total: 20 years

Years of Experience - With Current Firm: 5 years

Education (Degree(s) and Specialization): Draughons Business School, Little Rock, AR 1977 – 1978

Walcher
References

Complete a separate form for each of three (3) references

Relevant Project:	IDOC Inmate Telephone Contract
Relevancy to DOCCS Requirements:	Similar Service Support for DOCCS
Reference Organization Name:	Securus Technologies, Inc.
Address:	14651 Dallas Parkway, Suite 600
City, State, Zip Code:	Dallas, TX 75254
Contact Name:	Amy Hewitt
Title/Position:	Director of DOC Accounts Management
Phone Number:	214.310.3683
Email:	AHewitt@Securustechologies.com
Specific Role:	Lead Account Manager for the Illinois DOC Inmate Telephone Contract
Dates of relevant experience:	January 2013 - Present
Brief Description (Brief scope, size, cost etc.):	G5 manages 18 full-time employees performing field service, site administration, PIN/PAN processing and installation for the ITS platform at 46 IDOC facilities state-wide. G5 is also performing installation, field service and collections for kiosks supporting IDOC.

Walcher
References

Complete a separate form for each of three (3) references

Relevant Project:	DEDOC Inmate Telephone Contract
Relevancy to DOCCS Requirements:	Similar Service Support for DOCCS
Reference Organization Name:	Global Tel*Link (GTL)
Address:	6741 Blue Church Rd. S.
City, State, Zip Code:	Coopersburg, PA 18036
Contact Name:	Tom Fulton
Title/Position:	Field Services Manager
Phone Number:	610.282.3682
Email:	tom.fulton@gtl.net
Specific Role:	Manages on-going support of the Inmate Telephone Contract
Dates of relevant experience:	October 2010- Present
Brief Description (Brief scope, size, cost etc.):	G5 manages 5 full-time employees
	performing field service, site administration and reporting for the DE DOC ITS platform and kiosk service &
	collections at 13 DE DOC facilities statewide.

Walcher
References

Complete a separate form for each of three (3) references

Relevant Project: Hillsborough County (Tampa), Putnam County and Hernando County, FL Inmate Telephone Contracts

Relevancy to DOCCS Requirements: Service and Site Administration of Inmate Telephone System

Reference Organization Name: CenturyLink

Address: PO Box 7977

City, State, Zip Code: Overland Park, KS 66207

Contact Name: Everett Martin

Title/Position: Field Service Manager

Phone Number: 407-830-3344

Email: Everett.J.Martin@centurylink.com

Specific Role: Manages the Inmate phone contract for Hillsborough and other Florida counties

Dates of relevant experience: July 2011- present

Brief Description (Brief scope, size, cost etc.): G5 performs field service, site administration, call-center support and data reporting.

Complete a separate form for each proposed staff person and attach full résumé.

Vendor Name: Securus Technologies, Inc. (Prime Contractor)

Name of Proposed Staff: Terri H. Whitfield

Position and Title: Owner and President

Name of Firm: G5 Tek Solutions, LLC (Sub-contractor)

Telephone Number: 404.374.6350

Role in This Contract: Service Support for prime contractor

Years of Experience - Total: 25 years

Years of Experience - With Current Firm: 9 years

Education (Degree(s) and Specialization): Georgia State University, Atlanta, GA 1982 - 1985

Whitfield
References

Complete a separate form for each of three (3) references

Relevant Project:	IDOC Inmate Telephone Project and IDOC Interactive Kiosk Project
Relevancy to DOCCS Requirements:	Similar Service Support for DOCCS
Reference Organization Name:	Illinois Department of Corrections
Address:	4500 6th Street Road #207
City, State, Zip Code:	Springfield, Ill. 62703
Contact Name:	Mike Mitchell
Title/Position:	Telecom Manager
Phone Number:	217.557.6020 x 6399
Email:	Michael.d.mitchell@doc.illinois.gov
Specific Role:	Manages Inmate Telephone Contract
Dates of relevant experience:	January 2013 - Present
Brief Description (Brief scope, size, cost etc.):	G5 manages 18 full-time employees performing field service, site administration, PIN/PAN processing and installation for the ITS platform at 46 IDOC facilities state-wide.
	G5 is also performing installation, field service and collections for kiosks supporting IDOC.

Whitfield
References

Complete a separate form for each of three (3) references

Relevant Project:	DEDOC Inmate Telephone Contract
Relevancy to DOCCS Requirements:	Similar Service Support for DOCCS
Reference Organization Name:	Delaware Department of Corrections
Address:	801 Silver Lake Building
City, State, Zip Code:	Dover, Delaware, 19904
Contact Name:	Kay Buck
Title/Position:	Voice Lead at State of Delaware
Phone Number:	302.739.9649
Email:	Kay.buck@state.de.us
Specific Role:	Supports Inmate Telephone Contract
Dates of relevant experience:	October 2010- Present
Brief Description (Brief scope, size, cost etc.):	G5 manages 5 full-time employees performing field service, site administration and reporting for the DE DOC ITS platform and kiosk service & collections at 13 DE DOC facilities statewide.

Whitfield

References

Complete a separate form for each of three (3) references

Relevant Project:	SCDOC Inmate Telephone Contract
Relevancy to DOCCS Requirements:	Similar ITS and Required Personnel
Reference Organization Name:	South Carolina Dept. of Corrections
Address:	4444 Broad River Road
City, State, Zip Code:	Columbia, SC 29210
Contact Name:	Tom Barrett
Title/Position:	Assistant Division Director, RIM at SC
Phone Number:	803.896.1755
Email:	Barrett.tom@doc.state.sc.us
Specific Role:	Manages the Inmate phone contract for SCDOC
Dates of relevant experience:	July 2011- present
Brief Description (Brief scope, size, cost etc.):	G5 manages 6 full-time employees performing site administration of the SCDOC ITS platform at 28 SC DOC facilities statewide.

Appendix G

Completed Forms

Attachment C – Proposal Submission Checklist

**Proposal Submission Checklist and
Required Documents**

Required documents	Type of Submission	Include with Bid Submission	Include with Contract Materials
Pass/Fail Checklist (Section 9.3.1)	<ol style="list-style-type: none"> 1. Completed and signed <i>Application Cover Sheet and Individual, Corporation, Partnership, or LLC Acknowledgment</i> (within Attachment C). Return as cover sheet and second page for the Technical Proposal. 2. <i>Procurement Lobbying Certification</i> (within Attachment C) Include two originals 3. Appendix K, <i>Proposal Response Forms</i>, and the Technical Response Narrative: two (2) originals, plus eight copies, plus one electronic copy in PDF format on an electronic medium. 4. Appendix H, <i>Cost Proposal Form</i>: two (2) original signed <i>Cost Proposal Forms</i> with attachments submitted in a separate sealed and labeled envelope 5. Appendix M, Diversity Questionnaire: two (2) original completed, signed, and notarized questionnaires with attached sheets submitted in a separate sealed and labeled envelope 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
Vendor Responsibility Questionnaire (Appendix E)	Complete online version using the OSC VendRep System at http://www.osc.state.ny.us/vendrep/vendor_index.htm , or download the latest version and submit a completed and signed original with the Technical Proposal: http://osc.state.ny.us/vendrep/forms_vendor.htm	<input checked="" type="checkbox"/>	
M/WBE and EEO Requirements (Appendix C)	<p>Download and sign completed forms as specified in Appendix C. Return the Staffing Plan, the Utilization Plan, and the EEO Policy Statement.</p> <p>Bidders may request Word versions of the forms for ease of completion or access the forms on the Community Supervision Web site: http://www.doccs.ny.gov/RFPs/rfps.html</p>	<input checked="" type="checkbox"/>	

**Proposal Submission Checklist and
Required Documents**

Required documents	Type of Submission	Include with Bid Submission	Include with Contract Materials
Completed Encouraging NYS Business form (Section 8.5)	Complete form in Attachment C	<input checked="" type="checkbox"/>	
Vendor Reference Form (Appendix F) and Section 6.1	Include three separate references on forms provided in Appendix F of this document. (Subcontractors must also complete three separate references.)	<input checked="" type="checkbox"/>	
Staff Qualification Form (Appendix G)	Complete a separate form for each proposed staff person and attach a full résumé. Complete three (3) References forms for each qualified staff member.	<input checked="" type="checkbox"/>	
Non-Disclosure Agreement (Appendix I)	Recipient agrees not to use the Confidential Information in any way, except for the purpose of the projects or assignments they are performing for DOCCS.		<input type="checkbox"/>
Performance/ Payment Bond (Appendix L)	Review the information in Section 8.14. DOCCS requires the Contractor to furnish without cost to DOCCS a performance/payment bond as security for the faithful performance of the Contract.		<input type="checkbox"/>
Consultant Disclosure (Attachment C & Section 8.10)	Form A should be submitted at the time of contract; Form B is filed annually by May 15.		<input type="checkbox"/>

**Proposal Submission Checklist and
Required Documents**

Required documents	Type of Submission	Include with Bid Submission	Include with Contract Materials
Form ST-220-CA (Section 8.4)	All Bidder should be prepared to verify compliance with NYS Tax Law: http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf		<input type="checkbox"/>
Completed Workers' Compensation and Disability Forms (Section 8.9)	Complete and return with Contract documentation Workers' Compensation - http://www.wcb.ny.gov/content/onlineforms/obtainC105.jsp Disability Benefits - http://www.wcb.ny.gov/content/onlineforms/obtainDB120-1.jsp		<input type="checkbox"/>
	Attachment C documents that are due for submission with proposals should be included with the Technical Proposal.	<input checked="" type="checkbox"/>	

CLOSING

COMPANY SUMMARY

Securus Serves	City, County, State and Federal Governmental Agencies
Providing	Civil and Criminal Justice Technology Solutions
For	Public Safety, Investigation, Corrections and Monitoring Professionals
With Products And Services That Provide	Emergency Response Communication Incident Management Information Management Public Information Inmate Self-Service Investigation Monitoring Verification Inmate Entertainment Trust Funding and more...
Name and Address	Securus Technologies 14651 Dallas Pkwy, Suite 600 Dallas, TX 75254-8815
Family and Friends Website:	www.securustech.net
Agency Website:	www.securustechnologies.com
Management:	Richard A. Smith, CEO Robert Pickens, President Geoff Boyd, CFO Josh Conklin, SVP Sales Russell Roberts, SVP Marketing and Product Strategy
Corporate Office Locations	Dallas, TX; Framingham, MA; Miami, FL; Atlanta, GA
Other Brands Owned	JLG Technologies Satellite Tracking of People (STOP)

Headquartered in Dallas, Texas, and serving nearly 3,500 law enforcement and corrections agencies and 1,200,000 inmates across North America, Securus Technologies is committed to serve and connect by providing emergency response, incident management, public information, investigation, verification, communication, information management, inmate self-service, and monitoring products and services in order to make our world a safer place to live. Securus Technologies focuses on "Connecting what matters". To learn more about our full suite of civil and criminal justice technology solutions, please visit www.securustechnologies.com.

