

5. Asian-Pacific Americans, which includes persons whose origins are from Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, Samoa, Guam, the U.S. Trust Territories of the Pacific and the Northern Marianas.
6. Asian-Indian Americans, which includes persons whose origins are from India, Pakistan, and Bangladesh.
7. Filipino Americans, which includes persons whose origins are from the Philippines.

(NOTE: Please call Affirmative Action at 408-299-2884 if you are not sure, need help or additional information.)

Section II

SPECIFICATIONS AND TECHNICAL REQUIREMENTS

A. Service Features

1. Only automated operator systems will be allowed.
Provide description of how your automated operator works.

Pacific Bell will continue to provide the automated operator service that the Santa Clara inmate facilities currently have. The system is located in our Central Office, thereby making it less susceptible to failure due to power outages, voltage spikes, or earthquakes that may happen with some premises-based systems. In the event of a catastrophic failure, the system is backed by the entire Pacific Bell Operator Services team. An automated operator call is placed as follows:

- 1) The inmate dials "0" plus the number to be called.
- 2) The system recognizes the call as coming from an inmate facility and will only allow the call to go through as a collect call.
- 3) Voice prompts are given in English and Spanish to lead the inmate to the next step.
- 4) A prompt advises the inmate that after a tone they are to say their name.
- 5) When they say their name it is recorded and held while the number is dialed.
- 6) When the called party answers, the automated operator announces the call as being "collect from" (the inmate's name) in their voice.
- 7) The called party then has the option of accepting the call (by pushing the number 1) or saying "yes". The call may be declined by hanging up.
- 8) The inmates do not hear the announcement and cannot be heard if they speak.

(NOTE: If an inmate does not speak English or Spanish, or if they do not record a name, or they press "0" after the prompt, the Automated Operator platform offers the added benefit of connection to a live Pacific Bell operator. If the calls do go to the Pacific Bell operator, the operator receives a message on his/her screen that shows that the call is coming from an inmate, and only collect calls are to be allowed. This makes fraud and harassment virtually impossible. Additionally, if the inmate speaks a language other than English or Spanish, the operator has the ability to connect them with Pacific Bell's Language Assistance Center. The Language Center can accommodate virtually all language needs. This minimizes opportunities for inmate complaints.)

2. Contractor must provide two (2) technicians available 7 days a week for the Elmwood Facility. One (1) technician must be stationed at the facility Monday thru Friday 8:00 A. M. to 5:00 P.M.

Pacific Bell will provide, on a daily basis (Monday through Friday), as many technicians as necessary to install and maintain your inmate telephones.

The maintenance and collection facility that serves Elmwood is located on Montgomery in San Jose and is one of the 51 Pacific Bell maintenance facilities in California. This location houses 8 technicians, whose pay phone experience averages 15 years.

John Holstad is Pacific Bell's current technician dedicated to the Elmwood facility. He has been dedicated to your facility and will continue to stop at the facility first thing every day (Monday through Friday) for the purpose of installation and repair of inmate telephones. He will stay at the facility until the jobs are completed. If the trouble is serious enough he will call for other technicians to be dispatched. Once the work is completed, he will leave the facility and work on other customers' phones.

Weekends historically have fewer repair problems. If a repair is required that cannot wait until Monday, you need only call 611 and arrange for a time that a technician can come out. If the time offered is not satisfactory the request may be escalated by asking to speak with the Public Telephone Duty Supervisor. The Duty Supervisor will return your call within an hour.

After 60 days this maintenance plan will be reviewed by Pacific Bell and Santa Clara County. The purpose of the review will be to evaluate the effectiveness of the maintenance plan and make any appropriate changes.

3. All equipment will be provided and any other items necessary for proper installation, including phone jacks, steel conduit, cabling, etc., and related labor costs, all at no charge to the County.

Pacific Bell will continue to install and maintain your inmate telephone system at no charge to the County. This includes all jacks, conduit, cabling, etc.

