EXHIBIT C

GTL BID PROPOSAL EXCERPTS

Douglas County, OR

Douglas County Sheriff's Office

Jail Inmate Telephone and Video Visitation System

RFP No. 077

October 1, 2015

COPY

GTL™

The Corrections Innovation Leader™

Global Tel*Link Corporation
www.gtl.net

Corporate Headquarters
12021 Sunset Hills Road
Suite 100
Reston, VA 20190

Operations Center
107 St. Francis Street
32nd Floor
Mobile, AL 36602

September 29, 2015

Ms. Sarah Meyer, Accounting Tech
Douglas County Department of Management and Finance
Room 301, Douglas County Courthouse
1036 SE Douglas Avenue
Roseburg, OR 97470

Dear Ms. Meyer:

Subject: GTL Response to Douglas County, OR, RFP 077 – Jail Inmate Telephone and Video Visitation System

Dear Ms. Meyer:

This letter of transmittal accompanies GTL's response to the Douglas County RFP. GTL appreciates the opportunity to present our comprehensive solution for all your inmate telephone and video visitation needs.

Our proposal offers many compelling reasons demonstrating why the GTL Solution will best meet, and in many cases exceed, your expectations. GTL has long had a vision to provide *integrated* correctional technology solutions; optimal system efficiency, ease of use, and control; and experienced and dedicated employees to meet your needs. Since 1989, Douglas County has experienced GTL's reliable service and technology, and we earnestly desire to continue our relationship well into the future.

The proposal provided demonstrates our full understanding of Douglas County's requirements and overall operational goals and, we believe, you will conclude the robust solution offered is the best in terms of innovation, versatility, and value. GTL's technology, unwavering commitment to exemplary customer service, and outstanding people make the difference and reaffirm why we should continue as your corrections technology provider. Among the many reasons GTL is the logical choice are such distinguishing considerations as:

- You will continue to be served by familiar, knowledgeable, capable, and responsive GTL team members who have cared about your facility's needs since 1989.
- You will experience stability and continuity of service.

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- Your inmates, as well as their friends and family, will not be disrupted or confused by a change in service providers.
- You will be utilizing the country's most current and widely used inmate calling platform.
- You will experience the same integrity and reliability as demonstrated in GTL's past performance with you.
- You will be provided with a quality offer that includes an attractive financial offer, outstanding value-added features package, and fair and transparent pricing for inmates and their friends and family.

Jane Newman, your Northwest Account Executive, has worked in the Corrections Industry since 2008. She has established relationships throughout the Northwest and will be a vital part of solutions for DCSO from this day forward. With a proven track record of innovation and value, not only with DCSO, but across the country, GTL clearly demonstrates why we are the leading provider of integrated corrections technology offering single-vendor simplicity and accountability. *We are ready, willing, and able to keep our team working for you.*

Sincerely,

Jeffrey B. Haidinger
President & Chief Operating Officer

EXECUTIVE SUMMARY

Executive Summary

Global Tel*Link Corporation
Reston, Virginia
www.gtl.net

Company at a Glance:

- We serve more than 2,200 facilities and over 1.1 million inmates in 48 states and over 800 counties.
- One of every two inmates nationwide places a call with GTL.
- GTL holds 29 state DOC contracts.

The Global Tel*Link (GTL) team is pleased to present a fully compliant proposal to the Douglas County Sheriff's Office for a Jail Inmate Telephone Service and Video Visitation System.

As Douglas County's business partner for inmate telephone services, GTL is pleased to submit our solution, which will meet and exceed Douglas County's technical, operational, and economic requirements—both today and in the future.

Following is an overview of the features and benefits presented in GTL's response to the RFP. **Key elements of our proposal include at No Cost**:

- Upgrades to the new ITS platform for the life of the contract
- Robust, customizable reporting tools
- Integrated Key Word Search
- Seamless implementation of PIN-Debit calling capabilities.
- Unlimited Reverse Number Look up.
- Visitation Scheduling Software
- Video Visitation
- ConnectNetwork® Web Payment Portal.
- ConnectNetwork® Web & IVR Payment Services
- Android and Apple iOS Mobile Payment Apps
- Inmate Voicemail
- Flex™ In-Pod Inmate Kiosks
- Integrated Voice Biometrics
- High touch account management

Introduction:

Our Executive Summary provides an overview of our proposal, approach and more importantly, demonstrates our understanding and commitment to achieve Douglas County's objectives. Our proposal easily meets and exceeds all requirements set forth in the RFP.

Experience & Qualifications:

For nearly 25 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market. Our record of performance within the industry is a testament to our ability to provide the most reliable services and solutions. As such, an incredible **29 out of 50 State Departments of Correction** trust their ITS needs to GTL. While other vendors state they provide service to a seemingly high number of customers nationwide, GTL successfully provides services to the most demanding accounts across the country in the form of State DOCs , mega-counties, right down to 100 bed facilities, recognizing every account has different needs. We are a partner willing to understand your uniqueness and deliver a solution to match.

GTL is the most financially sound and secure company in the industry with the resources to fully support an account the size of Douglas County. You can place your confidence in a large, respected company such as GTL, with the experience and financial strength and stability required over the life of this contract.

DID YOU KNOW? GTL has never had a credit card breach!

Local-Based Experienced Account Team:

GTL's local-based account management team of **Frank Sanchez** (Field Service Manager: Idaho), **Mitch Davis** (Sales Engineer: Oregon), **Jane Newman** (Account Executive: Oregon), **Emily Stein** (West Region Sales Director: California) and other local support personnel have gained significant knowledge about how the Douglas County Sheriff's Office Jail operates and our role as a solutions provider.

Ability to Meet the Requirements in the Scope of Work:

Industry-Leading Investigative Technology: As a current customer, Douglas County is already a part of the GTL inmate telephone system family. The new ITS will prove itself to be the most powerful, feature-rich investigative platform in the industry with outstanding ease of use The standard suite of ITS features and functionality is impressive in itself, and is unparalleled in the marketplace when combined with our advanced investigative tools such as Key Word Search for call recordings.

DID YOU KNOW? GTL's ITS investigative platform allows STEREO ISOLATION of call recordings between the inmate and the called party

Integrated Keyword Search

GTL is able to provide fully integrated word data-mining capabilities along with our Inmate Telephone solution. The need to analyze data gathered from inmate telephone conversations, in multiple languages, is mission critical for corrections facilities and we know that our solution will exceed DCSO's expectations in this area. Our fully ***Integrated and Intelligent Keyword Search*** application, which allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest

Seamless Implementation of PIN and PIN Debit Numbers to Inmates.

GTL's inmate telephone platform enables inmates to prepay for their own calls to any facility-approved telephone number. Calls to numbers that would be blocked by a LEC or CLEC for collect calls can be completed using debit, provided there are no other restrictions on the call. Calls are funded by debit accounts that are tied to inmate PINs. Inmates fund their accounts by transfer from their commissary accounts; this transfer can be accomplished using IVR scripts provided by the ITS.

PIN Debit

Similar to Inmate Debit, the inmate can have a calling account that is tied to his/her PIN. However, PIN Debit allows family and friends to add funds to the account via GTL's OffenderConnect web site, an on-site kiosk, or via toll-free call to GTL Customer Service.

GTL currently utilizes PINs for inmate calling for County facilities. GTL will establish PIN generation during the transition to GTL's ITS platform.

Personal Identification Number (PIN) technology is a standard feature in GTL's ITS. The PIN system is active and available as soon as the telephone system is installed. The ITS can assign PINs at random, or create PINs as a combination of the facility-assigned inmate ID number plus a 4-digit security code which will be assigned by the system during booking and can be re-set by the inmate the first time they place a call. The PIN for each call is recorded for tracking purposes, regardless of whether a call was also monitored or recorded. PINs also facilitate the use of cardless Debit accounts.

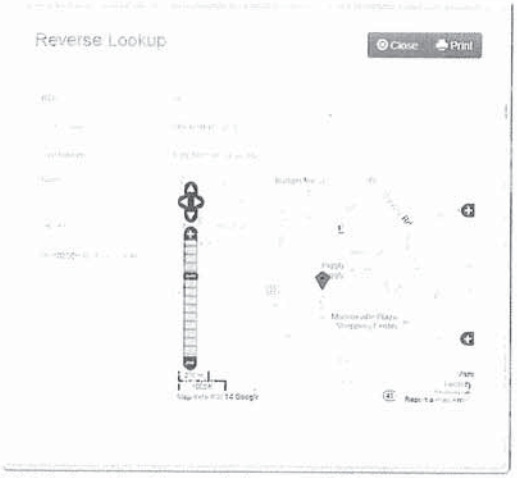
Different parts of a facility can be set up to operate with or without PINs. For example, currently the facility requires the booking area phones to be designated as a no-PIN area, while the rest of the facility requires a PIN for every call. All PINs may be created at the time of booking and eliminated at the time of discharge. The ITS can also retain specific inmate PINs where the inmate is booked or incarcerated in absentia due to, for example, trial or hospitalization at a separate location.

When PINs are in use, the automated operator talks inmates through the process of recording their names the first time they place a call. The system, thereafter, uses the recorded name to announce the inmate's identity to each called party. Using pre-recorded names linked to each inmate's PIN eliminates fraudulent message passing during the three-second space where the name is announced.

Integrated Voice Biometrics

Initial Voice Biometric Verification is being offered *at no* cost to DCSO. This Voice Biometric Solution (Patent 7,403,766) can be used to validate the inmate using a PIN to place a call is the valid owner of that PIN by verifying the PIN/inmate combination at the beginning of the call.

Unlimited BNA Reverse Number Lookup



GTL's Reverse Number Lookup feature is <u>included</u> and is fully integrated with our Inmate Telephone System software. GTL offers this investigative tool as a standard part of our calling system <u>at *no additional cost*</u>. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street map or satellite image.

Video Visitation

GTL's secure Video Visitation Solution facilitates inmate communications with families, friends, and attorneys. Since the 2003 introduction of the world's first IP-based video visitation system, over 100 correctional facilities have used this tool to move beyond the traditional voice telephone call and expand the inmate's ability to maintain relationships, experience a heightened sense of connection, and lessen the likelihood of recidivism. Video chat is nothing new, but effectively managing the complexities of inmate visitations via the internet requires an internet visitation environment that accurately accommodates the increased need for the security and tracking associated with inmate visitation and we bring to you the correction industry's finest solution.