ATTACHMENTS

Attachment A:

Bidder's Conference Form

Attachment B:

Addendum Acknowledgements

Attachment C:

Performance Bond Commitment

BIDDER'S CONFERENCE FORM

Attachments

Bidder's Conference Form

Notice of Intent to Bid & Pre-Registration for Mandatory Pre-Bid Conference

REQUEST FOR PROPOSALS NUMBER: RFP 2016-03	RFP TITLE: Inmate Telephone System
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IF YOU INTEND TO SUBMIT A PROPOSAL, you should do the following:

- a. Complete Sections 2 and 3 of this form.
- b. Email the completed form to DOCCS at doccscontracts@doccs.ny.gov (enter *Notice of Intent to Bid—RFP 2016-03* in the subject line of the email).

IF YOU ARE NOT SUBMITTING A PROPOSAL, you should do the following:

- a. Complete Sections 1 and 3 of this form.
- b. Return the completed form to DOCCS by email at doccscontracts@doccs.ny.gov.
- c. Please indicate your reason for not submitting a proposal.

Section 1

- ☐ We do not provide the requested service/technology/commodity. Please remove our firm from your mailing list.
- ☐ We cannot submit a bid at this time because _____
- ☐ Please retain our firm on this list.

Section 2

- ☒ We intend to submit a response to this Request for Proposals

List the individuals (4 maximum) who will attend the mandatory pre-bid conference.
Pre-registration is required for attendance.

Attendee Name	Company	Phone number
1 Adam J Meroer	Securus Technologies, Inc.	(904) 613-8477
2		
3		
4		

Section 3: Designated Contact Person

Name of Firm: Securus Technologies, Inc.

Fed ID. NO.: 75-2722144 Vendor ID 1100163749

Address 1: 14651 Dallas Parkway, Suite 800, Dallas, Texas 75254

Address 2: _____

Telephone: 972-277-0300 Email: bpickens@securustechnologies.com

Printed Name: Robert E. Pickens Title: President

Date: December 1, 2016

ADDENDUM ACKNOWLEDGEMENTS

Attachments

Addendum Acknowledgements



Corrections and Community Supervision

ANDREW M. CUOMO
Governor

ANTHONY J. ANNUCCI
Acting Commissioner

Addendum I to RFP 2016-02, Inmate Telephone System

Vendor Assurance of No Conflict of Interest or Detrimental Effect

The Firm offering to provide services pursuant to this Request for Proposals 2016-02, *Inmate Telephone System*, as a contractor, joint venture contractor, subcontractor, or consultant, attests that its performance of the services outlined in this RFP does not and will not create a conflict of interest with nor position the Firm to breach any other contract currently in force with the State of New York.

Furthermore, the Firm attests that it will not act in any manner that is detrimental to any State project on which the Firm is rendering services. Specifically, the Firm attests that:

1. The fulfillment of obligations by the Firm, as proposed in the response, does not violate any existing contracts or agreements between the Firm and the State;
2. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not create any conflict of interest, or perception thereof, with any current role or responsibility that the Firm has with regard to any existing contracts or agreements between the Firm and the State;
3. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not compromise the Firm's ability to carry out its obligations under any existing contracts between the Firm and the State;
4. The fulfillment of any other contractual obligations that the Firm has with the State will not affect or influence its ability to perform under any contract with the State resulting from this RFP;
5. During the negotiation and execution of any contract resulting from this RFP 2016-02, the Firm will not knowingly take any action or make any decision which creates a potential for conflict of interest or might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another;

Addendum I to RFP 2016-02, Inmate Telephone System

6. In fulfilling obligations under each of its State contracts, including any contract which results from this RFP 2016-02, the Firm will act in accordance with the terms of each of its State contracts and will not knowingly take any action or make any decision which might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another;
7. No former officer or employee of the State who is now employed by the Firm, nor any former officer or employee of the Firm who is now employed by the State, has played a role with regard to the administration of this contract procurement in a manner that may violate section 73(8)(a) of the State Ethics Law; and
8. The Firm has not and shall not offer to any employee, member or director of the State any gift, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or in any other form, under circumstances in which it could reasonably be inferred that the gift was intended to influence said employee, member or director, or could reasonably be expected to influence said employee, member or director, in the performance of the official duty of said employee, member or director or was intended as a reward for any official action on the part of said employee, member or director.

Firms responding to this RFP 2016-02 should note that the State recognizes that conflicts may occur in the future because a Firm may have existing or new relationships. The State will review the nature of any such new relationship and reserves the right to terminate the contract for cause if, in its judgment, a real or potential conflict of interest cannot be cured.

"Accepted and Agreed To":

	Robert E. Pickens	President	12/19/2016
Signature	Name	Title	Date



Corrections and Community Supervision

ANDREW M. CUOMO
Governor

ANTHONY J. ANNUCCI
Acting Commissioner

Addendum I to RFP 2016-02, Inmate Telephone System

Vendor Assurance of No Conflict of Interest or Detrimental Effect

The Firm offering to provide services pursuant to this Request for Proposals 2016-02, *Inmate Telephone System*, as a contractor, joint venture contractor, subcontractor, or consultant, attests that its performance of the services outlined in this RFP does not and will not create a conflict of interest with nor position the Firm to breach any other contract currently in force with the State of New York.

Furthermore, the Firm attests that it will not act in any manner that is detrimental to any State project on which the Firm is rendering services. Specifically, the Firm attests that:

1. The fulfillment of obligations by the Firm, as proposed in the response, does not violate any existing contracts or agreements between the Firm and the State;
2. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not create any conflict of interest, or perception thereof, with any current role or responsibility that the Firm has with regard to any existing contracts or agreements between the Firm and the State;
3. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not compromise the Firm's ability to carry out its obligations under any existing contracts between the Firm and the State;
4. The fulfillment of any other contractual obligations that the Firm has with the State will not affect or influence its ability to perform under any contract with the State resulting from this RFP;
5. During the negotiation and execution of any contract resulting from this RFP 2016-02, the Firm will not knowingly take any action or make any decision which creates a potential for conflict of interest or might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another.

Addendum I to RFP 2016-02, Inmate Telephone System

6. In fulfilling obligations under each of its State contracts, including any contract which results from this RFP 2016-02, the Firm will act in accordance with the terms of each of its State contracts and will not knowingly take any action or make any decision which might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another;
7. No former officer or employee of the State who is now employed by the Firm, nor any former officer or employee of the Firm who is now employed by the State, has played a role with regard to the administration of this contract procurement in a manner that may violate section 73(8)(a) of the State Ethics Law; and
8. The Firm has not and shall not offer to any employee, member or director of the State any gift, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or in any other form, under circumstances in which it could reasonably be inferred that the gift was intended to influence said employee, member or director, or could reasonably be expected to influence said employee, member or director, in the performance of the official duty of said employee, member or director or was intended as a reward for any official action on the part of said employee, member or director.

Firms responding to this RFP 2016-02 should note that the State recognizes that conflicts may occur in the future because a Firm may have existing or new relationships. The State will review the nature of any such new relationship and reserves the right to terminate the contract for cause if, in its judgment, a real or potential conflict of interest cannot be cured.

"Accepted and Agreed To":

	/ Terr Whiffield	/ President	/ 12/16/2016
Signature	Name	Title	Date



Corrections and Community Supervision

ANDREW M. CUOMO
Governor

ANTHONY J. ANNUCCI
Acting Commissioner

Addendum I to RFP 2016-02, Inmate Telephone System

Vendor Assurance of No Conflict of Interest or Detrimental Effect

The Firm offering to provide services pursuant to this Request for Proposals 2016-02, *Inmate Telephone System*, as a contractor, joint venture contractor, subcontractor, or consultant, attests that its performance of the services outlined in this RFP does not and will not create a conflict of interest with nor position the Firm to breach any other contract currently in force with the State of New York.

Furthermore, the Firm attests that it will not act in any manner that is detrimental to any State project on which the Firm is rendering services. Specifically, the Firm attests that:

1. The fulfillment of obligations by the Firm, as proposed in the response, does not violate any existing contracts or agreements between the Firm and the State;
2. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not create any conflict of interest, or perception thereof, with any current role or responsibility that the Firm has with regard to any existing contracts or agreements between the Firm and the State;
3. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not compromise the Firm's ability to carry out its obligations under any existing contracts between the Firm and the State;
4. The fulfillment of any other contractual obligations that the Firm has with the State will not affect or influence its ability to perform under any contract with the State resulting from this RFP;
5. During the negotiation and execution of any contract resulting from this RFP 2016-02, the Firm will not knowingly take any action or make any decision which creates a potential for conflict of interest or might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another;

Addendum J to RFP 2016-02, Inmate Telephone System

6. In fulfilling obligations under each of its State contracts, including any contract which results from this RFP 2016-02, the Firm will act in accordance with the terms of each of its State contracts and will not knowingly take any action or make any decision which might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another.
7. No former officer or employee of the State who is now employed by the Firm, nor any former officer or employee of the Firm who is now employed by the State, has played a role with regard to the administration of this contract procurement in a manner that may violate section 73(8)(a) of the State Ethics Law; and
8. The Firm has not and shall not offer to any employee, member or director of the State any gift, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or in any other form, under circumstances in which it could reasonably be inferred that the gift was intended to influence said employee, member or director, or could reasonably be expected to influence said employee, member or director, in the performance of the official duty of said employee, member or director or was intended as a reward for any official action on the part of said employee, member or director.

Firms responding to this RFP 2016-02 should note that the State recognizes that conflicts may occur in the future because a Firm may have existing or new relationships. The State will review the nature of any such new relationship and reserves the right to terminate the contract for cause if, in its judgment, a real or potential conflict of interest cannot be cured.