4. Quality control and auditing of system. Describe.

Pacific Bell, as a regulated utility, is subject to intensive internal and external scrutiny and audits. Pacific Bell Public Communications Department is audited by both departmental auditors and Pacific Bell Auditors. As part of our commitment to be a team member with Santa Clara, Pacific Bell is including in our proposal an offer to provide, upon request, a yearly audit of our commission payments by an independent auditing firm.

External auditing of Pacific Bell is done by the California Public Utilities Commission, Federal Communications Commission, and an independent accounting firm, Coopers and Lybrand. The results of the Coopers and Lybrand audit are shown in our Annual Report and our 10K Report found in Attachments A1 and A2.

The tracking of revenue and crediting to the proper account is complex and best understood when seen in person. For this reason, Pacific Bell believes that it is essential for Santa Clara to visit our San Ramon Business Office and Counting Center before making a decision. Your account executive, Kathy Shelly, will be contacting you to schedule an appointment.

5. Phones are to be specifically designed for their resistance to the abuse found in correctional facilities. Please provide complete manufacturer specifications on the phones and describe in detail the equipment that will be installed. Also, list other facilities that are currently using this equipment. This information must include a contact person and his/her phone number.

Pacific Bell was one of the first companies to provide inmate telephone systems. The basic sets we provide are Western Electric Technology, which we continue to modify to meet the changing needs of correctional facilities.

Some of the features of our phones are:

<u>Feature</u>	<u>Benefit</u>
16-gauge steel construction	Increased durability
	Decreased out-of-service time
	More commissions
Fewer internal moving parts	Nothing to break down
	Decreased out-of-service time
	More commissions
Metallic tamper-proof key pads	Decreased ability to fraud
	Less down time
Armored cords	Durable - decreased likelihood of their being yanked loose and used as a weapon (they can withstand an 800 lb. pull)

In 1989 we began deploying the ICCU (Inmate Call Control Unit) that provides the fraud prevention and call management features that enhance commission revenues and inmate satisfaction and reduce the involvement of corrections personnel. Because of our experience and technical and service resources, we have provided inmate telephone solutions that are second to none.

The Inmate Call Control Unit (ICCU) is housed in the Pacific Bell Central Office that provides telephone service to the

businesses and homes in the surrounding community. The benefits of this remote placement for the Department of Corrections are:

- o It takes up none of your valuable floor space.
- o You spend no money on electrical power or special air conditioning.
- o It is not accessible to intentional or unintentional damage.
- o It has virtually unlimited power back-up (the same type of back-up that enabled uninterrupted home/business phone service to customers who lost power in the San Francisco and Loma Prieta earthquakes (see question 6)).
- o The Central Office for Elmwood is staffed and monitored 24 hours/day to ensure protection.

Some of the call management features and associated benefits offered by the ICCU are:

<u>Feature</u>	<u>Benefit</u>
A 1-1, line-to-phone ratio	Inmates do not have to "share" lines. Calls are not denied because the inmates are blocked by a busy signal. Fewer inmate complaints. Commissions are maximized.
Called party disconnect	If the line receives called party disconnect and the user dials a new call, the call will be disconnected until a valid on-hook is detected.
Dialing call/dialing during call	If user dials a number other than "0" or "#" as a first digit, the ICCU will send a "deny" tone to the user. After a valid number has been recognized, additional dialing will not be permitted, and a "deny" tone will be sent to the user.

<u>Feature</u>	<u>Benefit</u>
Called number restriction	The ICCU contains a Restriction Table. Any call made to any number in the Restriction Table will not be permitted.
Call blocking	Unlimited amount of numbers can be blocked: Specific ten (10) digit number Specific seven (7) digit number Any floor, cell block or building Any NPA, NXX, NPA-NXX combination
Virtually unlimited growth capacity	Your growth will never cause you to buy more capacity (ports). Inmates will never have to "share" lines because of capacity concerns.