Visitation Scheduling Management

GTL provides "best in class" Visitation Scheduling Management Software. With over 140 extremely satisfied county and state clients across the country, DCSO will join an elite group of facilities using this solution – one that's been tested and proven time and again. From ADP's of 200 to 17,000, and references from Los Angeles County, Yamhill County, OR, and Orange County, FL, facilities will share stories of improved predictability in scheduling from choosing this system.

It is important to mention that our Visitation Scheduling Management Software goes beyond managing quotas and facility policies but also allows the public to schedule visits online, from a lobby kiosk, or on a smart phone–reducing parking lot congestion, reducing public visitor conflicts, reducing staff stress and overall, automating all aspects of visitation scheduling and public communication. This system notifies friends, families, and professionals via email that visits are confirmed, and if needed, canceled. Also, within this system is the ability for DCSO to mass email any notifications to all active users in the public visiting system.

GTL Called Party IQ – Inmate to Inmate Call Detection

GTL's **Called Party IQ** brings state-of-the-art investigation capabilities to DCSO for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States, any and all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software. This validation step affords GTL's clients the ability to identify, in near *Real-Time*, any call that is already in progress to the same phone number or BTN being dialed by their resident/inmate. Should such an event occur, the validation environment sends a token to the 1st Dialing Platform and to the 2nd Dialing Platform so that both Call Detail Records are flagged. Subscribers are able to view the name of the other agency from where the 2nd call was placed

ConnectNetwork® Web Payment Portal.

Through the use of the ConnectNetwork® web site, inmate friends and family members can deposit money into an inmate's debit or trust account from anywhere that they can gain an internet connection. By navigating this simple, yet powerful web site, the users can create their own account to be used for that deposit as well as any future deposits. Once they have completed the account setup, they simply select the facility that their loved one is located in, choose their name and finally select the amount of money that they wish to place on their loved one's phone or commissary account. The user pays by credit or debit card and the transaction appears on the inmate's account quickly, efficiently, and accurately.

ConnectNetwork® Electronic Messaging

GTL is able to offer an electronic mail communication service to allow friends and family members of inmates to send emails from any PC.

The ConnectNetwork® Electronic Messaging solution provides a convenient solution for friends and families looking to correspond with their loved one, while helping to ensure safety and security in your facility. Recent news articles highlight how drugs can be smuggled into facilities using the mail system to deliver them into the hands of inmates. With ConnectNetwork email, you can avoid the possibility of contraband entering into your facility!

ConnectNetwork® Web and IVR Payment Services

Visitors to GTL's ConnectNetwork® web site may set up and fund AdvancePay accounts to prepay for inmate collect calls. In the comfort of home, office, or other place that affords internet access, an inmate's relatives or friends can go to ConnectNetwork.com, set up personal accounts, make deposits, and/or check balances and view previous transactions in their existing accounts. On the web site the user pays by credit or debit card and each transaction amount is immediately credited to his or her AdvancePay account.

Electronic deposits using credit or debit cards can also be made via telephone using GTL's interactive voice response (IVR) system. After a ConnectNetwork account is established, additional funds may be added to an AdvancePay or designated offender account at any time.

Android and Apple iOS Mobile Payment Apps

With over 50% of payments originating from mobile phones, GTL is enhancing the customer experience with 'apps' specifically designed for Android and Apple iOS mobile phones. This new functionality provides our customers with improved capabilities to manage their account with GTL when using their mobile phones providing customers with real time capabilities to manage their account

Flex™ In-Pod Inmate Kiosk

GTL is able to offer DCSO our state-of-the-art Flex™ inmate in-pod kiosk feature. The inmate telephone industry has witnessed a rapid advancement of technology applications in the past two years. The most recent advancement is the Full Service Inmate Kiosk, which bundles a variety of applications into one unit. GTL's full service or in-pod kiosk is designed not only for the rigors of the correctional environment but also for easy deployment of future applications. The underlying software application is fully integrated with GTL's back office functionality and is easily modified to support future applications.

Negotiable Items

Beyond the solutions offered for No Cost to DCSO, GTL would like to take our partnership to the next level and offer additional solutions that can best suit the full needs today and tomorrow for the county.

- GTL Voice IQ™ - Continuous Voice Biometrics
- Connect Network® Electronic Messaging
- GTL Virtual Receptionist Facility IVR
- Flex™ In-Pod Inmate Kiosks Apps in Addition to those Required
- Automated Cardless Debit Calling
- Commissary Ordering by Phone
- Debit Release Cards
- Mobile Visitation Units

What Makes GTL Unique:

We realize Douglas County has a choice to make about who your next inmate telephone service provider will be resulting from this procurement. Other vendors may tout their experience, their products, their offer, their patent portfolio, and other attributes but long after the novelty of the 'new' inmate telephone system provider wears off, it is the day-to-day interaction with the GTL Project Team, their positive 'Can Do' attitude and commitment to the client that defines GTL.

We encourage interaction with members of the Project Team daily. We push our Project Team to deliver beyond the capabilities of the Inmate Telephone System. It will be this daily interaction, our existing and new relationships with Douglas County staff, our knowledge to understand Douglas County policies and objectives and the application of all of the above in our day-to-day performance of the contract that will separate us from other vendors.

Conclusion:

As the current ITS provider for Douglas County, you are already working with the top provider in the industry. By continuing to partner with GTL, the county staff and the inmates will realize the following benefits:

- **Be spared of the cumbersome transitions and service cutovers.**
- **Existing AdvancePay accounts can continue to be used providing continuity for all parties.**
- **Families and friends can continue to fund AdvancePay accounts thereby ensuring uninterrupted contact with inmates.**
- **No need to zero out balances of AdvancePay accounts and deal with complaints from the inmates, their families, and friends.**
- **No need for families and friends to learn of new deposit channels.**
- **Most importantly, the county can continue to focus on their critical tasks.**

GTL appreciates this opportunity to present one comprehensive solution for your inmate telephone service and video visitation requirements. We are confident that this solution will meet your goals and objectives in selecting the best and most stable company for Douglas County Sheriff's Office inmate corrections technology needs; a company that has the financials to support this extensive installation for the duration of the contract.

In today's technology driven world, we are always standing at the precipice of change. GTL is here for you, to guide you through those changes today, tomorrow, and years down the road.

GTL values the partnership forged with the Douglas County Sheriff's Office; we will not over-promise and under deliver, we are the right partner delivering the right solution at the right time and look forward to extending our relationship with you for another 5 years.

There is one only choice and true partner for the Douglas County Sheriff's Office

SECTION 4 – SCOPE OF WORK

4.1 Background information

This RFP solicits proposals to provide inmate telephone and video visitation services at the Douglas County Jail ("Jail"), operated by the Douglas County Sheriff's Office ("DCSO"). The Jail, located in the Justice Building in Roseburg, Oregon, houses municipal, county, and state court pretrial detainees; inmates sentenced to serve jail time by municipal, county, and state courts; and inmates held and/or sanctioned for probation and parole violations. In addition, the Jail provides short-term "courtesy housing" for defendants, inmates, and prisoners held temporarily for other law enforcement agencies. The Jail's population is typically between 185 and 230 inmates. A separate detention and shelter facility located in a building adjacent to the Justice Building houses juveniles for the Douglas County Juvenile Department. This RFP is for services to be provided to the Jail only.

GTL Response: GTL Understands and Complies.

For 26 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market. Over that time, we have expanded our vision and capabilities by identifying emerging trends in commerce (electronic debit, payment services, kiosks, etc.), control (facility management, investigative technologies, etc.), and communication (video visitation and visitation management), developing and integrating the most powerful solutions in each area.

GTL is proposing to install additional features to the DCSO ITS, which is our industry leading platform. Our hosted ITS provides for optimal security and reliability along with infinite cloud-based scalability. Our ITS is the most powerful, feature-rich administrative and investigative platform in the industry, yet its ease of use is what stands out. These systems, combined with options such as investigative tools, family and friends services, mobile payment apps, and other features, offer DCSO the best integrated solution in the corrections marketplace.

GTL's Inmate Telephone System (ITS) is a Web-based, centralized, turnkey system that comes complete with all equipment, hardware, and software—including the telephone network, circuits, recording system, call-control system, telephones, workstations, printers, and associated software.

GTL will provide a seamless combination of hardware and software, service and training to efficiently meet DCSO's needs. Because GTL is the developer and manufacturer of our proposed system, the team that supports the DCSO throughout the term of the contract will include the same experts that design and build the system and maintain and upgrade the software.

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The GTL ITS Solution is characterized by:

- **Open architecture** for easy interfacing with the DCSO's jail management and/or commissary/inmate trust systems
- **Specialized and highly configurable** call-processing and recording system designed and built for use by correctional facilities.
- **Extensive reporting capabilities** for administrators and investigators.
- **Flexible payment options** for inmates and their families and friends.
- **Easy-to-use Graphical User Interface** and password-protected access.
- **Dedicated network** that securely links your facility to GTL's offsite data centers and makes all ITS features and information available to authorized users from **anywhere there is an Internet connection.**

GTL ITS System Network

GTL's unique ITS solution includes not only the physical call-processing hardware, but also the corresponding network hardware and circuits, designed specifically for the needs of each correctional facility. With this true end-to-end solution, GTL is able to transmit data over a packet-switched network to continuously back up all call records to our offsite data centers, stream live calls directly to remote investigators, and access phone company databases for highly detailed call validation of each and every call.

In addition to remote access, the ITS solution also offers the ability to setup a firewalled network-to-network interface (NNI) with the customer's local area network (LAN) to allow a physical network connection to the GTL private secure network. Connecting in this way allows for high-speed access for live monitoring and the playback of call recordings without burdening the client's network. GTL has extensive experience in setting up fast and flexible NNIs and uses this architecture in a number of facilities to interface and integrate with other service providers, such as the Commissary, OMS/JMS, and Inmate Banking.