"Accepted and Agreed To":

	<u>NATHAN CONLEY</u>	<u>President</u>	<u>1/10/2017</u>
Signature	Name	Title	Date



Corrections and Community Supervision

ANDREW M. CUOMO
Governor

ANTHONY J. ANNUNCI
Acting Commissioner

Addendum II to RFP 2016-02, Inmate Telephone System

Amended Language and Amended Cost Proposal Form (Appendix H)

The NYS Department of Corrections and Community Supervision (DOCCS), is amending the sections of the Request for Proposals (RFP) 2016-02, *Inmate Telephone System*, as noted below. In addition, based on the changes to the language in the following sections and the *Official Responses to Questions*, DOCCS is amending the Appendix H, *Cost Proposal Form*.

Bidders must sign the acknowledgment at the end of this Addendum II to illustrate their understanding of, and agreement with, the changes represented herein and agreement to use the attached Appendix H, Amended Proposal Cost Form, to complete the requisite Cost Proposal for this RFP solicitation.

The following RFP subsections are hereby replaced by the specific language below:

3.10 INFORMATION OWNERSHIP

DOCCS shall own all inmate data and call recordings and DOCCS' information developed, stored or used in the ITS. Vendor shall provide DOCCS access to customer account records excluding private financial data.

3.12 PHASE-OUT PLAN

The vendor shall provide DOCCS with a full explanation of how it will handle a transition to a succeeding vendor at the end of the contract period. The plan must describe how the vendor will 1) provide any and all data including call recordings to the succeeding vendor or DOCCS in a manner that will allow DOCCS to access individual recordings using the succeeding vendor's system; or 2) a mechanism that will allow DOCCS to search for and access individual recordings for up to one year after the transition is complete. The plan must also describe how "Flagged" call recordings, which are retained indefinitely, will be provided and/or made accessible to DOCCS following the transition to the succeeding vendor. The plan must also describe how the proposed transition plan will maintain the chain of custody of individual recordings, whether Flagged or not, should they be needed as evidence following the transition to the new system. Any DOCCS-owned equipment located outside DOCCS' sites, such as recording equipment and software, must be provided to the next contractor or DOCCS at no cost. DOCCS shall own all premises-based equipment installed and all data.

Addendum II to RFP 2016-02, Inmate Telephone System

7.2.1 Domestic

The rate proposed and charged by the vendor shall be a single, per minute rate inclusive of all vendor fees, connect charges or other costs for all calls within the United States, its territories and protectorates, and Canada. The rate shall be the same for pre-paid and collect calls. Call rates may not exceed \$0.050.

7.2.2 International

Although DOCCS does not allow international calls currently, the vendor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be a single per minute rate by country inclusive of all vendor fees, connect charges or other costs. DOCCS reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the domestic rate as detailed above shall be treated as international. The rate for each country shall be the same rate for pre-paid and collect calls. Also, please propose a blended rate that would be applicable for all countries at a per-minute rate.

In addition, based on the changes to the RFP 2018-02 language above, please use the attached Appendix H, *Amended Cost Proposal Form*, attached to this Addendum II.

As provided in the response to Question 47 in the *Official Responses to Questions*, please note that DOCCS will not entertain bids with a vendor as a prime on one bid and a subcontractor to another bid. Additionally, each vendor may only be part of one submission."

'Accepted and Agreed To'

Signature: Robert E. Pickens / Name: Robert E. Pickens / Title: President / Date: 1/16/2017

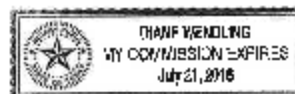
STATE OF TEXAS)
)
) ss:

County of Dallas

On the 8th day of January, 2017, before me personally appeared Robert E. Pickens, to me known, who being by me duly sworn, that he/she is the President of the Securis Technologies, Inc., the corporation described herein which executed the foregoing instrument, and that he/she signed his/her name thereto by order of the board of directors of said corporation.

Drave Wendling

NOTARY PUBLIC



Amended Appendix H Cost Proposal Form

Prime Contractor Name: _____

Subcontractor Name(s) if applicable: _____

Authorized Signature: _____

Instructions: Complete the Amended Cost Proposal Form showing the costs for the Contract Services requested. The costs shall be considered to be inclusive of all travel, overhead, profit, and administrative expenses. The cost proposal form shall be submitted in a separate self-addressed stamped envelope in the event the Bidder is disqualified and the Cost Proposal is unopened and returned.

Vendor shall provide rates based on three decimal places (e.g. \$0.000). Rates shall apply only from the called party's acceptance of a call until the call is terminated rounded to the nearest whole minute (calls lasting up to and including 29 seconds over a whole minute shall be rounded down, calls greater than or equal to 30 seconds over a whole minute shall be rounded up.) There shall be no charge for the time for prompts, rate information or other functions. There shall be no additional charges or fees added to the cost of a call.

Domestic Rate: The rate proposed and charged by the vendor shall be a single, per-minute rate inclusive of all vendor fees, connect charges and/or other costs for all calls within the United States, its territories and protectorates, and Canada. **Call rates may not exceed \$0.050.**

Domestic per Minute Rate	Total Cost per Minute (including vendor fees, & surcharges)

International Rates:

The vendor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be single, per-minute rates by country inclusive of all vendor fees, connect charges and/or other costs. DOCCS reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the domestic rate as detailed above shall be treated as international.

Country	Total Cost per Minute (including vendor fees, & surcharges)

Account Holder Fees:

Itemize any fees below that may be incurred by account holders throughout the entire use and closure of the account:

Account Fees	Amount Charged Account Holders
Example: Automated payment fees	\$3.00
Total of all fees:	

Federal and State Surcharges and Taxes:

Identify all federal and state surcharges and taxes that will be applied to the proposed rates for direct-billed and prepaid calls (do not include amount of tax or surcharge):

Taxes and Surcharges

* Automated payments include payments by interactive voice response (IVR).

Amended Appendix H

Cost Proposal Form



Corrections and Community Supervision

ANDREW M. CUOMO
Governor

ANTHONY J. ANNUCCI
Acting Commissioner

Addendum III to RFP 2016-02, Inmate Telephone System Amended Appendix K, Proposal Response Forms

The NYS Department of Corrections and Community Supervision (DOCCS), is amending the Request for Proposals (RFP) 2016-02, *Inmate Telephone System*, as indicated herein.

Bidders must sign the acknowledgement at the end of this Addendum III to illustrate understanding of, and agreement with, the changes represented by this Addendum and must use the attached Appendix K, *Amended Proposal Response Forms*, as the integral part of the Technical Proposal due on Monday, January 23, 2017.

DOCCS is correcting the Appendix K by modifying the current field for **Section 3.1.8.2, Simultaneous Access**, on page 2. This section of the Appendix K is corrected to illustrate that 3.1.8.2 is subject to scoring. Please use the attached Appendix K in place of the original to ensure that your Technical Proposal submissions are up to date and correspond with the evaluation process.

If you are in agreement, please sign below, have the signature notarized, and include the original signed Addendum III with your Technical Proposal submissions. Scan and email the signed and notarized Addendum III to doocscontracts@doocs.ny.gov by COB Thursday, January 19, 2017.

"Accepted and Agreed To"

Robert Pickens / Robert Pickens / President / 1/17/17
Signature Name Title Date

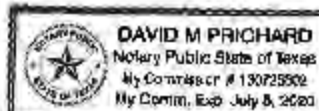
STATE OF NEW YORK)

) SS:

County of DALLAS)

On the 17 day of JANUARY, 2017, before me personally appeared Robert Pickens to me known, who being by me duly sworn, stated that he/she is the President of the Securus Technologies Inc., the corporation described herein which executed the foregoing instrument; and that he/she signed his/her name thereto by order of the board of directors of said corporation.

David M. Prichard
NOTARY PUBLIC



The Han Han State Campus, 1221 Washington Avenue, Albany, NY 12226-2050 | (518) 457-6126 | www.doocs.ny.gov

Appendix K Proposal Response Forms

Submit the completed Appendix K with the Technical Proposal.

Instructions:

1. **Read & Agree column:** Respond to each itemized section and subsection by indicating that you have read the information in the RFP and that you agree with the requirement by marking the box.
2. **Supporting Document(s) Required column:** If the section and/or subsection requires supporting documentation, a Y will appear in this column. Include the requested documents.
3. **Addressed in Proposal and/or Documents Included:** Mark the box in this column to indicate that you have addressed the section/subsection and/or have included the requested documents in your proposal.
4. **Points Awarded:** Bidders will be scored on all items for which a Y appears in this column.
5. **Complete and sign the following certification.**

The undersigned certifies that he/she

- is knowledgeable about the submitting Business Entity's business and operations;
- has read and understands all of the questions contained in the RFP and the instructions on the previous page;
- has supplied full and complete responses for every item listed on pages 2 – 7 of Appendix K *Proposal Response Form*;
- confirms, to the best of his/her knowledge, information, and belief, that the Business Entity's responses are true, accurate and complete, including all attachments; and
- understands that New York State will rely on information disclosed in this proposal when entering into a contract with the Business Entity.

Signature of Owner/Officer: _____

Printed Name of Signatory: _____

Title: _____

Name of Business: _____

Address: _____

City, State, ZIPcode: _____

Date: _____

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
Section 1					
1	INTRODUCTION				
1.1	DOCCS MISSION STATEMENT				
1.2	BACKGROUND				
1.3	OVERVIEW OF EXISTING INMATE TELEPHONE SYSTEM (ITS)				
1.4	PURPOSE				
1.5	ISSUING AGENCY				
1.6	DESIGNATED CONTACTS				
1.7	SCHEDULE OF EVENTS				
Section 2					
2	BIDDER INFORMATION				
2.1	TERM OF AGREEMENT	<input type="checkbox"/>			
2.2	COMPLETENESS OF PROPOSAL	<input type="checkbox"/>			
2.3	MODIFICATION OF BIDS	<input type="checkbox"/>			
2.4	WITHDRAWAL OF BIDS	<input type="checkbox"/>			
2.5	INCURRING COSTS	<input type="checkbox"/>			
2.6	MANDATORY PRE-BID CONFERENCE	<input type="checkbox"/>	Y ²	<input type="checkbox"/>	
2.7	PRIME CONTRACTOR RESPONSIBILITY	<input type="checkbox"/>	Y ³	<input type="checkbox"/>	
2.8	BEST VALUE	<input type="checkbox"/>			

² Appendix J Notice of Intent to Bid

³ If subcontractors are used, they must be fully disclosed in the same manner as required of the prime contractor.

