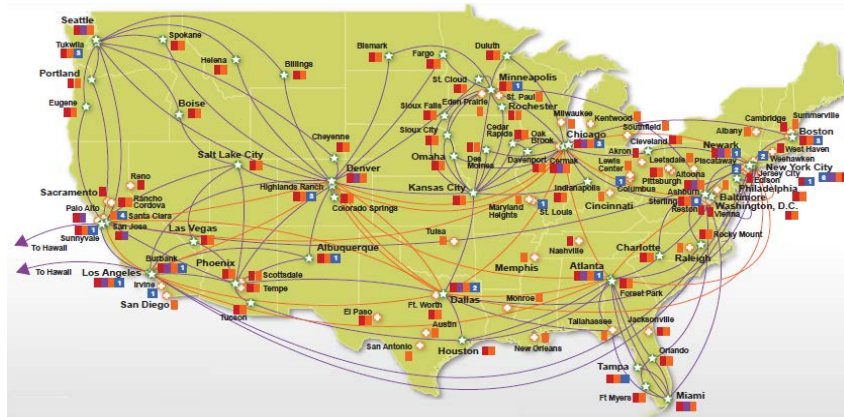


CenturyLink Technical Proposal

What makes the CenturyLink solution different: Benefits of a Carrier

IT professionals have heard the story: the server & software people blaming the network, the network people blaming the server & software = stalemate.



As both the owner of the infrastructure AND the network, and with a nationwide base of correctional facilities with software partner ICSolutions, CenturyLink provides unique capabilities and a “single throat to choke” for problem resolution and reporting.

- Nationwide 250,000 route-mile fiber optic network, growing to almost 500,000 after close of CenturyLink, Inc.'s pending acquisition of Level 3.
- One of two commercial service providers authorized by Department of Homeland Security to provide Enhanced Cybersecurity Services
- Cloud and collocation services
- Full portfolio of managed services including voice, data, hosting, and security
- Big data and advanced analytics solutions

In addition, as the underlying carrier for services, CenturyLink designates the circuits serving its correctional facilities as “Public Safety” within the CenturyLink, Inc. national network services ticketing system, ensuring they are and catalogued into the same nationwide repair queue as 911 numbers. CenturyLink's GM and VP of National Operations also have direct lines of communication with the executive leadership within CenturyLink Inc.'s National Repair Center, ensuring the receipt of complete updated information and prioritized treatment of NYS DOCCS circuits.

CenturyLink Technical Proposal

Role / Access Definitions

Clicking the 'Edit Roles' button displays the Role Definitions table.

All roles defined in the Role Definitions table will create a column in the Role / Access Definitions matrix.

Adding a new role in the Role Definitions table will create a new column in the Role / Access matrix.

| | Sys Admin | Site Admin | Site User | CDR Share | Internal Affairs | Security Specialist | CCPS Site Tech | CCPS Agent | CCPS Billing | PAN Entry | NEW |
|-------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| accounting_reports_vh | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| accounts_visible | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| accounts_write_sysa | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| acct_visible | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| alerts_visible | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| attreg_edit | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| attreg_visible | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| block_collect | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| block_prepaid | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| call_records_hide_cdr | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| call_records_visible | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| call_type_complaint | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| call_type_monitor_alert | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| call_type_switch | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| cdr_burn | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| cdr_limited | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| cdr_listen | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Role Id | Name | Description | Order | Deleted |
|---------|---------------------|----------------------|-------|-------------------------------------|
| 0 | Sys Admin | System Administrator | 0 | <input type="checkbox"/> |
| 1 | Site Admin | Site Administrator | 0 | <input type="checkbox"/> |
| 2 | Site User | Site User | 0 | <input type="checkbox"/> |
| 3 | Invest. | Investigator | 0 | <input checked="" type="checkbox"/> |
| 4 | Booking | Booking | 0 | <input checked="" type="checkbox"/> |
| 5 | Monitor | Monitor | 0 | <input checked="" type="checkbox"/> |
| 6 | Comm. | Commissary | 0 | <input checked="" type="checkbox"/> |
| 7 | PPC | Prepaid Collect | 0 | <input checked="" type="checkbox"/> |
| 9 | Comm Admin | Commissary Admin | 0 | <input checked="" type="checkbox"/> |
| 10 | Acct | Accounting | 0 | <input checked="" type="checkbox"/> |
| 11 | Rec Admin | Recording Admin | 0 | <input checked="" type="checkbox"/> |
| 12 | Class. | Classification | 0 | <input checked="" type="checkbox"/> |
| 13 | Embarq Agent | Embarq Agent | 0 | <input checked="" type="checkbox"/> |
| 14 | Phone Admin | Phone Admin | 0 | <input checked="" type="checkbox"/> |
| 15 | CDR Share | CDR Share | 0 | <input type="checkbox"/> |
| 16 | Internal Affairs | Internal Affairs | 0 | <input type="checkbox"/> |
| 17 | Security Specialist | Security Specialist | 0 | <input type="checkbox"/> |
| 18 | CCPS Site Tech | CCPS Site Tech | 0 | <input type="checkbox"/> |
| 19 | CCPS Agent | CCPS Agent | 0 | <input type="checkbox"/> |
| 20 | CCPS Billing | CCPS Billing | 0 | <input type="checkbox"/> |
| 21 | PAN Entry | PAN Entry | 0 | <input type="checkbox"/> |
| 22 | NEW | | 0 | <input type="checkbox"/> |