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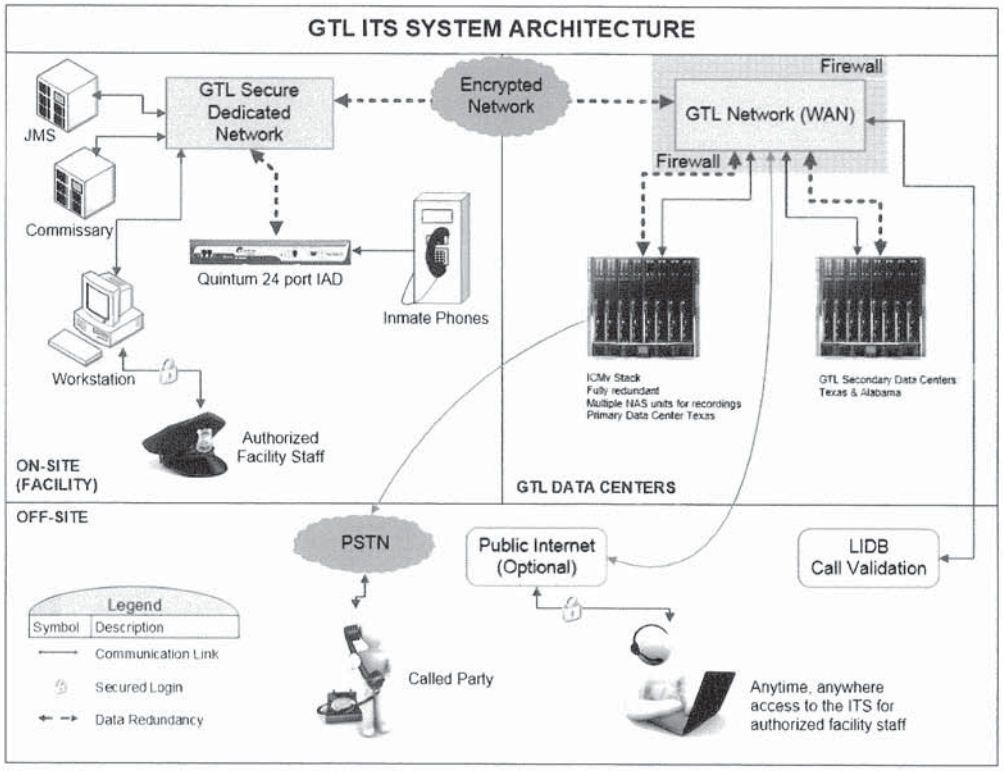


GTL ITS System Equipment

GTL's ITS solution is built to the specifications of each client. The original installation is scaled for the number of inmate phones supported, the amount of call traffic, and the expected number of simultaneous users.

Scalability: The ITS will meet your needs now and in the future. The original installation is configured for the number of inmate phones supported, the number of workstations, the amount of call traffic, and the expected number of simultaneous users. The system design is modular and expandable. If additional capacity is required, such as new inmate phones or a facility expansion, GTL ITS Solution can easily accommodate this need.

Reliability: The ITS's consistent reliability is provided through high-quality components, multiple hardware redundancies, network design, data backups, and constant remote monitoring and diagnostics. These features, along with hot-swap capability and flexible design, will virtually eliminate system downtime. The system hardware is one of the most reliable computer telephony chassis available today, with a current uptime of 99.9%.

GTL's ITS platform provides advanced centralized processing and data storage therefore requires minimal on-site equipment. The majority of on-site system equipment is contained in a utility cabinet. Space requirements in the equipment room are here.

Integrated Access Device (IAD)

IADs connect to the analog inmate phones and convert calls to VoIP before routing over the GTL secure, private network. The IAD is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring required, ultimately speeding up the installation process and reducing disruption to facility staff. It also allows GTL to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.

Adtran Integrated Services Routers

GTL provides commercial-grade Adtran routers for our clients. These routers (sized to the requirements of a facility) will distribute the digital streams from the IADs over GTL's network. Adtran routers will label each data packet with a header allowing GTL to prioritize transport of the individual types of data over the entire network. This enables us to absolutely **ensure the highest QoS** (Quality of Service) for voice traffic to reduce jitter and latency.

UPS - Uninterruptible Power Supply

All required phone system equipment is connected to a UPS back-up system that provides both **electrical conditioning and battery back-up in case of a power outage**. GTL will provide and maintain an adequate number of appropriately sized Uninterruptible Power Source (UPS) systems with surge protection and line conditioning at each facility. These systems will be capable of supporting all ITS components, including recording and monitoring devices, for a minimum of one (1) hour.

If commercial power is lost, the UPS will indicate the shift to battery backup with an audible sound in the facility's equipment room and through a remote alert notification via the GTL's Network Management System (NMS) to our Network Operations Center which will immediately begin diagnosing and addressing the cause of the outage. ***Regardless of any interruption in power, call records are protected at all times and not subject to loss.***

Standard ITS Computer Workstation*

Properly authorized users may access the GTL ITS and all of its features and tools from an ITS workstation provided by GTL; DCSO-owned PCs running Microsoft Internet Explorer 9.0 or higher; and from other Internet-enabled devices. Following is the default configuration of GTL workstations.

Computer: Dell Optiplex 3020 Desktop Workstation; Intel Core i3 (4130) 3.4 GHz Processor w/ 3MB Cache; 4.0 GB DDR3 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA Drive; 500GB Serial ATA Hard Drive 7200RPM; Windows 7 Professional Operating System.

Peripherals (from Dell): 19" Flat Screen LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis Dell)

Peripherals – (Other): Hewlett Packard OfficeJet 6100 ePrinter; 2 Blank CDRW Media (starter media); Tripp Lite Internet Office UPS 300 VA; UPS unit; Mouse Pad with GTL Logo.

* Due to the rapid evolution of computer hardware, should there be a significant delay between contract award and installation, GTL reserves the right to upgrade computer components to newer models.

Data Storage and Redundancy

Our Inmate Telephone System platform provides centralized storage of all system and call data at GTL Data Centers; effectively putting GTL's highly trained service personnel continuously "in the room" with your calling platform and call data. Our Data Centers are secure, climate controlled fortresses that ensure the safe-keeping of all of your data and protects your system's functionality. The GTL inmate calling platform is configured with redundancy to reduce interruption of service and prevent data loss.

GTL utilizes hardened co-located facilities to provide a highly resilient, highly available, redundant network capable of handling all of GTL's voice data and call validation and management requirements in the event that one co-location facility fails while in service.

GTL Data Center Security

- Perimeter gated fence with guarded fence.
- Level 4 hurricane rated building.
- Centralized badge access system ensuring only authorized individuals enter and only appropriate employees have access to servers.
- 24/7 closed caption television monitoring and recording with centralized system providing access to all live and recorded video feeds.
- Approved escort required to accompany visitors and janitorial staff.
- FM 200 fire protection system
- Dual grid AC power
- Diesel powered backup generators
- UPS protection of all servers
- Firewalls and Wireless Intrusion Prevention Systems to alert and block electronic intrusion.

Our data center facilities are physically separate; located in the states of Texas and Alabama. All GTL data storage facilities are lightning and surge-protected and have UPS units and back-up power generators. The databases housed at each data center are automatically updated so that each center holds complete and up-to-date data for the various facilities.

GTL Inmate Telephones

Constructed with heavy-duty stainless steel, GTL's inmate phone is a totally secure unit, ideally suited for prisons and jails. Inmate telephones are line powered and require no AC or battery backup power. The telephone housing is seamless stainless steel with no exposed screws, bolts, metal, or other hard substance fasteners. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking.

WINTEL 7010SSE Mini Cord-On-The-Top Inmate Telephone

- Built-in user controlled volume "LOUD" button for ADA volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Raised bump on '5' digit key.
- 180° rotating swivel elbow with at least 1,000# pull strength.
- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon and DuraClear® Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook-switch 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: 1DATE05BITC-254, IC: 3267A-ITC254

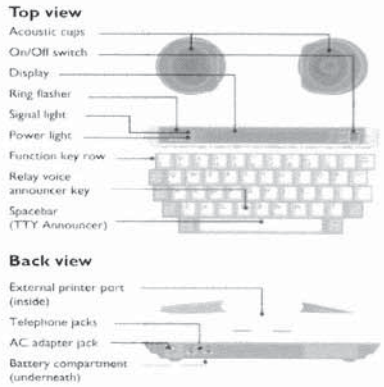
GTL TTY/TDD Telephone

GTL will provide new TDD/TTY equipment at all required locations. The standard TDD/TTY unit provided by GTL is portable and can be used with any inmate telephone station. It has an easy-touch ***keyboard*** with a bright, tilted ***24-character display***. Turbo Code provides "real-time"

conversations with other Turbo Code TDD units. Auto ID informs the called party that the caller is using a TDD.

GTL proposes the portable Ultratec (Model: Supercom 4400) vandal resistant TDD.

- 32k memory
- Turbo Code® and Auto IDTM
- E-Turbo for simplified relay calling
- Direct connect (with 2 jacks) to standard telephone lines
- Remote message retrieval
- User-programmable Relay



Ultratec Supercom 4400 TDD

- Voice Announcer
- Keyboard dialing, follow-up dialing, tone or pulse dial
- Memory dialing/redial
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling

VVS Station Hardware

GTL proposes to the DCSO our Flex Kiosk stations which is our latest in VVS technology. Our Flex in-pod kiosk enclosures have the following characteristics:

- Android Operating System
- 14-gauge stainless steel encasement
- 10.1" 40 PLVDS 1024 x 768 display screen
- Built-in high resolution camera
- Multi-touch capacitive screen
- Corrections grade handset and lanyard
- (2) 8 ohm/1W speakers
- Wi-Fi (Optional)
- Battery - 8000MAH, 3.7v, lithium battery
- Fully powered by Power over Ethernet (PoE)*

* Unless 110/120VAC electrical is already in place.

GTL's unique design allows the enclosure to fit in the same footprint and mounting brackets as inmate phones. This is a dramatically smaller footprint than the standard in-pod kiosks and/or VVS monitors allowing for future expansion without compromising the facility infrastructure.

The Flex in-pod kiosk also has a fully integrated power backup battery that is built into the unit. No additional battery backup is required to power the unit if facility power is lost.

Anytime, Anywhere Access

GTL's hosted Inmate Telephone System (ITS) solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.

The GTL Inmate Telephone System provides ***Anywhere Anytime Access*** to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, the DCSO's on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain ITS features.

After connecting to the private ITS Website, a person must log into the DCSO's system with a valid user-name and password. **Each user's password is linked to an assigned Role defined by the DCSO** which dictates exactly which features and functionality will be available to that person after log-in.

All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.** For example, the ITS database management tools would be available only to those granted permission by the DCSO to perform system administrative functions.