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
2.9	TERMS/DEFINITIONS	<input type="checkbox"/>			
2.10	NYS AND DOCS POLICIES	<input type="checkbox"/>			
Section 3					
3	SCOPE OF SERVICES	<input type="checkbox"/>			
3.1	SYSTEMS ARCHITECTURE	<input type="checkbox"/>			
3.1.1	Proposed Deployment Model	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.2	Scalability	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.3	Network Services	<input type="checkbox"/>			
3.1.4	System Trunking	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.5	Call Quality	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.6	Continuity of Services	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.6.1	Backup	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.6.2	Uninterruptible Power	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.7	Single Clock Source	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8	Recording and Monitoring	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8.1	Investigative Support	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8.2	Simultaneous Access	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8.3	Storage	<input type="checkbox"/>			
3.1.8.4	Chain of Evidence	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8.5	Retrieval	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8.6	Equipment and Network Access	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8.7	Access to Recordings	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.1.8.8	Call Monitoring suppression	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.2	SYSTEMS MANAGEMENT	<input type="checkbox"/>			
3.2.1	Fault Management	<input type="checkbox"/>		<input type="checkbox"/>	Y

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
3.2.2	Configuration Management	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.2.2.1	Provisioning and Active Directory	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.2.3	Accounting Management	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.2.3.1	Third Party Auditing	<input type="checkbox"/>			
3.2.3.2	Call Detail Records (CDR)	<input type="checkbox"/>			
3.2.4	Performance Management	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.3	MANDATORY FUNCTIONS	<input type="checkbox"/>			
3.3.1	Alert Groups	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.3.2	Pre-recorded Names	<input type="checkbox"/>			
3.3.3	Access to Rape Crisis Programs	<input type="checkbox"/>			
3.3.4	Access to Toll-Free Assistance Lines	<input type="checkbox"/>			
3.3.5	Announcements	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.3.6	Automatic Number Identification	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.3.7	Billing Name and Address Lookup	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.3.8	Class of Restriction (COR)	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.3.9	Investigative Tip Line	<input type="checkbox"/>			
3.4	MANDATORY FEATURES	<input type="checkbox"/>			
3.4.1	Harassment Blocks	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.2	Call Termination	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.3	Number Control	<input type="checkbox"/>			
3.4.4	Personal Allowed Numbers (PAN)	<input type="checkbox"/>			
3.4.5	Phone Scheduler	<input type="checkbox"/>			
3.4.6	Personal Identification Numbers (PIN)	<input type="checkbox"/>			
3.4.7	Administration	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.8	Third Party Call Detection	<input type="checkbox"/>		<input type="checkbox"/>	Y

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
3.4.9	Hours of Operation	<input type="checkbox"/>			
3.4.10	Call Duration	<input type="checkbox"/>			
3.4.11	Telephone Testing	<input type="checkbox"/>			
3.4.12	Languages	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.13	ANI Verification	<input type="checkbox"/>			
3.4.14	Telecommunications/Relay Services for the Deaf	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.15	Telephone Accommodations for the Visually Impaired	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.16	Call Pattern Analysis and Alerting	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.17	Voice Recognition, Identification, and Analysis	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.4.18	Emergency Shut Down	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.5	EQUIPMENT	<input type="checkbox"/>			
3.5.1	Telephones	<input type="checkbox"/>			
3.5.2	Portable Phones	<input type="checkbox"/>			
3.5.3	Peristal and Enclosures	<input type="checkbox"/>			
3.5.4	Tablets	<input type="checkbox"/>			
3.5.4.1	Device Specifications	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.5.5	Wiring	<input type="checkbox"/>			
3.5.6	Compliance	<input type="checkbox"/>			
3.5.7	Restoration of Facilities	<input type="checkbox"/>			
3.5.8	Inventory	<input type="checkbox"/>	Y		
3.5.9	Environmental	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.5.10	Servers and Processors	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.5.11	New Equipment	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.6	SOFTWARE ENHANCEMENTS AND UPGRADES	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.7	MAINTENANCE	<input type="checkbox"/>		<input type="checkbox"/>	Y

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
3.7.1	Maintenance Responsibility	<input type="checkbox"/>			
3.7.2	Damage	<input type="checkbox"/>			
3.7.3	Maintenance Window	<input type="checkbox"/>			
3.7.4	Maintenance Center Location	<input type="checkbox"/>			
3.7.5	Maintenance Staff Experience	<input type="checkbox"/>			
3.7.6	Preventive Maintenance	<input type="checkbox"/>			
3.7.7	Remedial Maintenance	<input type="checkbox"/>			
3.7.8	Maintenance Request Reports	<input type="checkbox"/>			
3.8	TRANSITION/MIGRATION	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.8.1	Project Management	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.8.1.1	Project Manager	<input type="checkbox"/>			
3.8.1.2	DOCCS' Resources	<input type="checkbox"/>			
3.8.1.3	Silo Survey	<input type="checkbox"/>			
3.8.2	Call Recording Migration	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.8.3	Fallback Plan	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.8.4	Acceptance Testing	<input type="checkbox"/>			
3.8.5	Equipment Disposal	<input type="checkbox"/>			
3.9	DATA EXCHANGE	<input type="checkbox"/>			
3.9.1	National Information Exchange Model (NIEM) Standards	<input type="checkbox"/>			
3.9.2	Data Reconciliation	<input type="checkbox"/>			
3.10	INFORMATION OWNERSHIP	<input type="checkbox"/>			
3.11	SECURITY	<input type="checkbox"/>		<input type="checkbox"/>	Y
3.11.1	ITS System Security	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.11.2	Jurisdiction	<input type="checkbox"/>			
3.11.3	Compliance	<input type="checkbox"/>			

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
3.11.4	Background Checks	<input type="checkbox"/>			
3.11.5	Information Security Breach	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.12	PHASE-OUT PLAN	<input type="checkbox"/>			
3.13	TRAINING	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
3.14	DOCUMENTATION	<input type="checkbox"/>			
3.15	REPORTING	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
Section 4					
4	CUSTOMER SERVICE				
4.1	SUPPORT SERVICES FOR DOCCS				
4.1.1	Principal Technical Support Representatives	<input type="checkbox"/>			
4.1.2	Toll-Free Access	<input type="checkbox"/>			
4.1.3	DOCCS Authorized Representatives	<input type="checkbox"/>			
4.1.4	Gate Clearance	<input type="checkbox"/>			
4.1.5	Tracking System	<input type="checkbox"/>		<input type="checkbox"/>	Y
4.1.6	DOCCS' Access to Customer Information	<input type="checkbox"/>		<input type="checkbox"/>	Y
4.1.7	Court Evidence & Expert Witness Testimony	<input type="checkbox"/>			
4.2	SUPPORT SERVICES FOR CUSTOMERS	<input type="checkbox"/>		<input type="checkbox"/>	Y
4.2.1	Toll-Free Access	<input type="checkbox"/>			
4.2.2	Executive Order Number 26	<input type="checkbox"/>			
4.2.3	Customer Account Access	<input type="checkbox"/>		<input type="checkbox"/>	Y
4.2.4	Customer Outreach	<input type="checkbox"/>			
4.2.5	Call Backing	<input type="checkbox"/>		<input type="checkbox"/>	Y
4.2.6	Vendor Account Policies	<input type="checkbox"/>			

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
4.2.7	Vendor Policy Charges	<input type="checkbox"/>			
4.2.8	Aggregated Billing Account for DOCCS-Approved Organizations	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
Section 5					
5	PERFORMANCE STANDARDS				
5.1	SERVICE OBJECTIVES	<input type="checkbox"/>		<input type="checkbox"/>	Y
5.1.1	Facility Service Objectives				
5.1.2	Customer Service Objectives				
5.2	RESOLUTION OF REPORTED PROBLEMS	<input type="checkbox"/>		<input type="checkbox"/>	Y
5.2.1	Failure to Comply				
5.2.2	Escalation Requirements				
5.3	PERFORMANCE REVIEWS	<input type="checkbox"/>	<input type="checkbox"/>		
Section 6					
6	VENDOR QUALIFICATIONS				
6.1	COMPANY EXPERIENCE	<input type="checkbox"/>	Y	<input type="checkbox"/>	Y
6.2	PAST PERFORMANCE				
6.2.1	Security Incidents	<input type="checkbox"/>		<input type="checkbox"/>	Y
6.2.2	Performance Data	<input type="checkbox"/>		<input type="checkbox"/>	Y
6.2.3	Legal Validity	<input type="checkbox"/>		<input type="checkbox"/>	Y
6.3	STAFF QUALIFICATIONS	<input type="checkbox"/>		<input type="checkbox"/>	Y
6.3.1	Staffing Numbers and Qualifications	<input type="checkbox"/>		<input type="checkbox"/>	Y
6.3.2	Staff Disqualification	<input type="checkbox"/>			
6.3.3	Staff Resignation or Discharge	<input type="checkbox"/>			
6.4	VENDOR RESPONSIBILITY	<input type="checkbox"/>			

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
6.4.1	Vendor Responsibility Requirements	<input type="checkbox"/>	Y ¹	<input type="checkbox"/>	
6.4.2	Complaint History	<input type="checkbox"/>	Y	<input type="checkbox"/>	
Section 7					
7	COMPLETE THIS SECTION SEPARATELY				
Section 8					
8	CONTRACTUAL ISSUES				
8.1	APPENDIX A/ORDER OF PRECEDENCE	<input type="checkbox"/>			
8.2	ETHICS COMPLIANCE	<input type="checkbox"/>			
8.3	PROCUREMENT LOBBYING ACT	<input type="checkbox"/>			
8.4	SALES AND COMPENSATING USE TAX CERTIFICATION REQUIREMENTS	<input type="checkbox"/>			
8.5	ENCOURAGING THE USE OF NYS BUSINESS	<input type="checkbox"/>			
8.6	DIVERSITY PRACTICES	<input type="checkbox"/>	Y ²	<input type="checkbox"/>	Y
8.7	M/WBE AND EEO REQUIREMENTS	<input type="checkbox"/>			
8.8	Use of Service-Disabled Veteran-Owned Business Enterprises in Contract Performance	<input type="checkbox"/>			
8.9	INDEMNIFICATION	<input type="checkbox"/>			
8.10	CONTRACTOR INSURANCE REQUIREMENTS	<input type="checkbox"/>			
8.11	CONSULTANT DISCLOSURE REPORTING REQUIREMENTS	<input type="checkbox"/>			
8.12	FREEDOM OF INFORMATION LAW/TRADE SECRETS	<input type="checkbox"/>			

¹ Appendix E: Vendor Responsibility Information (complete online questionnaire or submit the questionnaire with Technical Proposal)

² Appendix M: Diversity Practices: Complete, sign, and include requested forms.