There are 57 counties in California. We are honored to serve 35 of these counties. Other regulated local exchange phone companies serve 11 counties and 11 counties are handled by private pay phone companies. Pacific Bell meets the needs of the largest county inmate system (Los Angeles - 1850 phones) as well as the smallest (Sierra County - 2 phones). A list of county inmate customers who use our Inmate Call Control System follows:

1. Los Angeles County Sheriff's Dept.
1850 telephones
Lt. Terry Carlton
213-974-4189
2. Orange County Sheriff's Dept.
400 telephones
Lt. Dennis Rohm
714-647-4648
3. Riverside County Sheriff's Dept.
150 telephones
Lt. Kim Garthwaite
714-275-2758

4. Ventura County Sheriff's Dept.
130 telephones
Lt. Joe Funchess
805-654-2306
or
Lt. Bruce McDowell
805-654-2320
5. San Mateo County
Mr. J. Cook, Telecommunications Manager
415-363-4400
6. Alameda County
Mr. C. Barry, Director of Inmate Services
510-551-6948
7. Contra Costa County
Mr. Peter Christiansen, Director of Inmate Services
510-646-4872
8. San Benito County Sheriff's Dept.
H. Nyland, Sheriff/Coroner
408-637-5323
9. Sacramento County Sheriff's Department
220 telephones
Capt. Ed Doonan
916-440-5188
10. San Joaquin County
180 telephones
Mickey Pollack, Communications Officer
209-468-2900
11. Humboldt County
45 telephones
Capt. Ben Doane
707-445-7572
12. Mendocino County
38 telephones
Sgt. Chuck Warner
707-463-4411
13. Nevada County
Lt. Bob Hammill
916-625-1291
14. Tehama County
18 telephones
Sgt. Walt Goodwater
916-527-8680

15. Yolo County
45 telephones
Lt. Tom Musgrove
916-668-5274
16. Yuba County
28 telephones
Capt. Mark Chandless
916-741-6475.
17. San Diego County
Cdr. James Decker
619-974-2265.

Additional counties that have Pacific Bell and use the ICCU are:

- o Fresno County
- o Kern County
- o Kings County
- o Marin County
- o Napa County
- o San Luis Obispo County
- o Santa Clara County
- o Solano County
- o Tulare County

The 7 remaining counties that we serve are small and do not have a need for the ICCU at this time.

Letters of recommendation are included in Appendix A.



San Diego County Sheriff's Department

Post Office Box 2991

San Diego, California 92112-4178

JIM ROACHE, SHERIFF



August 14, 1992

Mr. Quaslim Inham, Director
Santa Clara County Department of Corrections
180 W. Hedding
San Jose, CA 95110

Dear Mr. Inham:

It is my understanding that your county is in the process of selecting a vendor for inmate telephone services. Since 1960 the County of San Diego has used Pacific Bell and has been under formal contract since 1988. We have been very pleased with the service provided.

Our county operates six (6) detention facilities with a total inmate population of 3,500. Currently 489 inmate phones are in use throughout these facilities. Since our operation is staffed 24 hours per day, 365 days per year, we have, on occasion, had to call out a service repairman during non-working hours. Their response was usually within eight (8) hours, but never more than twenty-four (24) hours, and the phone(s) was repaired.

Pacific Bell has the experience to handle a county as large as ours with little difficulty, which has been evidenced by our many satisfied years of service. They provide "Time of Day" discounts to inmates using the phone service, multi-lingual operators, and they pay on billed revenue, not billed AND collected revenues. They also assume all losses on fraudulent calls. Pacific Bell provided at no cost to the Sheriff's Department their inmate call control unit along with special access to the County Public Defender's Office. This has had a major impact on deterring inmate telephone fraud.