Remote access to the system is through a Secure Sockets Layer (SSL) exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

GTL ITS User Interface

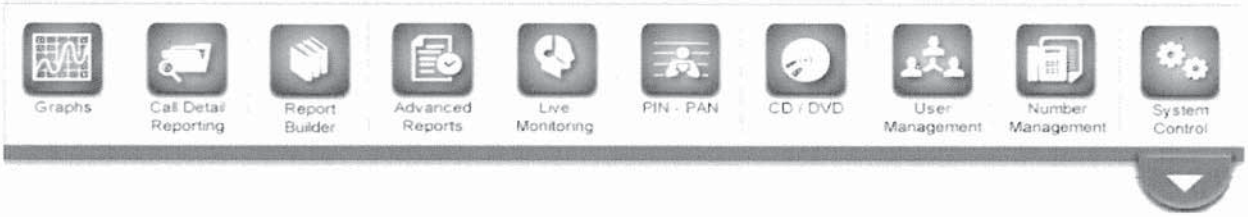
The robust GTL ITS has a deceptively simple interface that gives authorized users access to its powerful and technologically advanced features. The system's call trace, call history detail, and other call detail reporting capabilities were developed with direct input from active investigators.

Upon secure login, the ITS **Home Page** displays numerical and graphical summaries of **call data** for the facility, including total completed and uncompleted calls, total call revenues, revenue breakdown by call type, and statistics based on call results (the various reasons for call terminations). By default statistics for the current day are displayed, but users may choose alternate time frames by adjusting entries in the Home Page date fields.

The system can generate more than 1,600 different reports based on parameters defined by the user, all from the ***Call Detail Reporting*** screen. The ITS also provides a variety of call statistics, revenue, and user-history reports from the system's ***Advanced Reports*** screen.

The ITS system's Graphical User Interface is straightforward. The **simple design** allows facility staff and investigators to use the **powerful investigative tools and wide range of administrative features** fluently after only minimal training.

The ITS system's Dashboard at the top of the Home Page provides access to databases and user features and remains visible regardless of the features or tools currently being used, so you will never feel "lost" in the system. Each button on the Dashboard gives access to the features and functions related to the button's title.



To make the system as easy to navigate as possible, we used the menu options to group common functions—like all call monitoring functions, for example—into **one convenient menu** option. The following table describes the functions you can perform under each menu option.

Graphs	The Graphs function displays up-to-the-minute information in graphical format about the facility's Call Results, Revenue by Call Type, Total Complete/Incomplete Calls, and Total Calls per Hour for the current day or any other designated date range.
Call Detail Reporting	Call Detail Reporting allows you to set dozens of parameters like call date, time, duration, phone, inmate, and more, to search all call records. You can also listen to call recordings and perform reverse lookups on any dialed number listed on a search results screen.
Report Builder	The Report Builder application enables you to create custom reports incorporating call detail information with more advanced tools for sorting and combining data. The BTN List Editor and PIN List Editor tabs allow you to create and save lists of outside numbers or inmates PINs.

Advanced Reports	Advanced Reports gives system administrators and technical personnel access to view histories and check activity on all prepaid and debit accounts; track the usage and history of all GTL ITS users or individual users and much more.
Live Monitoring	Live Monitoring allows authorized users to listen to, forward, and disconnect or terminate calls in progress.
PIN - PAN	PIN/PAN allows you to set customized restrictions to an individual inmate's calling privileges, set alerts, view histories of their activity, and check the status and activity history of their debit account (if any).
CD / DVD	The CD/DVD icon will launch the system Audio/Data/Email Utility. From the utility, you can download call detail records and call recordings to data DVD or audio CD. You can also email call recordings and more.
User Management	From the User Management screen, you quickly add or remove users, adjust the levels of access and use of features allowed to any system user or group of users, change passwords and more.
Number Management	Number Management allows you to apply specialized call restrictions to outside numbers including blocking calls and setting alerts for when any number or area code is dialed.
System Control	System Control allows you to turn phones and trunks on and off; activate and deactivate automatic call recording by phone; enable and disable time limits, or override global limits; make some phones or locations local only, collect only and much more.
ont Help & Suppor	Click the Help and Support arrow to review a complete system User Guide, installation guides for the Call Analyzer App and other support files as well as the .pdfs regularly posted to describe new features and GTL ITS updates.
Log Ou	Click Log Out from any screen to exit the application with just one click.

GTL ITS Feature Summary

System Feature	Description
Secure Private Network	With our Inmate Telephone System (ITS) GTL provides a secure private network that allows both local and centralized administration and investigations.
Redundant System Components	Our system's design provides redundancy of all critical operational components and automated backup routines that ensure system and data reliability.
Secure System Access	Access to the ITS management program is restricted by a password protected multi-level User Security Profile system. A Login screen that requires a valid password ensures that only authorized personnel at workstations or at authorized computers at remote locations can access, control, monitor, and report inmate telephone usage. The ***Security Role*** assigned to each user specifies which the ITS functions will be accessible by that individual. All functions approved for the user's access become available with a single log-in (unlike some systems that require a new login for each type of function).
Anytime Anywhere Access	Properly authorized users may access system features and tools from any PC running Microsoft Internet Explorer 8.0 and from other Internet-enabled devices.
Secure Data Storage	The system redundantly stores call detail records, recordings, and system settings off-site at GTL's secure Data Centers to ensure quick and complete restoration in the event of failure of some component of the system. Call detail records are stored for the life of the contract and available to authorized DCSO staff at all times through the system's user interface program. Recordings of inmate conversations are redundantly stored on RAID hot-swappable digital hard drive arrays and are available through the ITS for an agreed upon storage period.
Simple User Interface	The GTL system's friendly user interface through which all system management and administration is accomplished is a Web-based Microsoft Windows XP/Windows 7/Internet Explorer Browser application. Features are intuitively named and organized to make the system extremely easy to learn and use.

System Feature	Description
Administrative Tools	The system provides comprehensive, easy-to-use tools for system administration, including but not limited to the setting of user privileges and inmate call restrictions and the documentation of system usage, inmate calls, and call revenue for auditing purposes.
Investigative Tools	The system provides powerful tools for investigators, including but not limited to: live Call Monitoring, Hot Number Alerts, Reverse Number Lookup, special Call Search features, investigative Notes, easy recording retrieval and replay, and recording location markers. GTL provides certified trainers to teach investigators how to gather and correlate intelligence from the ITS databases to help solve cases and prevent additional crimes.
Inmate PINs and PANs	The system's integrated inmate Personal Identification Number (PIN) system allows: identification of inmate callers and the assignment of restrictions to individual inmates without affecting the call privileges of other inmates. A unique list of Personal Allowed Numbers (PAN) can be associated with an inmate's PIN; restricting that inmate's calls only to the numbers on his/her allowed list.
Voice Biometric Inmate Identification	GTL's voice biometric solution is a unique text-dependent biometric speaker verification system that enables verification and identification of a DCSO inmate *in real time*, using a simple spoken pass phrase. Our voice biometric solution is completed integrated with our hosted inmate telephone system.
Extensive Reporting Capability	The ITS ***Call Detail Reporting*** module can generate over 1,600 different detailed reports based on user-selected parameters. The ITS ***Advanced Reporting*** module provides reports for call statistics, debit system transactions, inmate information, system diagnostics, and audit reports related to system access and activity. The ITS ***Report Builder*** makes it possible to build custom reports; cross-referencing multiple fields of data as well as multiple queries. ***Custom reports*** are easily setup by DCSO users and custom search queries can be saved for reuse. The system also provides numerous ***statistical reports*** based on call activity and call types.
Approved Call Types	At the time of installation, the system is configured to allow only the types of calling services (local, IntraLATA, InterLATA, interstate, international, collect and/or prepaid) approved by the DCSO.

System Feature	Description
Collect, Debit, and Prepaid Call Options	GTL can provide both collect and prepaid call options. Inmate Debit increases call volumes (as well as call revenue for the DCSO) by allowing connection to numbers that are blocked for collect calls (cell phones, business phones, et cetera). Inmate Debit also provides international calling without the security and financial risks associated with international collect. Called-party prepaid accounts can be setup automatically via GTL's toll-free IVR or manually by GTL Customer Service representatives.
Automated Operator with Multi-Lingual Prompts	An automated operator facilitates inmate calls, eliminating access to a live operator and preventing any communication with a called party until that party positively accepts the call. Voice prompts are designed to provide complete user instructions. By default, our ITS provides prompts in English and Spanish, but the system will accommodate prompts in up to ten different languages at once.
Call Branding and Prerecorded Names	When a called-party lifts the receiver, the system's automated operator announces that the call is from an inmate at the correctional facility. Both the facility and the inmate are named, using pre-recorded information.
Toll Free Numbers	The ITS has the capability to allow free local calls from specified inmate telephones such as those in booking areas, and/or to pre-selected local numbers such as the public defender's office or other agencies.
Protected Privileged Numbers	The ITS protects privileged numbers, such as those of legal counsel, from recording and monitoring. Privileged numbers are designated "Private" within the system's database and will not record and will not permit audio monitoring of calls designated "Private".
Three-Way Call Detection	The system detects three-way call attempts using the latest and most powerful industry algorithms. The system can be instructed to flag, terminate, play a warning, or any combination of these actions when fraudulent activity is detected. Three-Way call attempts are highlighted in on-screen call detail reports to catch the attention of investigators. The system can generate Three-Way Call Detail reports by facility, called number, inmate PIN and a variety of other parameters.

System Feature	Description
Call Monitoring	The system provides fully integrated conversation and telephone line monitoring capabilities. Live monitoring does not interfere with on-going recording operations and is not detectable by the inmate or called party. The system's ***Live Monitoring*** module allow you to listen to, forward, attach notes to, and, if deemed necessary, disconnect calls-in-progress. The system's ***Number Alert*** system can automatically notify specified individuals by phone, pager, or email when: • Particular inmate PINs are used • Particular destination numbers are dialed • Particular phone station used An official receiving an alert via phone must enter a security pass code on the phone's keypad to immediately access the live conversation.
Call Recording	The system's recording functionality is fully integrated and recording parameters are user-selectable. By default, all inmate calls are recorded except "Private" calls to approved legal counselors. ***Easy Recording Retrieval and Replay:*** Recordings are conveniently retrievable from various reports; such as call detail reports. Clicking the speaker icon on any call record will open the system's ***Player*** with options to Play, Fast Forward, Reverse, and to add a Case Number, Investigator ID, and/or Note. The system's ***Call Analyzer*** provides advanced replay tools for clarifying difficult-to-understand conversations. In the Analyzer inmate and called party sides of the conversation are isolated on separate channels for replay through separate speakers; the recording playback can be slowed down; tempo and pitch can be adjusted. ***Mark and Add Notes to Points of Interest:*** During replay, the investigator can mark and add a note to special points of interest within a recording. ***Automatic Chain-of-Evidence:*** 128-bit encryption ensures judicial integrity of recordings. Any attempts to tamper will break the 128-bit encryption and expose the tampering. Every recording is accurately date-and-time stamped and associated with a call record that verifies call details. ***Expert Testimony:*** GTL experts will testify to the security of your recorded evidence.