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
8.13	EXECUTIVE ORDER 28	<input type="checkbox"/>			
8.14	EXECUTIVE ORDER 38	<input type="checkbox"/>			
8.15	PERFORMANCE/PAYMENT BOND REQUIREMENT	<input type="checkbox"/>			
8.16	LICENSED OR PATENTED COMPONENTS	<input type="checkbox"/>			
8.17	PERPETUAL LICENSE	<input type="checkbox"/>			
8.18	ESCROW OF SOFTWARE	<input type="checkbox"/>			
8.19	BREACH OF SERVICES	<input type="checkbox"/>			
8.20	GENERAL REQUIREMENTS	<input type="checkbox"/>			
8.21	EQUIPMENT AND LICENSES UPON TERMINATION	<input type="checkbox"/>			
8.21.1	Agency Termination	<input type="checkbox"/>			
8.21.2	Procurement Lobbying Termination	<input type="checkbox"/>			
8.22	CONTRACT TERMS	<input type="checkbox"/>			
8.23	NONDISCLOSURE AGREEMENT	<input type="checkbox"/>			
8.24	CONTRACT PROVISIONS	<input type="checkbox"/>			
8.25	POTENTIAL ANNUAL REVENUE PAYMENTS	<input type="checkbox"/>			
8.26	INMATE SECURE MESSAGING OPTION	<input type="checkbox"/>			

Section	Title	Read & Agreed	Supporting Document(s) Required	Addressed in Proposal and/or Document(s) Included	Points Awarded
Section 9					
9	ADMINISTRATIVE PROCEDURES				
9.1	COMMUNICATION WITH DOCS	<input type="checkbox"/>			
9.2	PROCUREMENT RIGHTS	<input type="checkbox"/>			
9.3	PROPOSAL FORMAT, PACKAGING, & SUBMISSION	<input type="checkbox"/>			
9.3.1	Proposal Content (Pass/Fail)	<input type="checkbox"/>			
9.3.2	Other Legal Documents	<input type="checkbox"/>			
9.3.3	Technical Proposal	<input type="checkbox"/>			
9.3.4	Cost Proposal	<input type="checkbox"/>			
9.3.5	Diversity Practices Questionnaire (2 Points)	<input type="checkbox"/>			
9.4	PROPOSAL EVALUATION	<input type="checkbox"/>			
9.4.1	Mandatory Requirements (Pass/Fail)	<input type="checkbox"/>			
9.4.2	Technical Evaluation (83 Points)	<input type="checkbox"/>			
9.4.3	Cost Evaluation (5 Points)	<input type="checkbox"/>			
9.4.4	Composite Scores	<input type="checkbox"/>			
9.4.5	Debriefings	<input type="checkbox"/>			

PERFORMANCE BOND COMMITMENT

Attachments

Performance Bond Commitment Letter



December 14, 2018

Philip Ninan
Securus Technologies, Inc.
1465 Dallas Parkway, Suite 600
Dallas, Texas 75254-8815

**Re: Securus Technologies, Inc.
Bond Capacity/Reference**

Dear Mr. Ninan:

This letter is to confirm that Securus Technologies, Inc. is a highly regarded and valued client of Platte River Insurance Company (A.M. Best Rating A (Excellent) and Financial Size Category VII) and Capitol Indemnity Corporation (A.M. Best Rating A (Excellent) and Financial Size Category VIII).

With respects to bonding capacity, Platte River Insurance Company and Capitol Indemnity Corporation have considered bonding and provided surety support for aggregate contracts up to \$20,000,000.

If Securus Technologies, Inc. is selected and requests that we provide the necessary Performance and/or Payment Bonds, we will be prepared to execute the bonds subject to our acceptable review of the contract terms and conditions, bond forms, appropriate contract funding and any other underwriting considerations at the time of the request.

Our consideration and issuance of bonds is a matter solely between Securus Technologies, Inc. and ourselves, and we assume no liability to third parties or to you by the issuance of this letter.

We trust this information meets your satisfaction. If there are further questions, please feel free to contact me.

Sincerely,

Steven R. Foster
Attorney-in-Fact for
Platte River Insurance Company and
Capitol Indemnity Corporation

Willis of Texas, Inc.
Dallas Office
5305 North Dallas Parkway
Suite 1100
Addicks, TX 75001

60058581

MATHIEFFER, GUN, STEVEN R. FOSTER, ALLYSON D'AM

ALL RIGHTS RESERVED IN US, CANADA, AND OTHER COUNTRIES

IN WITNESS WHEREOF, the FAIRCHILD INDUSTRIES CORPORATION has caused these presents to be signed by its chief executive officer and its corporate secretary, and the same to be attested, this 1st day of January, 2007.

CAPITOL INDEMNITY CORPORATION

The seal of the American Society of Mechanical Engineers (ASME) is a circular emblem. It features the text "AMERICAN SOCIETY OF MECHANICAL ENGINEERS" around the top inner edge and "1880" at the bottom. In the center, the word "SEAL" is prominently displayed.

James M. White
James M. White
2000-10-18

On the 1st day of January, 2007, before me personally came James J. McInerney, to me known, who being by me duly sworn, he depose and say, that he resides in the County of DeKalb, State of Wisconsin; that he is Past Director of CAPITOL INDEMNITY CORPORATION, the corporation described in and which executed the above instrument; he knows the contents of the said corporate instrument, that the said instrument is such corporate instrument, and that it was so affixed by him to the said instrument in said corporation and that he signed it as such officer and in such order.

Daniel W. Krueger
Daniel W. Krueger
Security Printing, Inc. (S&P)
555 County Road 10, Perkasie, PA

Signed and sealed in the City of Birmingham, State of Wisconsin this 14th day of November 1906.



 John S. Ogden
 Secretary

THIS DOCUMENT IS NOT VALID UNLESS PRINTED ON GRAY S H ADED BACKGROUND WITH A RED SERIAL NUMBER IN THE UPPER RIGHT HAND CORNER. IF YOU HAVE ANY QUESTIONS CONCERNING THE AUTHENTICITY OF THIS DOCUMENT, PLEASE CONTACT:

**PLATTE RIVER INSURANCE COMPANY
POWER OF ATTORNEY**

41337769

KNOW ALL MEN BY THESE PRESENTS, That the **PLATTE RIVER INSURANCE COMPANY**, a corporation of the State of Nebraska, having as principal offices in the City of Middleton, Wisconsin, does hereby authorize and appoint:

JAY R. CHAPPELLE, JACK M. CROWLEY, STEVEN R. FOSTER, MARIE PERRYMAN,

MATRICIA A. SMITH, RENEE A. TOLKARTS

to true and lawful Attorneys-in-Fact, to make, execute, seal and deliver in and on its behalf, as agent, and as its act and deed, any and all bonds, undertakings and contracts of every kind, provided that no bond or undertaking or contract of surety is executed under this authority shall exceed in amount the sum of:

-----ALL WRITTEN INSTRUMENTS IN AN AMOUNT NOT TO EXCEED \$250,000,000.00-----

This Power of Attorney is granted and is signed and sealed by facsimile and also by the authority of the following Resolution adopted by the Board of Directors of **PLATTE RIVER INSURANCE COMPANY** at a meeting duly called and held on the 8th day of January, 2002:


"RESOLVED, that the President, and Vice President, the Secretary or Treasurer, acting individually or otherwise, he and they hereby are granted the power and authorization to execute by a Power of Attorney to the purposes of executing and altering bonds and undertakings and other writings obligatory in the name thereof, one or more vice-presidents, assistant secretaries and attorneys-in-fact, each appointed to exercise the powers and duties assigned to him or officers to the business of the company, the execution of such officers and the seal of the corporation may be affixed to such power of attorney as to any certificate relating thereto by facsimile, or by such power of attorney or certificate bearing such facsimile signatures or facsimile seal, be valid notwithstanding upon the corporation in the future with respect to any bond or undertaking or all or entering obligation in the nature thereof in which it is involved. Any such appointments may be revoked, in whole or in part, at any time, by any of said officers, at any time."

It is understood with obligations in favor of the Florida Department of Transportation only, it is agreed that the power of authority hereby given to the Attorney-in-Fact includes any and all consents for the release of road and pavements under final estimates for engineering and construction contracts required by the State of Florida Department of Transportation. It is fully understood that consenting to the State of Florida Department of Transportation making payment of the final estimate to the Contractor and/or its assignee, who I hereby release from any civil obligation under its bond.

In connection with obligations in favor of the Kentucky Department of Highways only, it is agreed that the power and authority hereby given to the Attorney-in-Fact cannot be modified or revoked unless prior written personal notice of such fact has been given to the Commissioner, Department of Highways of the Commonwealth of Kentucky at least thirty (30) days prior to the modification or revocation.


IN WITNESS WHEREOF, the **PLATTE RIVER INSURANCE COMPANY** has caused these presents to be signed by its officer, undersigned and its corporate seal to be hereto affixed duly executed this 8th day of February, 2015.

Attest:


Gary W. Stump
President
Surety & Fidelity Operations



PLATTE RIVER INSURANCE COMPANY

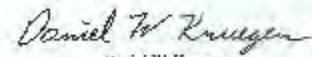

Stephen J. Silis
Vice President

STATE OF WISCONSIN)
COUNTY OF DANE)

On the 8th day of February, 2015 before me personally came Stephen J. Silis, to me known, who being by me duly sworn, did depose and say: that he resides in the County of New York, State of New York; that he is President of **PLATTE RIVER INSURANCE COMPANY**, the corporation so described herein and who executed the above instrument; that he knows the seal of the said corporation; that the seal affixed to said instrument is such corporate seal; and that it was so affixed by order of the Board of Directors of said corporation; and that he signed his name thereto by like order.