Pacific Bell employees are bonded and an aggressive affirmative action plan is used. On behalf of the San Diego County Sheriff's Department, I would like to say it has been a pleasure to work with Pacific Bell. I have personally evaluated numerous other inmate telephone service providers and find that Pacific Bell is the industry standard that

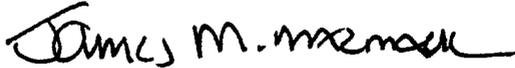
Mr. Quaslim Inham
August 14, 1992
Page 2

others follow. They have always understood the importance of maintaining inmate telephones in good working order and the ramifications on jail managers when service is poor or disrupted.

If you have any further questions or concerns please do not hesitate to contact me at (619) 692-5619.

Sincerely,

JIM ROACHE, SHERIFF



James M. Marmack, Captain
Central Investigations Division

JMM:gf

Sheriff-Coroner

P.O. Box 391
Martinez, California 94553-0039
(415) 646-

Contra Costa County

Richard K. Rainey
SHERIFF-CORONER

Warren E. Rupp
Assistant Sheriff

Gerald T. Mitoinka
Assistant Sheriff

Rodger L. Davis
Assistant Sheriff

Quaslim Inham
Director
Santa Clara County Dept. Corrections
180 West Hedding
San Jose Ca 95113

Dear Mr. Inham:

It is my understanding that the Santa Clara Department of Corrections is considering contracting with Pacific Telephone Company for your inmate telephone service.

When Contra Costa County pioneered the inmate telephone commission program in 1986, we were approached by many other vendors from all over the United States. This was true also three year ago when our inmate telephone contract was up for renewal. Since we had originated this program we reviewed carefully all the proposals we received, and there were many, solicited and unsolicited. On both occasions however, we had little difficulty deciding that Pac Bell was the best choice.

Indeed, I can summarize our experience with Pac Bell in one word,---"excellent!" Not only has Pac Bell always fulfilled each and every condition of their contract but they have frequently assisted us to resolve problems and to improve service on both our inmate telephones and our other telephones. Pac Bell has always been readily accessible, prompt to respond, pleasant to deal with and competitive with any other company. We have never had a bad experience with Pac Bell.

I can recommend Pac Bell inmate telephones to you without reservation.

Very Truly yours,

Chief Deput Larry Ard

Anne Bates
Pacific Bell Public Communications
739 East Santa Clara Rm 312A
Ventura, Ca. 93002

July 24, 1992

Dear Ms. Bates;

As you know, the Ventura County Sheriff's Department is approaching the last year in a five year contract with Pacific Bell to provide inmate pay phone service in all of our facilities. We have been extremely happy with this relationship throughout the term of the contract. As a jail manager, the best type of phone contract is one where you don't have to think about it except to deposit the revenue check every month. The phone service has been extremely reliable. Maintenance is performed at each facility on a weekly basis in a pro-active manner. The revenue is very competitive and always arrives on time.

Most importantly, however, is the personal attention you have given us as our account representative. We have met on several occasions to discuss issues related to inmate phone service and you have always been very responsive to us. Although your contract does not obligate you to do so, you have assisted us on several occasions with problems and issues connected with the long distance companies we have contracted with. Your dedication to customer satisfaction is an asset we have grown to depend on.

Please feel free to give my phone number to other correctional facility managers who may be interested in contracting with you for inmate phone services. I can be reached at (805) 654-2306.

Sincerely,

John V. Gillespie, Sheriff

Bruce McDowell, Lieutenant

END APPENDIX A

6. Sufficient battery backup power supply used to provide uninterrupted telephone operation during times of blackouts or brownouts. Describe your backup power system.

Pacific Bell Inmate Telephones and the Inmate Call Control Units do not require County-provided AC power and will remain fully operational during commercial power failures. Both the phones and the associated Inmate Call Control Unit are powered from Pacific Bell Central Offices that are designed to provide uninterrupted power and service during power failures. Each Central Office is under 24-hour supervision/monitoring and is equipped with an extensive battery plant and charging generators. Each office is equipped with a back-up system consisting of a large diesel turbine that will start automatically during a commercial power failure. The back-up system is capable of providing emergency power continuously for more than one month.