System Feature	Description
CD, DVD, and USB Device Transfer	The system's ***CD/DVD Utilities*** module allows call recordings with their associated call records to be easily copied to portable media (CD, DVD, USB devices) with no loss of sound quality. Copied recordings retain their security encription and, at the user's discretion, any attached investigative notes.
Call Lock	The system's Call Lock feature allows recording of special interest to be retained indefinitly; rather than being purged from the system when the agreed upon storage period expires.
Call Control Features	The system provides a full suite of features by which authorized users may control inmate calling: • Unlimited Number Blocking • Call Scheduling (time of day; days of week) • Call Duration Limit • Full System Shut Down • Selected Telephone Shut Down • Remote Call Disconnect • Call Privilege Suspension by PIN • Personal Allowed Numbers per PIN

The Jail currently has no video visitation facilities or equipment. Visitation is limited to on-site, face-to-face communication between inmates and visitors. "Professional" visits (e.g., those by attorneys, clergy, law enforcement officers, etc.) occur in conference rooms located between the Jail's reception area and secure facilities where inmates are housed. "Civilian" visits (e.g., those by inmate family members and friends, etc.) occur at windows, where internal communication telephones are located, between the reception area and secure inmate housing areas. Civilian and professional visitors are admitted to the reception area by Jail personnel who monitor and control its electronically locked entrance, which is located in a corridor of the Justice Building. The Justice Building is open to the public during business hours Monday through Friday.

GTL Response: GTL Understands and Complies.

Video Visitation and Scheduling are fully described in 4.2, "Equipment and services to be acquired" immediately below.

4.3.1.22 Comply fully with all Federal Communications Commission ("FCC") regulations, rules, and guidelines, including without limitation, those pertaining to communication services for incarcerated persons. The vendor will have the option of implementing the recommended FCC compliance rate or the recommended FCC "safe harbor" rate limit but shall assume all liability in the event the higher rates are challenged. Changes in the permitted rates and fees must not result in expense to the County to operate or maintain the telephone and video visitation system acquired, operated, and maintained in connection with this RFP.

GTL Response: GTL Understands and Complies.

4.3.2 Jail visiting area system requirements

In addition to fulfilling all applicable technical, performance, and financial requirements of Sections 4.3.1, the system must:

4.3.2.1 Provide for the monitoring and recording of communications between inmates and visitors during face-to-face on-site visits at the visitation windows in the Jail's reception area and securely maintain such recordings for a minimum of one (1) year or longer.

GTL Response: GTL Understands and Complies.

The GTL ITS includes the capability, and will be configured to, connect and record inmate communications through the facility's visitation telephones. The system automatically opens the line between the inmate and the visitor when both telephones in the visitation set go off hook. Conversations through visitation phones can be monitored and recorded and can be limited to a pre-set call duration. Certain ITS features, for example: automated operator prompts to make outside calls, do not apply to visitation telephones.

This capability permits live visitation phone monitoring and/or replay of recorded visitation conversations by authorized DCSO personnel at the correctional facility and at any of the remote County offices that have approved access to the facility's system. Detail reports of visitation telephone activity are available at the system workstation and include: facility, phone station, date and time, and the length of the conversation.

For the DCSO Project, GTL will configure the Inmate Telephone System to store recordings of inmate conversations for retrievable on-line for 365 days.

When scheduling a visit, the officer or the public visitor simply selects the inmate and visitor(s) that wish to participate in the visit and choose from a list of available dates and times. The scheduling software automatically takes into consideration visitation quotas, restrictions, housing schedules/visitation hours, approved visitor lists, visitation booth/room availability, etc. Only the timeslots that are available and free of conflicts on the selected day are displayed to the user. This allows the public to schedule confirmed visits without the need for an officer to manually check all this information. In addition, if staff schedule visits, they can simply rely on the timeslots provided by their application without the need to check for scheduling conflicts to see if the inmate can have a visit, what time visits are allowed for the housing unit, restrictions, approved visitor lists, visitation quota, etc. All this information is encapsulated within the platform and automatically checked before displaying dates and times for users to choose from. The person doing the scheduling simply selects the timeslot that works best, and from there, the visit is confirmed and stations are reserved in their system.

GTL's Visitation Management Software is an all-encompassing solution developed specifically for correctional facilities. Managing ***face-to-face visits***, ***on-site visits***, or ***remote and home*** visits can all be done using this modularly-based platform; equipping DCSO with tools to effectively manage every aspect of the inmate visitation environment. Our scalable visitation management software has an easy-to-use interface that allows you to deliver exceptional service to the community and greater security for the facility while eliminating the chaos so often associated with visitation and the system's modular design allows the implementation of the functionality DCSO currently requires with additional functionality available for deployment and activation as policies and other factors change over time.

5.1.15 A list of five (5) client references, preferably from Oregon or Pacific Northwest clients with facilities similar in size to those for which the proposed system would be provided for the County for which the proposer has provided telephone and/or video visitation systems. The following information should be included for each reference:

- Client name and contact person
- Client contact information (address, telephone and fax numbers, e-mail address)
- Description of services and equipment provided
- Dates of services provided

GTL Response: GTL Understands and Complies.

You are invited to contact the references listed below:

FACILITY NAME: Grant County Sheriff's Office	
Contact Name Lt. Dan Durand	Telephone Number 509-754-2011 x 2465
Street Address, City, State Zip P.O. Box 37 Ephrata, WA 98823	Email ddurand@gr4antcountywa.gov
Descriptions of Service and Equipment Provided Recent upgrade to hosted ITS system.	Dates of Service 1998 – Present

FACILITY NAME: Springfield Police Department	
Contact Name Lt. Russ Boring	Telephone Number 541-744-4171
230 4th street Springfield, OR 97477	Email rboring@springfield-or.gov
Currently on a VAC focus system with a new contract to take place that includes an upgrade to ICMv (hosted ITS platform) and new phones with lobby kiosk taking phone payments, bail, child support and utility payments.	Dates of Service 2005 - Present

FACILITY NAME: Yamhill County Sheriff's Office	
Contact Name Sgt. Woody Little	Telephone Number 503-434-7507
535 NE 5th Street McMinnville, OR 97128	Email littlew@co.yamhill.or.us
Currently has ICM phone platform and video visitation scheduling. Looking to add voice biometrics.	Dates of Service 2002 – Present

FACILITY NAME: San Francisco County Sheriff's Office	
Contact Name Lt. John Ramirez	Telephone Number 415-575-4394
Street Address, City, State Zip 425 7th Street San Francisco, CA 94103	Email john.ramirez@sfgov.org
Descriptions of Service and Equipment Provided Fully equipped inmate telephone system, digital recording, live and remote monitoring, and reporting, JMS interface for PIN transfer, Keefe Commissary interface including PIN debit.	2005 – Present

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FACILITY NAME: Santa Clara County Sheriff's Office	
Contact Name **Lt. April McHugh**	**Telephone Number** **408-808-3647**
Street Address, City, State Zip **180 West Hedding Street** **San Jose, CA 95110**	**Email** **april.mchugh@doc.sccgov.or**
Descriptions of Service and Equipment Provided **Fully equipped inmate telephone system, digital recording, live and remote monitoring, and reporting, JMS interface for PIN transfer.**	**2005 – Present**

5.1.16 A description of additional services, if any, that are related to the work of the contract intended to result from this RFP but are not specifically required by it.

GTL Response: GTL Understands and Complies.

As the largest provider of inmate communications products in the nation, GTL's experience, infrastructure, partners and economies of scale provide the DCSO with unique opportunities in regards to special value added features. To summarize, we've provided a simple checklist to show some of the features, products, and services that GTL can offer.

No Cost Additional Value Added Offerings		
Investigative Features	✓	Integrated Keyword Search
	✓	Unlimited Reverse Number Lookup (BNA)
Family & Friend Services	✓	GTL TouchPay® Deposit Kiosk Additional Features
	✓	ConnectNetwork® Web Payment Portal
	✓	ConnectNetwork® Web & IVR Payment Services
	✓	Android and Apple iOS Mobile Payment Apps
	✓	Voicemail

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Negotiable Cost Additional Value Added Offerings		
Investigative Features	✓	GTL Voice IQ™ - Continuous Voice Biometrics
Family & Friend Services	✓	ConnectNetwork® Electronic Messaging
	✓	GTL Virtual Receptionist Facility IVR
Inmate Services	✓	Flex™ In-Pod Inmate Kiosks Apps in addition to those required
	✓	Automated Cardless Debit Calling
	✓	Commissary Ordering by Phone
	✓	Debit Release Cards
	✓	Mobile Video Carts

No Cost - Additional Value Added Features

INVESTIGATIVE/SECURITY FEATURES

Integrated Keyword Search

GTL is able to provide fully integrated word data-mining capabilities along with our Inmate Telephone System solution. Our fully ***Integrated and Intelligent Keyword Search*** application allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest.

GTL will enable DCSO investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. DCSO staff can now index large amounts of recorded audio from phone calls or computer voicemail making content instantly searchable. By eliminating the need to translate speech to text, and then mining that text, GTL provides indexing speeds never before imagined. GTL's fully Integrated and Intelligent Keyword Search can instantly search any spoken word, enabling the timely identification of relevant threats and trends, and empowering agencies to immediately respond with preventative, protective action. The patented phonetic search technology enables searches on proper names, inexact spellings, industry terms, jargons, slang, and colloquialisms—all without extensive training, large dictionaries, or vocabulary updates. Extensive language capabilities leverage the linguist by delivering highly accurate results regardless of the speakers' gender, age, dialect, or accentor speaking style.

Extensive Language Capabilities

Our Keyword Search solution supports more than 35 languages and dialects. Language models

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are created with representative audio that provides a robust language recognition capability out of the box. Language support can also be further refined using extensible language tuning framework. Because the technology does not require a dictionary, new language capabilities can be developed relatively quickly.

How Phonetic Search works

This technology is based on phonetics—the systematic study of the sounds of human speech. In all the languages of the world, there are about 400 distinct sounds (known as "phonemes") though most languages use only a fraction of that total. By using these tiny components of language, GTL is able to capture a true record of what is being said in an audio track, which can be searched more quickly, accurately and flexibly than with any other technology.