STATE OF WISCONSIN)
COUNTY OF DANE)


Daniel W. Krueger
Notary Public, June 10, 01
My Commission is Permanent

I, the undersigned, duly elected to the office stated above, now then residing in **PLATTE RIVER INSURANCE COMPANY**, a Nebraska Corporation, and authorized to make this entry, **DO HEREBY CERTIFY** that the foregoing attached Power of Attorney remains in full force and has not been revoked; and furthermore, that the resolution of the Board of Directors, set forth in the Power of Attorney is now in force.

Signed and sealed at the City of Middleton, State of Wisconsin this 14th day of DECEMBER, 2016




Antonio Galia
Secretary

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APPENDIX D

Securus Technologies Cost Proposal

SECURUS
Technologies



RFP 2016-02

**INMATE TELEPHONE SYSTEM –
COST PROPOSAL**

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COVER LETTER

January 19, 2017

Velma Berry
NYS Department of Corrections & Community Supervision
Division of Support Operations / Contract Procurement Unit
550 Broadway
Menands, NY 12204

Dear Ms. Berry,

Securus Technologies, Inc. (hereinafter referred to as "Securus"), appreciates the opportunity to submit our response to RFP2016-02 related to Inmate Telephone System for the New York State Department of Corrections and Community Supervision (DOCCS). We acknowledge and accept the terms and conditions in this RFP request and have provided a fully compliant proposal to your procurement.

This cost proposal is designed to meet the needs of both DOCCS and the family members of the offenders in the State's charge by offering the lowest rates possible without sacrificing the security of your facilities and communities. We have provided a proposal that keeps consumers' calling rates near the lowest in the nation, while incorporating advanced technology solutions that include expanded investigative capabilities and unsurpassed voice biometric identification and analysis tools. These capabilities will provide DOCCS with the greatest combination of serving constituents with low costs and an overall solution that delivers the most innovative product set for enhancing security, investigations and efficiency.

Here are just a few examples of the offerings that meet and exceed your requirements as part of our proposal:

- **Investigative Support** - Through our industry-first team of nearly 100 highly trained analysts, we will monitor up to five percent (5%) of all inmate calls and provide live, real-time investigative analysis to establish links between selected inmates and called parties and to identify activities such as gang, drug, victimization, extortion and other nefarious activities.
- **Call Pattern Analysis and Alerting** with THREADS - In addition to the Investigative Support, we will utilize the only call pattern analysis and alerting solution that was designed and built exclusively for law enforcement and corrections use to identify trends within inmate calling patterns and issue an indicator when pattern changes occur.
- **Voice Recognition, Identification and Analysis** using Investigator Pro (IPRO) - Our first-in-the-industry ability to identify not just *THAT* multiple inmate voices appear within a call, but will identify and report *THE NAMES* of all inmate voices that appear within a call -

Investigator Pro will verify the inmate identity via voice identification AND continuously monitor every call to identify additional/different voices throughout the call.

- **Compare Called Parties by Voice** with Searchable Voice – This exclusive feature of *IPRO* compares called parties by voice and identifies potential matches for all inmate calls statewide. It gives investigators the ability to select a voice sample from either the inmate or called party side of an inmate's telephone call and then use that sample to search for all other calls where that voice occurs.
- **Tablets** – The Securus solution includes not 5000, but 12,000 of the most widely-used inmate tablets in the entire country. These devices will come pre-loaded with DOCCS-approved and authorized content, including off-line entertainment, as well as educational and religious content and will also allow inmates to place telephone calls via the tablet from their cell, while maintaining all requirements and mandatory features of this RFP. Securus believes in the importance of education for inmates and the positive impact that it has on morale, self-worth and recidivism. That is why we are going the extra mile to help DOCCS deliver the best inmate educational programs in the country. In addition, this proposal includes the provision of two (2) full-time tablet administrators to facilitate the tablet program at the direction of DOCCS. These individuals will operate within the guidelines set forth by DOCCS personnel and will assist the DOCCS Educational staff in delivering meaningful learning opportunities to the inmate population.
- **MetraSens CellSense Cell Phone Detection** – Securus understands the challenges that contraband, especially cell phones, present to DOCCS. To assist you in combating this issue, Securus is including 98 CellSense detection devices, manufactured by MetraSens. CellSense is a portable, ferrous-metal detection system that detects all cell phones regardless if it is switched on or off or concealed in a body cavity. It also alerts to other ferrous metal contraband on/in inmates such as shanks, knives, razors, lighters, tattoo guns . . . etc. CellSense conducts a full body scan in a single walk-by and can screen up to 30 people per minute. It can also be placed horizontally to quickly screen mattresses, laundry, and mail or hung up on the wall to screen staff and visitors.
- **MBE/WBE Participation** – Securus recognizes the importance of partnering with organizations that have historically been underutilized or disadvantaged in the workforce, such as Minority Business Enterprise (MBE) and Women Business Enterprise (WBE). Securus is fully committed to partnering with these organizations on government contracts, and is fortunate enough to have close relationships with both PSRI Technologies (MBE) and G5 Tek Solutions (WBE). Both organizations contribute high levels of skill, experience and value to our proposal.

- **Bi-annual Investigative Technology Workshops** – Securus recognizes the importance of keeping up with changes in technology. This proposal includes transportation, lodging and food for up to five (5) DOCCS staff to attend bi-annual Investigative Technology Workshops at our state-of-the-art Technology Center, located in Dallas, Texas. These workshops will not only enhance the skills and capabilities of staff; they can function as training and certification opportunities, as well. This is in addition to the on-going training and support provided throughout the contract term.

Securus is so committed to the evolution of technology in Corrections that we would like to extend an invitation to our State-of-the-art Technology Center, located in

Dallas, TX, to view the proposed system alongside every other product and capability we own. Securus proposes to accept the burden of all costs for members of the DOCCS RFP committee to visit the Technology Center to evaluate all that we have to offer. We also recommend that DOCCS request the same invitation from all participating vendors and compare the commitment levels of your potential partners.

Securus will fund visits to our Technology Center and our competitor's facility so the evaluation team can clearly see the difference in our operations.

Securus strives to meet the technology needs of our customers, while assisting the families of the offenders by providing affordable rates and multiple funding options – including the option to fund an account at no cost. The rates proposed will maintain the current low calling rates while increasing the level of effectiveness and services over the technology currently available to DOCCS.

The Primary contact for the Securus bid will be:

Mr. Adam Mercer
Advisory Account Executive - Sales, DOC
Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254-8815
amercer@securustechnologies.com
(904) 613-8477

Our solution will meet and exceed each of the requirements as requested by DOCCS and we thank you for your consideration. We look forward to the opportunity to provide a demonstration of our capabilities for the New York State Department of Corrections and Community Supervision. ***Securus wants to be your chosen partner—a partner who understands your needs now, and has the resources and commitment to meet your changing needs in the future.***

Sincerely,



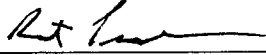
Robert E. Pickens
President
Securus Technologies, Inc.
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254-8815
BPickens@securustechnologies.com

COST PROPOSAL FORM

Amended Appendix H Cost Proposal Form

Prime Contractor Name: Securus Technologies, Inc.

Subcontractor Name(s) if applicable: G5 Tek Solutions, LLC and PSRI Technologies, LLC

Authorized Signature: 

Instructions: Complete the Amended Cost Proposal Form showing the costs for the Contract Services requested. The costs shall be considered to be inclusive of all travel, overhead, profit, and administrative expenses. The cost proposal form shall be submitted in a separate self-addressed stamped envelope in the event the Bidder is disqualified and the Cost Proposal is unopened and returned.

Vendor shall provide rates based on three decimal places (e.g. \$0.000). Rates shall apply only from the called party's acceptance of a call until the call is terminated rounded to the **nearest** whole minute (calls lasting up to and including 29 seconds over a whole minute shall be rounded down, calls greater than or equal to 30 seconds over a whole minute shall be rounded up.) There shall be no charge for the time for prompts, rate information or other functions. There shall be no additional charges or fees added to the cost of a call.

Domestic Rate: The rate proposed and charged by the vendor shall be a single, per-minute rate inclusive of all vendor fees, connect charges and/or other costs for all calls within the United States, its territories and protectorates, and Canada. **Call rates may not exceed \$0.050.**

Domestic per Minute Rate	Total Cost per Minute (including vendor fees, & surcharges)
\$0.0430	\$0.0430

International Rates:

The vendor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be single, per-minute rates by country inclusive of all vendor fees, connect charges and/or other costs. DOCCS reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the domestic rate as detailed above shall be treated as international.

Country	Total Cost per Minute (including vendor fees, & surcharges)
All International Countries	\$0.200

Account Holder Fees:

Itemize any fees below that may be incurred by account holders throughout the entire use and closure of the account:

Account Fees	Amount Charged Account Holders
Example: Automated payment fees	\$3.00
Automated Payment Fees	\$3.00
Total of all fees:	\$3.00

Federal and State Surcharges and Taxes:

Identify all federal and state surcharges and taxes that will be applied to the proposed rates for direct-billed and prepaid calls (**do not include amount of tax or surcharge**):

Taxes and Surcharges
Securus proposes to charge the following Federal and State Surcharges and Taxes (where applicable):
Federal Universal Service Fee Surcharge
New York State Excise Tax, New York MTA Surcharge on Excise Tax,
New York Universal Service Fee Surcharge, State Sales Tax, County Sales Tax, City Sales Tax

¹ Automated payments include payments by interactive voice response (IVR).