As a result, users of Pacific Bell inmate telephones will still have access to all features. Inmate telephones that require AC power to perform basic functions would cease to operate during a power outage, thus becoming unusable.

7. Sufficient protection to provide for voltage surges and spikes that normally disable computer equipment. Describe your type of protection.

Since Pacific Bell equipment is located in our Central Office, no additional surge protection is needed. Pacific Bell equipment is line powered requiring no on-site electrical power.

8. Alarm systems within the controllers to notify service personnel of phone or system problems.

Pacific Bell's controllers (Inmate Call Control Units) are located in Pacific Bell's Central Office. The system contains internal, ongoing diagnostics. Unlike PC-based inmate telephone systems which rely on commercial power to provide their service and features, Pacific Bell has its own power back-up. In the event of a commercial power loss to the Inmate Call Control Unit, conversations would not be interrupted because power would immediately begin being provided by turbine generators. These generators are capable of providing power for at least 30 days. The alarm systems for the Inmate Call Control Units are in the Central Office under 24-hour supervision. These redundancies are shared by the entire Pacific Telephone Network, including business and residence lines.

9. System must guard against call record loss even when the normal battery backup fails.

Pacific Bell captures and retains all call record information, even during a power loss. This is because during a commercial power loss, emergency battery power is supplied immediately with additional power supplemented by turbine generators. These back-up electrical units work with redundant computer systems to protect sensitive station account detail. This detail is important to ensure accurate revenue accounting and timely distribution of commission payments.

10. All inmate phones must be line powered, no AC voltage to cell phones. Control equipment for inmates phones to be located in secure area, such as control room or phone demark.

Pacific Bell pay telephones are line powered. This provides a distinct advantage to Santa Clara County facilities when compared to vendor sets that require AC power to perform basic functions.

In the event of a power outage, Pacific Bell pay telephones will continue to operate, unless you decide to disable them by using a cut-off key. The features continue to operate because all power to operate the set and features is supplied from our Central Office.

Your Central Office in San Jose also houses the ICCU which controls all the features of your system. This provides an added benefit to Santa Clara because there is no equipment or computer on your premises that could be subject to tampering, vandalism or accidental damage.

In addition, you will not need to provide space for on-site computer/air conditioning or battery back-up, saving the county valuable space and electrical bills.

The Pacific Bell system of reliability is enhanced as call rating, answer supervision, and call screening are controlled at our Central Office. All functions, including diagnostics, are controlled by mainframe computer based systems. These include the redundancies and back-up systems that ensure continuous and reliable functioning of your inmate telephones.

11. The system must provide automatic turn on and shut off of all phones in the system. Manual control switches must be provided for each phone in the system that will shut down the phone at any time.

Cut off keys (toggle switches) are in place with your present Pacific Bell inmate system. Personnel from Jail Administration use these cut-off keys to reward and modify behavior and maintain control of inmates within the pods. The Inmate Call Control Unit currently servicing your system has extensive capability to control your phones, including:

- o Automatic turn on/shut off
- o Different on/off periods by pod/phone
- o Variable call length by pod/phone
- o Manual override to shut off

12. The system must have the option to use PIN numbers to allow access to making calls from the inmate phones. The PIN then becomes part of the call record.

The Inmate Call Control Unit that Pacific Bell uses has features that are not being used by the County of Santa Clara, including a PIN number option. Pacific Bell is willing to work with the County in acquiring this feature, as long as no rights are violated. We strongly urge the County to check with your counsel on what the restraints may be.

13. Monitoring and recording must be undetectable by the inmate. Provide a description of monitoring and recording capabilities.

Monitoring and recording will be provided by Pacific Bell, but must have an audible "beep" tone. This is a requirement for all vendors (copy of tariff attached).