The process works in two phases. In the first phase, recorded audio is input into the system and a time-aligned phonetic index is created. Because phonemes are simply uttered sounds, the indexing is not affected by factors such as background noise, languages, dialects or speaking styles.

The second phase begins when a search is requested. Searches can be done directly on words or phrases, or using special operators such as Boolean strings or time-based proximity to other content. GTL's proprietary search engine identifies and matches the phonetic equivalent of the search string and returns relevancy-ranked results.

The result is a process that not only creates the truest representation of spoken audio, but also enables the fastest, most accurate access to the information contained within the audio files. Process improvements and advantages that GTL can deliver and no other technology can match:

- Tagging of audio for syndication
- Perform ad hoc searching for audio discovery and evidence
- Alert personnel when key words or phrases are located during search of recordings
- Analysis and reporting on large volumes of call data

Key Benefits

Greater Speed: Phonemes are the tiniest building blocks of language. Using these small bits enables faster processing of audio and the ability to find words and phrases within context without requiring complex and difficult-to-maintain dictionaries.

Greater Accuracy: New words, industry terms, blended words, proper names, slang, code words, brand names, and even the non-standard mixing of different languages are all easily processed with the phonetic approach.

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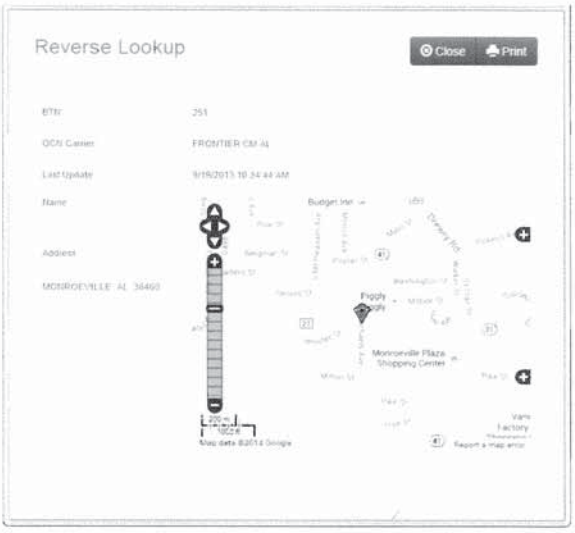
Greater Flexibility: Because this technology is not dictionary-based, there is no need to train the system for dialects or accents. Additionally, GTL's fully integrated and intelligent Keyword Search is unaffected by unique speaking styles, jargon, and even audio quality that can impact the performance and accuracy of text-to-speech methodologies, so you get what you need faster and with less impact on your resources.

Unlimited BNA Reverse Number Lookup

GTL's Reverse Number Lookup feature is included standard and is fully integrated with our Inmate Telephone System software. GTL offers this investigative tool as a standard part of our calling system at *no additional cost*. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street Map or Satellite image.



Reverse Number Lookup is available for numbers entered or viewed in GTL's inmate telephone system ***Number Management*** module.

Reverse Number Lookup is also available for inmate-dialed numbers ***during live Call Monitoring*** and from ***Call Detail Reports***. The authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed on a call detail report to instantly view the name and address associated with the selected number.

FAMILY AND FRIENDS SERVICES

GTL TouchPay® Lobby Deposit Kiosk Additional Features

Our GTL TouchPay® Lobby Deposit Kiosk is currently operational at the DCSO facility and is providing a variety of services for DCSO including deposits to inmate accounts and F&F prepaid accounts.

For this contract GTL is able to provide additional services for DCSO through our GTL TouchPay deposit kiosk. Those additional features are as follows:

- Provide payments for child support, utility bills, and licenses per the approval of the city.
- Support bail payments.
- Provide advertising through the screen at the top of the GTL TouchPay kiosk. Through the advertisements the facility would be able to bring back additional revenue.
- Provide deposits to all phone and commissary accounts with one kiosk in order to reduce the inconvenience for friends and family of DCSO inmates of having to put phone money on one kiosk and commissary deposits or another.

ConnectNetwork® Web Payment Portal

Through the use of the ConnectNetwork® web site, inmate friends and family members can deposit money into an inmate's debit or trust account from anywhere that they can gain an internet connection. By navigating this simple, yet powerful web site, the users can create their own account to be used for that deposit as well as any future deposits. Once they have completed the account setup, they simply select the facility that their loved one is located in, choose their name and finally select the amount of money that they wish to place on their loved one's phone or commissary account. The user pays by credit or debit card and the transaction appears on the inmate's account quickly, efficiently, and accurately.

ConnectNetwork® Web and IVR Payment Services

Visitors to GTL's ConnectNetwork® web site may set up and fund AdvancePay accounts to prepay for inmate collect calls. In the comfort of home, office, or other place that affords internet access, an inmate's relatives or friends can go to ConnectNetwork.com, set up

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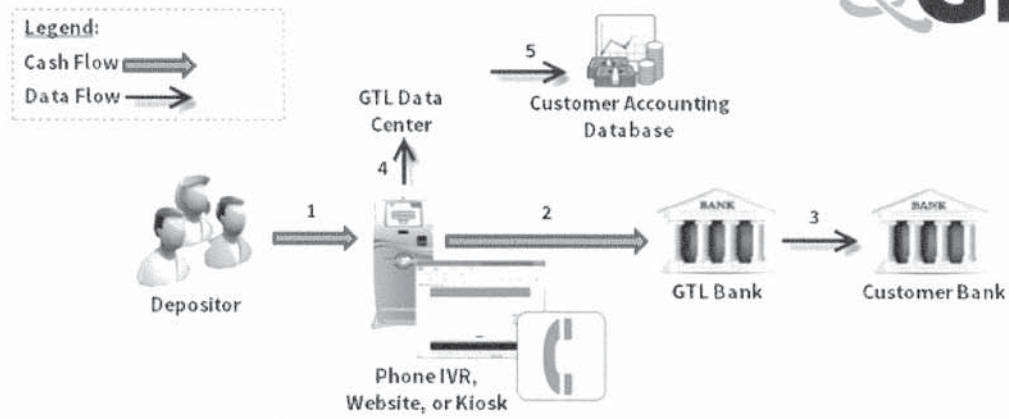
personal accounts, make deposits, and/or check balances and view previous transactions in their existing accounts. On the web site the user pays by credit or debit card and each transaction amount is immediately credited to his or her AdvancePay account.

Electronic deposits using credit or debit cards can also be made via telephone using GTL's ***interactive voice response (IVR)*** system. After a ConnectNetwork account is established, additional funds may be added to an AdvancePay or designated offender account at any time.

Credit/Debit Card Payments



Step	Description	Time
1	A depositor deposits funds via automated IVR phone deposit system, OffenderConnect Website, or OffenderConnect kiosk.	Real Time
2	Credit card transactions are processed through GTL credit card processing services and deposited into GTL merchant account.	Real Time
3	On each business day funds are transferred via ACH from GTL Bank Account to Customer's Bank account.	Daily
4	Transactional detail is sent from payment application to the GTL data center.	Real Time
5	GTL data center tranmits transactional data to our Customer's accounting software.	Near Real Time

GTL's ability to manage the end-to-end process, from billing authorization to carrier call termination, results in an unsurpassed ability to c9omplete inmate phone calls. With more AdvancePay prepaid phone calls being completed, commissions are maximized and inmate and friend/family complaints are minimized.
Some KEY FEATURES of the AdvancePay program are:

AdvancePay Card Storage

GTL allows frequent depositors to "store" their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions when they top up their prepaid phone accounts. With this optional feature, GTL remembers the depositor's credit/debit card, regardless of which GTL payment channel is used. Over 40% of deposit transactions are now completed using a previously stored card.

Note that GTL complies with the highest standards for protecting this sensitive customer data. GTL is certified as a level 1 PCI (Payment Card Industry)-compliant merchant, the highest level attainable. Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened Key Encryption Management (KEM) appliance that ensures only applications with the correct credentials are able to request decryption of sensitive data.

AdvancePay AutoReload

This optional feature is targeted toward those who:

- Receive frequent inmate calls
- Have a credit card
- Don't want to miss an inmate call because of a low balance in their account

GTL is able to provide our customers a new feature allowing for the automatic reloading of their AdvancePay prepaid account. For friends & family who sign-up for this optional feature, their AdvancePay account will automatically be reloaded when it hits a low balance condition, using a credit card that they have previously stored and authorized for use. Friends & Family may sign-up for this feature on either the AdvancePay phone IVR or at ConnectNetwork.com.

On the IVR friends and family members can sign up for a $25 Auto-Reload which stays in effect for 3 months. On the ConnectNetwork.com website, they may choose either $25 or $50 and a period of up to 12 months before Auto-Reload expires.

AdvancePay OneCall

This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don't want to miss an inmate call (since it may be the ONLY one!)

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With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Similar to AdvancePay-AutoReload, this means more completed calls and more satisfied customers.

AdvancePay Customer Contact Programs

Insufficient funds is a key reason inmate calls are not completed. When calls are not completed, inmates and their families and friends are disappointed and complaints may be generated. GTL operates several free contact programs that alert called parties of an inmate's attempt to contact them and of the need to set-up or reload an AdvancePay account. The result is more accounts set-up and funded, leading to more completed calls and more satisfied customers.

- **Phone Call Contact Program** – When an inmate is unable to complete a call to an authorized number, GTL will again relay the inmate's call attempt and provide instructions on how the called party can go about accepting the call. This limited program leaves only 1 message following an unsuccessful call attempt by an inmate, and never more than 1 message every other day regardless of the number of inmate call attempts. There will be no attempt to relay an inmate's call attempt where the called party declines to accept the call.
- **Email Contact Program** –GTL sends an email to those AdvancePay account holders who register online with us, whenever their AdvancePay account balance is low. The email contains a link to our new mobile website, in order to facilitate a deposit. Email recipients always have the choice to "unsubscribe" to this contact program.
- **Text Contact Program** – This optional contact program for friends and family will send a text message each time the account holder's AdvancePay balance is low. In order to subscribe, AdvancePay account-holders just need to text the word "ADVANCE" to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription. Subscriptions may be canceled at any time.