SECTION 7 – RATES, FEES AND COSTS

7 Rates, Fees and Costs

The vendor is responsible for ensuring that all telephone services and rates comply with all applicable regulations including but not limited to the NYS Public Service Commission (PSC) and the Federal Communications Commission (FCC) throughout the term of this agreement. All rates shall be fixed for the term of the contract (Section 2.1) unless rate reductions are mandated by changes to state and/or federal regulations.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

No Commissions

Effective April 1, 2007, pursuant to New York Correction Law §623, the New York State Department of Corrections and Community Supervision does not receive commissions from inmate telephone traffic nor is it soliciting commissions from any contract award resulting from this RFP.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Rate Structure

Please use Appendix H, *Cost Proposal Form*, to submit all of the required information.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

7.2.1 Domestic

~~The rate proposed and charged by the vendor shall be a single, per minute rate inclusive of all fees, taxes, connect charges or other costs for all calls within the United States, its territories and protectorates, and Canada. The rate shall be the same for pre-paid and collect calls. Call rates may not exceed \$0.050.~~

The rate proposed and charged by the vendor shall be a single, per minute rate inclusive of all vendor fees, connect charges or other costs for all calls within the United States, its territories and protectorates, and Canada. The rate shall be the same for pre-paid and collect calls. Call rates may not exceed \$0.050. (Replaced per addendum II)

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

7.2.2 International

~~Although DOCCS does not allow international calls currently, the vendor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be a single per minute rate by country inclusive of all fees, taxes, connect charges or other costs. DOCCS reserves the right to implement any alternative international calling services~~

~~and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the domestic rate as detailed above shall be treated as international.~~

~~The rate for each country shall be the same rate for pre-paid and collect calls. Also, please propose a blended rate that would be applicable for all countries at a per-minute rate.~~

Although DOCCS does not allow international calls currently, the vendor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be a single per minute rate by country inclusive of all vendor fees, connect charges or other costs. DOCCS reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the domestic rate as detailed above shall be treated as international. The rate for each country shall be the same rate for pre-paid and collect calls. Also, please propose a blended rate that would be applicable for all countries at a per-minute rate. (Replaced per addendum II)

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

7.2.3 Rate Requirements

The Vendor shall provide rates based on three decimal places (e.g. \$0.000) in the appropriate table in Appendix H. Rates shall apply only from called party acceptance of a call until the call is terminated rounded to the nearest whole minute (calls lasting up to and including 29 seconds over a whole minute shall be rounded down, calls greater than or equal to 30 seconds over a whole minute shall be rounded up.) There shall be no charge for the time for prompts, rate information or other functions. There shall be no additional charges or fees added to the cost of a call. Provide the types of federal and state taxes and surcharges in the table as indicated in Appendix H. Do not enter the monetary charge for the taxes or surcharges.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

7.2.4 Ancillary Service Charges

- No provider shall charge an Ancillary Service Charge other than those permitted charges identified by the Federal Communications Commission and approved by DOCCS.
- No provider shall charge a rate for a permitted Ancillary Service Charge in excess of those rates approved by the Federal Communications Commission and approved by DOCCS.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

7.2.5 Calling Patterns

Bidders will be provided with media containing call detail records for a six (6) month period prior to release of the RFP at the mandatory bidders' conference. **It will be the sole responsibility of the bidder to analyze the call patterns and data contained on the media. DOCCS shall**

not be responsible for establishing or guaranteeing any minimum number of calls, minutes used, or revenue generated.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Billing

Billing and account management should be as easy to use and understandable as possible. Vendors shall describe how their approach will support that objective and include narrative responses with the Cost Proposal form (Appendix H). Please reference the subsections/paragraph for all responses.

Describe the billing methodology, procedures, and practices noting particularly how it will assure the accuracy of its billing and maximize calling opportunities for inmates and their families and friends.

Include in the description if the bidder proposes to direct bill the called parties for collect calls or if billing will be performed by a third party or Local Exchange Carrier (LEC). If the LEC or a third party is responsible for the billing of collect calls the vendor shall identify all such parties within NYS with which they have this agreement.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Securus has over 30 years of billing experience in the correctional market and has focused on improving the customer's experience. Securus Omnicommerce is a strategy that delivers a seamless customer experience through all available channels. Securus' multichannel approach to sales seeks to provide the customer with a seamless experience whether the customer is online, from a desktop or a mobile device, or on the telephone.

Securus offers Family and Friends two type of billing options AdvanceConnect/Prepay and Direct Bill.

AdvanceConnect/Prepaid account: There is no spending limit set on a prepay account. The customer makes the choice as to how much he or she wants to spend and how much money to put in the account. Prepayment does not require a minimum payment. To control credit card fraud the maximum funding amount per transaction is \$50.00 and can be negotiated at contract award. Additionally, customers (family and friends) can now pay for a single call without establishing an account or when funds are depleted in the AdvanceConnect account.

Chargebacks, or credit card reversals, are deducted from the account. After a customer has experienced a chargeback, the account is restricted to cash only funding. Acceptable payment processors are Western Union, Money Gram, money order or cashier's check

Direct-billed accounts by Securus: 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 Correctional Billing Services. To set up a direct-billed account, the inmate's family or friends provide Securus Correctional Billing Services with their billing telephone number, name, and address, and are subject to a credit check (as allowed by state regulations). Securus does not restrict its direct billed option to businesses and attorneys.

Family and friends have 28 days from the invoice date to pay their direct bill. Accounts are past due on day 29 and Securus will block calling to the billed number until the account is paid in full. Securus does not charge a non-refundable deposit or charge for an account that has not been paid within thirty (30) days of bill due date. Securus does not charge a bill processing fee for the monthly statement.

Non-payment Direct Bill (Collect) blocks will be removed immediately upon receipt of payment.

Direct Billed customers exceeding their monthly collect calling credit limit can reduce their balance owed and drop below their credit limit by making a payment at any time. When the amount owed falls below the credit limit the account is immediately unblocked.

Securus will convert Direct Billed accounts which are 7 days past due to AdvanceConnect/Prepay.

In addition, should the facility choose to implement an inmate-owned, prepaid calling option, such as debit or prepaid calling cards, these calls would connect regardless of any AdvanceConnect or Direct Bill restrictions. This would allow inmates to call individuals that do not have an AdvanceConnect or Direct Bill account, improving the inmate experience.

Maximize calling opportunities for inmates and their families and friends.

AdvanceConnect AutoPay – When a customer registers to use AutoPay with their AdvanceConnect account, their credit card is automatically debited, by a user's selected preset amount, when the account balance drops below the user's preset amount. The Payor will receive a text notification with payment confirmation.

AdvanceConnect TextPay - When a customer registers to use TextPay with their AdvanceConnect account, they will receive a text notification that will give them the option to fund their AdvanceConnect account immediately with a preset amount of their choice by responding with the word PAY. The Payor will receive a text notification with payment confirmation.

Text Alerts and Notifications services assist Family and Friends

1. AdvanceConnect Low Balance Notification
2. Direct Bill Invoice Due Notification
3. AdvanceConnect auto Pay Payment Notification
4. AdvanceConnect TextPay Notification
5. Direct Bill TextPay Notification.

Billing Accuracy: Securus prides itself on Billing Accuracy

- Securus subscribes to KFR Services, Local Calling Area Data, an industry standard and acknowledged telecommunications professional source. Monthly, Securus updates the local calling tables to ensure the highest level of accuracy and remain compliant with our tariff filings.
- Securus Subscribes to the Terminating Point Master (TPM) produced by iconective / Telcordia Technologies, Inc. the industry recognized source for routing and rating data. This data covers the United States and U.S. Territories, Canada, and Certain countries in the Atlantic and Caribbean.
- To ensure proper rating Securus follows a rigorous auditable change management process. No rate change can take place without Vice President and Regulatory approval. Annually a third party auditor, Montgomery Coscia Greilich LLP audits Securus Compliance with all rates and compliance with tariffs.

Customer Satisfaction

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

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

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website

(www.securustechnologies.com). End-users can also now access Securus customer service via online “chat” 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

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

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

7.3.1 Collect and Prepaid

The vendor billing options shall be limited to collect and pre-paid by the called party. DOCCS must pre-approve all billing and payment options. DOCCS may consider additional billing and payment options during the contract term solely at DOCCS discretion.

The vendor shall

- **not restrict** the pre-paid account holder from receiving the full dollar amount of services up to the balance held by the vendor;
- fully describe the process for a customer to initiate a pre-paid account that shall include all vendor policies, customer requirements, any and all fees and charges associated with a collect or pre-paid account regardless of the purpose of the fees or charges, any and all

credit card fees or charges associated with funding a pre-paid account, and the minimum and maximum deposits allowed;

- fully describe the processes and policies of said pre-paid account after said account is initiated, including but not limited to, account activation, deposits, how to review account activity, checking account balance, obtaining refunds, how to close an account, or how to report fraudulent charges;
- fully describe in the proposal any fees (including refill fees), charges, penalties or the like that will be incurred by the account holder throughout the entire use of the account;
- not collect any fees or charges for calls or account maintenance, including, but not limited to, account activation, deposits, account activity or inactivity, account balance refunds, account closing, or third party charges unless such fees or charges are included in its proposal and agreed to by DOCCS. All existing accounts with the current DOCCS ITS service provider will be transferred without charge to the account holders. DOCCS, at its sole discretion, reserves the right to reject any and all such fees and charges. Fees and charges deemed to be appropriate will be included in the overall cost evaluation of the vendor's proposal.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

7.3.2 NYS DOCCS Liability

DOCCS shall have **no responsibility or liability** and shall be held harmless for all costs for any call billing, charges, payments, uncollectible charges, or fraud under this contract. DOCCS shall not be held liable for any potential revenue loss to the vendor due to any decision on the part of DOCCS to disconnect third party calls after detection or for any other limitation of services or access including but not limited to disciplinary actions and lockdowns.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

Financial Stability

The vendor shall provide evidence of its financial stability and resources to continue operations to meet the requirements of this RFP.

At a minimum, the vendor should provide the most recently available certified audited financial annual report, the most recent Dun and Bradstreet report and such other materials necessary to demonstrate its financial soundness.

SECURUS HAS READ, AGREES AND WILL COMPLY WITH THIS REQUIREMENT.

See following section – Financial Stability

END OF SECTION 7: RATES, FEES, AND COSTS

APPENDIX E

Non-Disclosure Agreement

Disclosure of New York State Department of Corrections and Community Supervision Information

THIS NONDISCLOSURE AGREEMENT is entered into as of _____, 20____ by the New York State Department of Corrections and Community Supervision ("DOCCS") which is the party disclosing confidential information, and Securus Technologies, Inc., which is the party receiving confidential information ("Recipient"), in order to protect the confidential information which is disclosed to the Recipient by DOCCS.

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

1. The Recipient's representatives for receiving confidential information are: Adam Mercer. Recipient shall not disclose the confidential information to any of its employees other than those who have a need to review it and which employees are legally obligated to honor the confidentiality provisions herein.