To ensure compatibility and integration, the system will be supplied by one vendor, Magnasync Corporation. This equipment will be installed at Elmwood. Pacific Bell will arrange for the installation and ensure that it is adjusted and operational. All maintenance, for the life of the contract, will be done, at no charge to the county, by Pacific Bell or Magnasync technicians.

The recording system consists of a tape transport using one inch, 1.0 mil tape, operating at 15/32 IPS. It has the capability of recording and playing back of 20 to 60 audible channels with a minimum of 100 days of tape storage. Back-up recording to cassette tape may be done by using the cassette jack.

Each system includes an activity status monitor panel. Jail personnel can visually tell if a line is active by a red LED light. When a line is monitored a yellow LED line comes on.

Audible monitoring is done via the internal speaker or headphones using the headphone jack.

14. One vendor owned fax machine, installed and maintained at the Elmwood men's facility for service purposes. The County will be responsible for the phone bill.

To reduce paperwork for jail personnel, Pacific Bell will provide Santa Clara County one fax machine (for the purpose of servicing the inmate phones) and an answering machine for jail personnel and/or trustees to call in minor trouble reports.

The recorder will be located at the facility. When jail personnel call the recorder, a voice prompt will advise them what information to leave. This will help expedite repairs by allowing your service technician to know before he comes to the facility if any special tools or supplies will be required.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS

A. ADEQUATE NOTICE

Any telephone service furnished under the Utility's tariffs and used by a customer, their employee or agent, to overhear or observe any telephone conversation, to which they are not a party, over any part of the exchange and toll network, requires that adequate notice be given to all parties to the telephone conversation that the conversation is being overheard or observed. Such adequate notice shall be given by:

1. A tone warning device known as "beep tone" which automatically produces a distinct signal audible to all parties to a telephone conversation; or
2. By verbal announcement by the operator of monitoring equipment to the parties to a communication that their communication is being monitored; or
3. By a telephone instrument transmitter which is operationally connected to the communication circuit being monitored and which acoustically, mechanically, electrically or otherwise has not been designed, modified, desensitized or located with the intent of eliminating notice or monitoring or interception, with the exception that minimization of transmission losses will be permitted.

B. CUSTOMER NOTIFICATION

The Utility shall notify the customer when it has learned of monitoring which does not use one of the authorized methods of providing notice. Unless the customer will discontinue such use, the Utility shall discontinue service for noncompliance with this rule if, after written notice of at least five (5) days, the customer has not initiated compliance with such notice. The written notice shall advise the customer of the intention to discontinue, the reasons for the discontinuance, and the steps which must be taken to avoid discontinuance. The written notice shall also advise the customer of the provision in C. following.

Continued

Advice Letter No. 14339
Decision No.

Issued by
Robert B. Roche
Executive Director - State Regulatory

Date Filed: MAR 4 1985
Effective: APR 18 1985
Resolution No.

NETWORK AND EXCHANGE SERVICES

A2. GENERAL REGULATIONS

2.1 RULES (Cont'd)

2.1.30 RULE NO. 30 - MONITORING OF TELEPHONE CONVERSATIONS (Cont'd)

C. DISPUTES

In the event of a dispute between the Utility and the customer as to whether the customer is in fact in violation of the provisions of this tariff schedule, or if a customer desires special relief from those provisions by reason of special hardship or impossibility of compliance, the customer may file a formal complaint with the California Public Utilities Commission in the manner provided under the Commission's "Rules of Practice and Procedure". During the period the complaint is pending before the Commission, the Utility shall not discontinue service for noncompliance.

D. INDEMNITY

The customer releases, indemnifies and holds the Utility harmless from any and all loss, claims, or demands, or any liability whatsoever, whether suffered or asserted by the customer or by any other person, which arise directly or indirectly from the actions taken by the Utility to enforce this rule.

Continued

Advice Letter No. 14889

Issued by

Date Filed: MAR 4 1985

Decision No.