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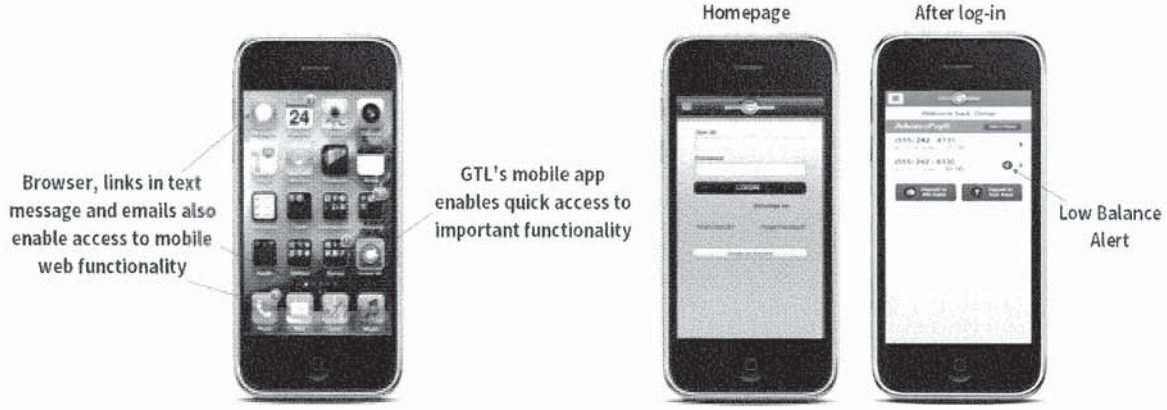
Android and Apple iOS Mobile Payment Apps

With over 50% of payments originating from mobile phones, GTL is enhancing the customer experience with 'apps' specifically designed for Android and Apple iOS mobile phones. This new functionality provides our customers with improved capabilities to manage their account with GTL when using their mobile phones providing customers with real time capabilities to manage their account. Here is a partial list of app functionality that is available to our customers.

- Create and Manage ConnectNetwork Account
- Create and Deposit to AdvancePay Accounts
- Deposit to Inmate Debit or Trust Accounts
- Store and Manage Credit Card/Debit Card #
- Low Balance Alert
- View Recent Transaction History

The following images display the easy to navigate app and functionality.



Customers are able to access and manage their account via the mobile browser, text message links and emails. GTL's mobile app is available in both English and Spanish.

ConnectNetwork® Website

Additionally, our website is enhanced for consumers who view the site from their mobile phone and/or tablet device. With similar functionality as our new mobile phone app, consumers are able to manage their account without the need to download the ConnectNetwork app.

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Voicemail

GTL is able to provide DCSO an easy to use **Inmate Voicemail** system that enables increased communication between inmates and their family and friends along with facility personnel via two-way Voicemail. The GTL Voicemail system is completely configurable to meet the DCSO's needs; allowing messaging for:

- ***Inbound only*** – where friends and family leave Voicemail messages for inmates
- ***Outbound only*** - where inmates may leave Voicemail messages for attorneys, facility staff, and/or friends and family
- ***Two way*** – where inmates may leave Voicemail messages for and receive Voicemail messages from attorneys, facility staff, and/or families and friends.

GTL's Voicemail system provides a secure PIN-protected account for inmates to use this feature. Voicemail benefits inmates and other involved parties because it allows communication even when, for example, a friend or relative is not at the phone to receive a call.

All messages are recorded and subject to playback by authorized DCSO personnel. DCSO investigators can obtain at any time a complete record of all messages left and retrieved. The investigator chooses the voicemail type and any other desired search criteria on the system's Search screen to generate a report of voicemail messages, from which messages can be replayed by clicking the speaker icon .

GTL will work with DCSO to determine the specific internal needs of Jail personnel for implementation of this feature. Individual facility personnel are provided with a convenient method of receiving their own messages to inmates and having those messages verified that the intended recipient has played the message. Inmate Voicemail may also be used as an announcement system for dispersing messages from the facility to all inmates or to a single inmate.

System Flexibility: The Voicemail feature allows for outgoing, incoming or both types of messaging as well as internal facility capability creating complete flexibility in configuration. The

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length of the voicemail is configurable and typically set up to 60 seconds. Voicemail is a useful feature for inmates, friends and family to leave a message regarding such information as when to call them or news about the family, etc. without the need to contact staff.

Message Security: Since messaging runs on the GTL Inmate Telephone System, DCSO facility staff have the same control of recording and monitoring as with the Inmate Telephone System. Only the inmate, the sender, and approved facility personnel can access Voicemail messages.

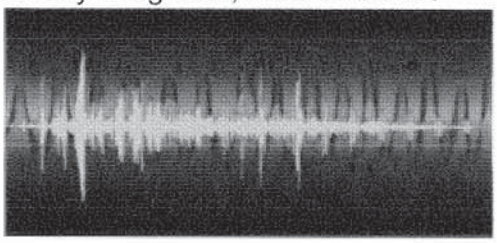
Negotiable Cost - Additional Value Added Features

INVESTIGATIVE/SECURITY FEATURES

GTL Voice IQ™ - Continuous Voice Biometric Inmate Identification

GTL Voice IQ™ is GTL's latest addition to our powerful Voice Biometrics toolset for inmate identification and fraud prevention. Using one of the most comprehensive, natural language speaker verification tools in the industry, GTL Voice IQ enrolls the inmate voice print and builds a voice print profile for comparison in future calls. During the inmate call, GTL Voice IQ will continuously compare snippets of the live inmate calls to the recorded voice print to verify the inmate's identity. GTL Voice IQ is the DCSO solution for inmate and called party phone swap control and prevention. GTL Voice IQ will be used in conjunction with GTL's initial Voice Verification feature.

The GTL Voice IQ continuous voice biometric solution is a fully integrated, state-of-the-art component of the GTL hosted inmate telephone system. This feature is able to be deployed in conjunction with GTL's initial inmate voice verification biometric feature.



GTL has been awarded Patent 8,509,736 for this feature.

- **Operates in Real-Time as opposed to other voice biometric products which are strictly post production.**
- **Resides as an integral component of the hosted inmate telephone system and does not require 3rd party software to be opened outside of the hosted inmate telephone system user interface.**
- **Technology is working throughout the call and will identify fraudulent handover of the phone handset to a different inmate.**
- **In addition, as we have described below, this will utilize our state-of-the-art technology to positively identify all additional voice prints for each and every call.**

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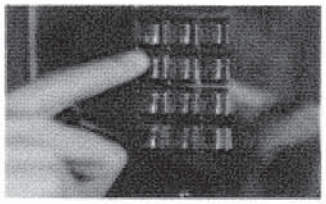
Notable Deployments: This technology is deployed for both Michigan DOC and North Carolina DOC and pending implementation for the Ohio Department of Corrections.

With this feature enabled, line monitoring modules continuously and independently track the voices to detect a 'Speaker Change' event, once detected, it triggers an alert. Alerts are capable of performing any combination of the following actions:

- Alert both parties that a "Speaker Change" event has occurred.
- Terminate the call.
- Store 'Speaker Change' event information in the hosted inmate telephone system (ITS) database. This is a 'stealth mode' – no indication is given to call parties about detection. The inmate's identity is shown for each Speaker Change event on each call.
- Alert designated DCSO personnel (email or text message) **.



GTL Voice IQ continuous inmate identification compares the voice prints of inmates which have been enrolled in the system with the voices on the call. With this the software can identify the inmate who is attempting to use another inmate's PIN number.

GTL EXCLUSIVE

Actions discussed for the continuous voice analysis are triggered in *real time*, which is a *GTL exclusive feature*. After call completion, the Speaker Change Events collected during the call are stored in the ITS database. All Speaker Change Events for all inmate calls at the DCSO facility are stored collectively in the ITS database for further search and retrieval.

With GTL's Voice IQ solution, investigators will be able to efficiently identify calls of interest and virtually eliminate the time it takes to search for and listen to calls pertaining to inmate phone fraud.

Additional Features:

- Speaker Change Events are stored separately, not altering the original recording.
- The system requires 20 to 40 seconds, which is configurable, after speaker change to determine an event. This buffer is intentional to protect against false positives.
- Search calls for specific voice print by inmate**.

Voice IQ Call Detail Reporting Filter:

From the Call Detail Reporting Screen, users can chose the "Return VIQ Detect Status Records"

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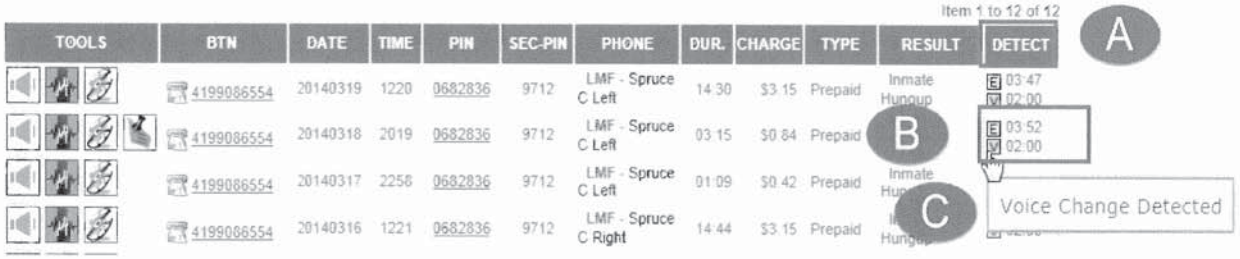
box. When checked, search results will be limited to call records where Voice IQ has detected possible changes in the inmate speaking during the call.