Role Settings – Customize Role/Function Privileges

Remote Access Security

The Enforcer platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were on-site. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

For example, our technology partner, ICSolutions, has had success in providing the FBI with remote access from their computers in Milwaukee to the Dodge County, Wisconsin, facility. The FBI has the ability to conduct investigations through the use of reports, monitoring live calls, or listening to recordings. This is accomplished by the FBI using secure Internet-based VPN access. FBI investigators gain access to the Enforcer system at Dodge County securely through the network firewall. Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance.

The Enforcer system is configured to be accessible remotely over WAN or VPN to ensure availability of recording and call record data from any point or location. Data queries, reports, and recording playback are all available through LAN, WAN, or VPN connection to the system.

CenturyLink Technical Proposal

Customers can log in to their prepaid collect account or create a new prepaid account at our billing partner ICSolutions' website. <https://icsonline.icsolutions.com/icsonline/Welcome.aspx> where they are prompted to enter their called-to number and their PIN number. The PIN number is required for FCC Customer Proprietary Network Information compliance. Once logged in, users can easily make payments *and* view their entire payment history, as seen below:

Welcome back [User Name]
Last login: Jan 2, 2017 4:33:38 PM

What would you like to do? ▾

- Add a Prepaid Collect Account
- Add an Inmate Debit Account
- View Payment History
- Register for Visitation

Prepaid Collect Accounts

| Phone | Agency | Balance | |
|-------------------|-------------------------------------------|---------|----------------------|
| (816) 3[Redacted] | West Virginia Division of Corrections, WV | \$0.00 | Fund |
| (816) 3[Redacted] | Kansas Department of Corrections, KS | \$0.00 | Fund |
| (816) 3[Redacted] | Nevada Department Of Corrections, NV | \$0.00 | Fund |

Inmate Debit Accounts [Add](#)

You are not currently funding any inmate accounts. [Add an account now](#)

- ✓ **Complete call and purchase history**
- ✓ **Detailed cost per call**
- ✓ **One-click refunds**
- ✓ **Mobile-friendly**

Home / Prepaid Collect

Phone Number (816) 3[Redacted]
Agency: West Virginia Division of Corrections

Available Balance: \$0.00

What would you like to do? ▾

- Add Money
- Request Refund
- View Transactions

Rate Detail

| Call Type | Rate |
|--------------------|-----------------|
| Interstate | |
| First Period | 1 minute \$0.03 |
| Subsequent Periods | 1 minute \$0.03 |

[Rate Calculator](#)

Payment History

Show payments from ... ▾ From [Calendar] To [Calendar]

| Date | Type | Status | Amount |
|-------------|-------------------|----------|---------|
| Sep 1, 2015 | Credit/Debit Card | Posted | \$6.15 |
| Sep 1, 2015 | Credit/Debit Card | Declined | \$6.15 |
| Sep 1, 2015 | Credit/Debit Card | Declined | \$12.30 |