Robert B. Roche

Effective: APR 18 1985

Executive Director - State Regulatory

Resolution No. 10914

15. Provide descriptions of detailed reports of phone usage. This must include numbers called from specific inmate phones for specified time periods along with the date and time of call, duration and PIN number.

Pacific Bell can provide detailed reports of phone usage. These reports include:

- o Date
- o Time
- o Phone called from
- o Number called

Before this information can be tied to a specific inmate (through the use of a PIN number), there are questions about possible privacy rights violations that need to be answered. We will work with you if you believe that this information is needed on a regular basis.

16. Management reports - Provide examples of reports available to the County as part of your service.

Pacific Bell provides a Revenue Summary Report with every commission check you receive (an example may be found in Exhibit A). The report provides the following information:

- o Name and location of facility
- o Inmate telephone numbers
- o Gross revenue credit per phone
- o Total Gross revenue credit
- o Commission percent code
- o Commission per phone
- o Total Commission

17. Call validation, (online and/or post validation).

Pacific Bell uses a combination of automated and/or live operator services to handle inmate originated calls. Both require positive acceptance, either the called party pressing "1" or saying "yes" at a prompt from the automated operator or giving a verbal acceptance to a live operator, before the call is either connected or billing incurred.

Also, the Pacific Bell network automatically blocks calls to both Pacific Bell and private public telephones. This is NOT a universal offering among independent systems. The allowing of such calls may result in "walk-away" fraud and decrease your commission dollars.

RECORD OF PUBLIC TELEPHONE GROUP COMMISSION

JUN 2 1982

NPA
408

CHECK NUMBER	TELEPHONE NUMBER	NAME AND ADDRESS	CMSN 848-02 PLAN	REVENUE CREDIT	IEC-MINUTES CREDIT	CMSN DATES FROM TO	EXCH CODE
	945-7522	ELMWOOD MS	149.35	836.26	482.33	00/00 00/00	
	945-7523	ELMWOOD MS	130.21	744.07	925.24	00/00 00/00	
	945-7524	ELMWOOD MS	156.13	892.19	482.92	00/00 00/00	
	945-7525	ELMWOOD MS	87.84	501.92	247.13	00/00 00/00	
	945-7526	ELMWOOD MS	26.66	192.37	57.65	00/00 00/00	
	945-7527	ELMWOOD MS	75.48	431.34	316.11	00/00 00/00	
	945-7528	ELMWOOD MS	108.90	822.26	449.93	00/00 00/00	
	945-7529	ELMWOOD MS	181.18	921.01	1096.68	00/00 00/00	
	945-7530	ELMWOOD MS	201.59	1151.92	1172.25	00/00 00/00	
	945-7531	ELMWOOD MS	212.42	1213.80	769.81	00/00 00/00	
	947-8384	245 GEORGE	42.10	240.56	188.45	04/03 05/01	
	853-8701	NORTH COUNTY JAIL	47.08	269.11	60.94	00/00 00/00	
	853-8704	NORTH COUNTY JAIL	48.92	279.58	117.33	00/00 00/00	
	853-9850	CNTY JAIL	51.99	297.08	498.72	00/00 00/00	
	853-9713	270 GRANT AV	286.34	1521.97	1019.44	00/00 00/00	
	095-8736	SANTA CLARA CO INMT WLF					
		FD DOC N TSURONG					
		180 N HEDDING					
		SAN JOSE CA					
			95110				

TOTAL 33356.17 190608.81 129198.76

18. The vendor will be responsible for all ongoing maintenance of the system hardware and software. Including routine and nonroutine maintenance, at no cost to the County.

Pacific Bell will continue, AT NO CHARGE TO THE COUNTY OF SANTA CLARA, to be responsible for all routine and non-routine maintenance of the Inmate Telephone System hardware and software. Pacific Bell is the premier service provider for inmate telephone services. By continuing your partnership with Pacific Bell you will continue to receive unparalleled service and support.