2. The confidential information disclosed by DOCCS under this Agreement is described as:
Contract #C161416 -- Inmate Telephone System

3. The Recipient shall keep the information confidential and shall use the confidential information only for Contract #C161416 -- Inmate Telephone System. The Recipient shall not make any copies of the confidential information except as necessary for its employees who are entitled to view it under Section 1 above. Any copies made shall be identified as belonging to DOCCS and marked "confidential" or with a similar legend.

4. The Recipient shall, where applicable, protect the confidential information in a manner consistent with the Health Insurance Portability and Accountability Act ("HIPAA") of 1996 Privacy and Security provisions and all other applicable regulations.

5. The Recipient shall comply with all Federal and State regulations intended to protect criminal history records as they apply to the confidential information.

6. The Recipient shall comply with all DOCCS directives, policies, practices and procedures as they apply to the protection of the confidential information.

7. The Recipient shall, in the event, of unauthorized disclosure of the confidential information, immediately notify DOCCS, in writing, and fully comply with the requirements of the New York State Breach Notification Act.

8. Any unauthorized disclosure of procurement information may subject Recipient to criminal, civil, and/or administrative penalties.

9. To the extent permitted by law, the Recipient shall protect the disclosed confidential information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the confidential information as the Recipient uses to protect its own confidential information of a like nature.

10. The Recipient shall have a duty to protect all confidential information which is disclosed to it, whether disclosed in writing, orally or in any other manner and which is identified as confidential at the time of disclosure. If the disclosure is in writing, it shall be marked "**confidential**." If a disclosure is not in writing, DOCCS shall provide Recipient with a written memorandum summarizing and designating such information as confidential within thirty (30) days of the disclosure.

11. This agreement controls information that is disclosed to Recipient between October 1, 2017 through September 30, 2022.

12. The Recipient's duties under paragraph 3,4,5,6 & 7 of this Agreement shall expire (1) year after the information is received. The recipient shall return or destroy all DOCCS confidential information. All paper documents and any copies, made in accordance with #3 above, are to be shredded. Electronically stored information is to be destroyed by shredding or securely wiping the media.

13. This Agreement imposes no obligation upon the Recipient with respect to confidential information which (a) was in the Recipient's possession before receipt by DOCCS; (b) is or becomes a matter of public knowledge through no fault of the Recipient; (c) is received by the Recipient from a third party without a duty of confidentiality; (d) is disclosed by DOCCS to a third party without a duty of confidentiality on the third party; (e) is independently disclosed by the Recipient with DOCCS' prior written approval; (f) is developed by the Recipient without reference to information disclosed hereunder.

14. DOCCS warrants that it has the right to make the disclosure under this Agreement.

15. Neither party acquires any intellectual property under this Agreement.

16. Neither party has an obligation under this Agreement to purchase, sell or license any service or item from the other party.

17. The Recipient shall adhere to U.S. Export Administration laws and Regulations and shall not export or re-export technical data, information or products received from DOCCS or the direct product of such technical data or information to any proscribed country listed in the U.S. Export Administration Regulations, unless properly authorized by the U.S. Government.

18. The parties do not intend that any agency or partnership be created between them by this Agreement.

19. All additions or modifications to this Agreement must be in writing and signed by both parties.

20. This Agreement is made under and shall be governed by the laws of the State of New York.

21. Neither party may assign its rights or obligations under this Agreement without the written consent of the other party. Any assignment made without said consent shall be null and void.

22. The recipient shall indemnify and hold harmless DOCCS and the State of New York from any and all suits, causes of actions, claims, grievances, damages, judgments, and costs of every name and description under this Agreement, unless such injuries or damages are directly attributable to the intentional acts or negligent conduct of DOCCS, the State of New York, or their employees.

23. The failure of DOCCS to insist upon strict adherence to any provision or other requirement of this Agreement shall not be considered a waiver to deprive DOCCS of the right to insist upon strict adherence of the terms of this Agreement in the future.

24. If any provision, or portion thereof, of this Agreement is, or becomes, invalid under any applicable statute or rule of law, it is to be deemed stricken and the rest of this Agreement shall remain in full force and effect.

25. This Agreement may be terminated immediately by either party upon delivery of written notice of termination to the other party. Such termination shall not affect Recipient's duty with respect to confidential information disclosed prior to termination.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

NYS Department of Corrections and
Community Supervision

By: Sandra L. Downey

Print Name: Sandra L. Downey

Title: Director, Budget and Finance

Date: 6/29/17

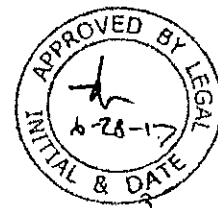
Securus Technologies, Inc.

By: R. E. Pickens

Print Name: Robert E. Pickens

Title: President

Date: 6/27/2017



APPENDIX F
MWBE Requirements

NEW YORK STATE CERTIFIED MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES

New York State Law

Pursuant to New York State Executive Law Article 15-A, the Department of Corrections and Community Supervision (DOCCS) recognizes its obligation under the law to promote opportunities for maximum feasible participation of certified minority and women-owned business enterprises and the employment of minority group members and women in the performance of DOCCS contracts.

In 2006, the State of New York commissioned a disparity study to evaluate whether minority and women-owned business enterprises had a full and fair opportunity to participate in State contracting. The findings of the study were published on April 29, 2010, under the title "The State of Minority and Women-Owned Business Enterprises: Evidence from New York" ("Disparity Study"). The report found evidence of statistically significant disparities between the level of participation of minority and women-owned business enterprises in State procurement contracting versus the number of minority and women-owned business enterprises that were ready, willing, and able to participate in state procurements. As a result of these findings, the Disparity Study made recommendations concerning the implementation and operation of the statewide certified minority and women-owned business enterprise program. The recommendations from the Disparity Study culminated in the enactment and the implementation of New York State Executive Law Article 15-A, which requires, among other things, that DOCCS establishes goals for maximum feasible participation of New York State Certified minority and women-owned business enterprises ("M/WBE") and the employment of minority group members and women in the performance of New York State contracts.

Business Participation Opportunities for M/WBE's

For purposes of this solicitation, DOCCS hereby establishes an overall goal of 30% for M/WBE participation, 15% for Minority-Owned Business Enterprises ("MBE") participation and 15% for Women-Owned Business Enterprises ("WBE") participation (based on the current availability of qualified MBE's and WBE's). A contractor on the subject contract must document "Good Faith Efforts" to provide meaningful participation by M/WBE's as subcontractors or suppliers in the performance of the contract and contractor agrees that DOCCS may withhold payment pending receipt of the required M/WBE documentation. The directory of New York State Certified M/WBE's can be viewed at: <http://www.esd.ny.gov/mwbe.html> . For guidance on how DOCCS will determine a contractor's "Good Faith Efforts", refer to 5 NYCRR §142.8.

In accordance with 5 NYCRR §142.13, contractor acknowledges that if it is found to have willfully and intentionally failed to comply with the M/WBE participation goals set forth in the contract, such finding constitutes a breach of contract and DOCCS may withhold payment from the contractor as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to M/WBE's had the contractor achieved the contractual M/WBE goals; and (2) all sums actually paid to M/WBE's for work performed or materials supplied under the contract.

By submitting a bid or proposal, a bidder on the contract agrees to submit the following documents and information as evidence of compliance with the foregoing:

- A. Bidders are required to submit an M/WBE Utilization Plan (Form M/WBE 100) with their bid or proposal. The utilization plan shall list the M/WBE's the contractor intends to use to perform the State contract and a description of the contract scope of work that the contractor intends to structure to meet the goals on the State contract, and the estimated or, if known, actual dollar amounts to be paid to and performance dates of each component of a State contract that the contractor intends to be performed by a NYS certified minority or woman-owned business. Any modifications or changes to the agreed participation by NYS certified M/WBE's set forth in the utilization plan submitted with the bid or proposal, after the contract award and during the term of the contract, must be reported on a revised M/WBE utilization plan submitted to DOCCS.
- B. DOCCS contracting unit will review the submitted M/WBE utilization plan and advise the bidder of their acceptance or issue a notice of deficiency within 20 days of receipt.
- C. If a notice of deficiency is issued, bidder agrees that it shall respond to the notice of deficiency within seven (7) business days of receipt by submitting to the contracting unit, a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by DOCCS to be inadequate, DOCCS shall notify the bidder and direct the bidder to submit, within five (5) business days, a request for a partial or total waiver of M/WBE participation goals on a M/WBE Request Form Waiver (Form M/WBE 102). Failure to file the waiver form in a timely manner may be grounds for disqualification of the bid or proposal.
- D. DOCCS may disqualify a bidder as being non-responsive under the following circumstances:
 - a. If a bidder fails to submit an M/WBE Utilization Plan,
 - b. If a bidder fails to submit a written remedy to a notice of deficiency,
 - c. If a bidder fails to submit a request for waiver, or
 - d. If DOCCS determines that the bidder has failed to document good faith efforts.

Contractors shall attempt to utilize, in good faith, any MBE or WBE identified within its M/WBE Utilization Plan, during the performance of the contract. Requests for a partial or total waiver of established goal requirements made subsequent to contract award may be made at any time during the term of the contract to DOCCS, but must be made no later than prior to the submission of a request for final payment on the contract.

Contractors are required to submit an M/WBE Quarterly Compliance and Sub-Contractor Payment Report on Form M/WBE 101 to the contracting unit by the 15th day following each end of quarter over the term of the contract documenting the progress made toward achievement of the M/WBE goals of the contract.

Equal Employment Opportunity Requirements

By submission of a bid or proposal in response to this solicitation, the bidder/contractor agrees with all of the terms and conditions of Appendix A including Clause 12 – Equal Employment Opportunities for Minorities and Women. The contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition,

replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work") except where the work is for the beneficial use of the contractor, shall undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability, or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to: (1) work, goods, or services unrelated to the contract; or (2) employment outside of New York State.

Bidder further agrees, where applicable, to submit with the bid a Staffing Plan (Form EEO 100) identifying the anticipated work force to be utilized on the contract and if awarded a contract, will, upon request, submit to the DOCCS an EEO Workforce Quarterly Compliance Report (Form EEO 101) identifying the workforce actually being utilized on the contract.

Further, pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional non-discrimination provisions, the contractor and sub-contractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status, or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

Please note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility, and/or a breach of the contract, leading to the withholding of funds, suspension or termination of the contract or such other actions or enforcement proceedings as allowed by the contract.