We are able to provide this service and support because your service technicians are knowledgeable and average over 15 years experience with public telephones. They have received professional training and continue to receive training as technology and services are upgraded. Because of their experience in the inmate field, they know your jail personnel and institutions and conform to the highest professional performance standards in the industry. To ensure that performance remains at this high level, they are evaluated on a monthly basis. (Summary performance reports may be provided yearly upon request.)

In addition, Pacific Bell has installed ATRS (Automated Trouble Reporting Service) in your central office. ATRS is a line monitoring system that tests the line for certain types of trouble and has the capability to detect other types before they occur. When trouble or potential trouble is detected, the appropriate repair person is dispatched, and many times the trouble is corrected before customers are aware of it.

19. Describe how your company would make available and install future system upgrades after the initial installation of the system. Will there be any potential cost(s) to the County associated with upgrades?

Pacific Bell, as we have done for you in the past, will continue to explore new technology and services. Those that have a possible application in the inmate market will be discussed with you. If, after discussions with you, we mutually agree it is appropriate, the new technology will be installed. In most, if not all, cases this will be done at NO CHARGE TO SANTA CLARA COUNTY.

The most significant example of this upgrade of technology occurred over one year ago, when the Elmwood facility was significantly upgraded to include the ICCU (Inmate Call Control Unit). The ICCU is located in Pacific Bell's Central Office and has many features (some of which the county does not use), but the most significant one is that it processes "free" (to the inmate) calls to the Public Defenders Office. If you wish, this "free" call feature may be expanded to include other agencies, such as:

- o Probation
- o Social Service
- o Health and Welfare
- o Friends Outside
- o Law Library
- o Others

The cost of this unit was over \$300,000 to Pacific Bell. NONE of this expense was passed on to Santa Clara County or deducted from your commission.

(NOTE: The diverter lines that work with any call control unit are not free. Your Pacific Bell account executive will work with you to determine if the provisioning in place continues to be the best one for you.)

20. **Fraudulent calls must be the sole responsibility of the contractor.**

Fraudulent calls are the sole responsibility of Pacific Bell. Pacific Bell does not charge the county nor deduct from your gross revenues or commission compensation any charges for fraudulent calls. The Inmate Call Control Unit protects against fraud by reducing an inmate's ability to bypass Pacific Bell's existing system safeguards. This feature restricts called digits, thereby ensuring that inmates cannot input additional numbers; i.e., credit card numbers.

21. The ability to provide the exact rates to the called party before he accepts the call. Explain.

Pacific Bell operators can provide the rate for any intraLATA call originating from an inmate telephone. Your selected long-distance carrier can provide rates for interLATA calls. To obtain the exact intraLATA rates, the called party simply calls the "0" operator and makes the request. The operator will provide the information, including time of day differences, free of charge.

In this day of changing telephone rates, the called party will always be billed the correct current intraLATA rates by Pacific Bell. This may not always be the case with a private company, since they must request the new rates from the CPUC or FCC. Once they obtain the new rates their computers must be updated or, if they use "smart" sets, each set must be reprogrammed.

22. Programmed call duration limits must be used to dictate maximum amount of time an inmate can talk. The system automatically terminates a call at the time limit set, after giving the inmate a thirty second warning.

You currently have this feature available to you at Elmwood, but it is not being used. Pacific Bell can limit the call duration to any time limit you specify (we recommend 10-15 minutes) through the ICCU. The ICCU currently gives a 2-minute and a 1-minute warning tone before terminating the call, but we can program it up for a 30-second tone. In addition, calls can be limited through the ICCU by cell block, floor, or prefix. Of course, the facility retains the option of using the cut-off key as a secondary means of call duration control. (NOTE: Limiting duration of time may cause an increase in the associated costs to the accepting party since additional charges for a second call will apply if the initial conversation was not completed in the allotted time; this may cause some families to complain to you about the additional costs.)

23. Must prevent incoming calls.

Pacific Bell's inmate telephones prohibit all incoming calls.