Voice IQ in the Call Detail Results Screen:

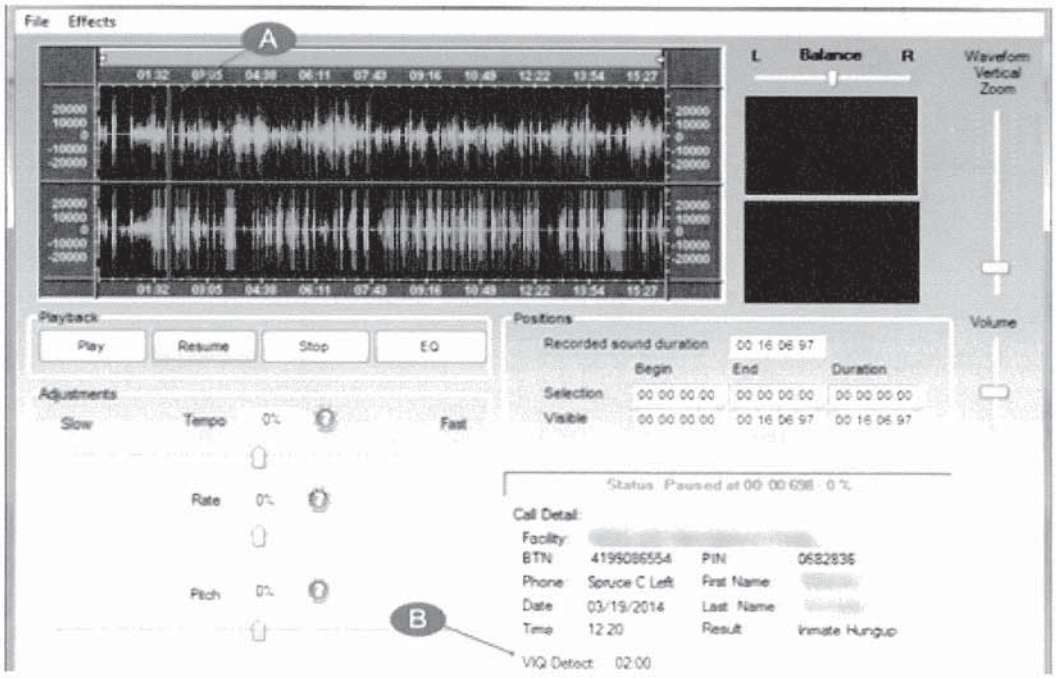


A. Voice IQ detection is shown in the column headings of the Call Detail Results Screen.

B. Any call records where three-way calling activity (Energy) or Voice IQ speaker changes have been detected will be highlighted in yellow. For calls where Energy activity has been detected, an **E** icon will be displayed with a time stamp (MM:SS) where the Energy activity was detected. For calls where Voice IQ speaker change activity has been detected, a **V** icon will be displayed with a time stamp (MM:SS) where the Voice IQ speaker change activity was detected.

C. When a user hovers the cursor over the E or V icons, a tool tip will display whether an Energy or Voice Change was detected.

Voice IQ in the Call Analyzer:



A. When a red bar has been is seen in the Call Analyzer it indicates where Voice IQ activity was detected during the call.

B. A Voice IQ Detect time stamp (MM:SS) shown under the Call Detail section of the Call Analyzer indicates where Voice IQ activity was detected in the call.

Voice IQ PIN Details:

When the **VIQ Trained** checkbox has been checked in the **PIN Detail** screen this allows users to assure an inmate's Voice IQ Enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

User Management Edit Voice IQ Enrollment: When enabled, authorized administrators can allow a user to have the **Edit Voice IQ** permission. This allows the user to be able to uncheck the VIQ Trained checkbox in order to allow a PIN to re-enroll in Voice IQ on the PIN Detail screen.

***Voice Biometrics future functionality expected Q4 2015.*

GTL Voice Biometrics v. The Industry

Navigating through the claims of providers and the capabilities of three-way calling providers can be difficult. It is even more difficult when the providers misrepresent their capabilities. JLG Technology's Investigator Pro has been proposed by Century Link and ICS in past RFP responses. JLG Technology was recently acquired by Securus Technologies. As part of GTL's ongoing patent litigation with Securus Technologies, GTL was entitled to take depositions from Securus as a matter of this litigation. Securus provided Charles Barrasso, Chief Technology Officer of JLG Technologies as the company representative. Additionally, GTL deposed Jay Gainsboro, founder, CEO and President of JLG Technologies as part of the case, both of whom are subject matter experts on the functionality of three way call detection and Investigator Pro. The depositions focused on claims of Securus and JLG Technologies about the functionality of three way call detection and Investigator Pro during the course of the

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depositions. Below is a summary from these depositions. In short, the capabilities of three-way calling and Investigator Pro have been misrepresented by Securus and JLG Technologies. GTL will provide the deposition upon request.

Summary Points from the Depositions

- Securus advertises that "Investigator Pro will identify who is speaking at any given point in the conversation regardless of who initiated the call." But the chief engineer of JLG Technologies, which developed the Investigator Pro, testified under oath that the Investigator Pro "does not do any analysis of the voices of called parties."
- JLG advertises that Investigator Pro "uses advanced biometric 3-way call detection to find more 3-way calls than another other system." But its chief engineer testified that JLG has never developed "three-way biometric technology."
- JLG advertises that Investigator Pro detects when a "voice change" happens on the "called party" side of the call. But its chief engineer testified that JLG never developed a feature that effectively detected such voice changes.
- Securus advertises that Investigator Pro "will provide real-time alerts as calls are in progress." But JLG's founder testified that Investigator Pro "does not do any real-time monitoring."

FAMILY AND FRIENDS SERVICES

ConnectNetwork® Electronic Messaging

GTL is able to offer an **electronic mail communication service** to allow friends and family members of inmates to send emails from any PC.

The ConnectNetwork® Electronic Messaging solution provides a convenient solution for friends and families looking to correspond with their loved one, while helping to ensure safety and security in your facility. Recent news articles highlight how drugs can be smuggled into facilities using the mail system to deliver them into the hands of inmates. With ConnectNetwork email, you can avoid the possibility of contraband entering into your facility!

GTL's email feature uses a state-of-the-art web portal within our ConnectNetwork feature to allow account holders to send email messages to inmates within your facility. These messages are then screened by facility staff and approved messages can then be printed and given to inmates. Our email feature can provide DCSO investigators with another source of intelligence for your facility. All incoming emails can be screened prior to delivery so that investigators can identify correspondence that might be useful in preventing or prosecuting crime.

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The GTL email system is great for facilities where letters to inmates are handwritten. No longer will DCSO officers have to try to decipher handwritten letters; messages are all typed, making them easy to read.

DCSO email administrators can quickly and easily log onto the management portal with their user ID and password from any computer with a secure internet connection. Once in the system, it is easy to screen email for acceptance or rejection, and to print copies of emails. Senders can be automatically notified that their email has been approved or rejected without any further interaction with your staff. The entire process has been designed to be simple to operate and convenient for both facility staff and inmate friends and family members.

GTL Virtual Receptionist Facility IVR

We are pleased to be able to offer DCSO our ***GTL Virtual Receptionist Facility IVR.*** Spanning the full spectrum of inmate/facility interaction, our Facility Management Solutions, including GTL Virtual Receptionist IVR, are engineered to provide correctional facilities of all sizes, including DCSO, with enhanced levels of efficiency and greater control over the inmate population. From collecting and tracking inmate funds to having "one-stop" access to inmate data. Facilities across the country rely on GTL's hardened and tested technology.

GTL's Virtual Receptionist is a fully hosted interactive voice response (IVR) system that provides general facility information and inmate specific information as requested by inmate and public callers over the phone without the need of a staff member to answer the call.

GTL can include bond amounts and types, court dates, time and locations should this be desired by DCSO. If inmate transport is required, GTL does not recommend providing this information via the GTL Virtual Receptionist IVR as it provides information that could result in a security issue. "Court Dates" is a common data set that is communicated, however times and locations (when transport is required) have been kept from public access.

Integration Services

GTL is the industry leader and most trusted source for integrated technology solutions for the corrections market. We provide interface capabilities to various technologies including our Virtual Receptionist IVR. GTL is capable of ingesting data in various methods of transfer protocols from DCSO's Jail Management System. GTL is able to extract a variety of information including but not limited to:

- Facility Phone Numbers w/ Call Assistance
- Inmate Court Dates, Times and Locations
- Inmate Charges
- Bond Amounts

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- Release Dates
- Attorney Assignments
- Visitation Eligibility and Timing
- Facility Information

GTL employs the most common methods of gathering the various data elements including those listed above as well as secure FTP (sFTP), Web Services and other methods. These methods can all be managed in the timing and manner most convenient to the facility in order to accommodate the most accurate, efficient and timely needs of the DCSO. Web Services and other methods provide for a real time or near real time capability ensuring that inmate information is immediately transacted to the IVR as it occurs. Should file transfer protocol be the chosen method of information exchange, GTL prefers the use of sFTPs to ensure the security of DCSO's data.

How It Works

GTL's IVR system utilizes the most well-known widely used speech recognition technology in the market, to enable speech interaction with Virtual Receptionist. Virtual Receptionist utilizes both DTMF and Speech Recognition technology to allow end users to choose how to interact with the IVR. As with any speech recognition engine, ambient noises, poor cell signal, slurred speech, or other speech impacting factors can result in the need to utilize more proven touch tone interaction with the IVR.

GTL's IVR utilizes English and Spanish to accommodate the most common requests of the Virtual Receptionist. Other languages can either be developed to accommodate callers or alternative call in numbers can be provided.

INMATE SERVICES

Additional Flex™ In-Pod Inmate Kiosk Applications

The GTL Flex™ In-pod Kiosk is designed for growth as DCSO may want to expand in the In-Pod Kiosk's functionality.

GTL is able to offer the DCSO additional approved content, beyond those required in this RFP, to inmates through the touch screen software interface of the Flex In-Pod inmate kiosk. The applications are completely configurable and include:

GTL Inmate Calling (using the GTL ITS platform)

GTL Commissary Link (commissary ordering)

GTL Media Link (Media and music downloads)

GTL Document Link (Inmate & facility information)

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GTL Education Link (Inmate educational programs)

GTL Law Library

Inmate Phone Calling – With *GTL Flex Link Inmate Calling* inmates are able to place calls to friends and family using the kiosk touch screen. Flex in-pod kiosks will connect directly to GTL's inmate telephone system already in place at the DCSO facility. This allows a multi-function capability for the in-pod kiosk which reduces the wall real-estate at the facility. All other features will be the same as the standard inmate telephones on the GTL ITS.

Commissary Ordering – With GTL *Commissary Link* inmates can use the kiosk touch screen to select and order items to be filled directly by the commissary vendor at the DCSO facility. Product images make the electronic store easy to navigate and correctly select the desired items. Purchases through the kiosk are automatically deducted from the inmate's account. Prisoner access rules to the commissary application can be applied individually by offender and by offender group.

Media Downloads & Handheld Player - GTL *Media Link* enables offenders to access approved digital media content to use within correctional facilities through secure, "corrections-grade" handheld media players. Digital media content include the entire music library from the four major music labels, e-books, education, self-help, rehabilitation, and other approved content as deemed acceptable by DCSO. The handheld media devices are also capable of viewing approved pictures (received through GTL Message Link), video and other programs and services. The GTL Media Link provides an easy to use and secure service for offenders to receive approved media by purchasing it themselves, or having it purchased by family, friends or other sources.

Music catalog that contains over 6 million songs that allows offenders to search by genre, artist, song name and album title on the handheld media player. Offenders have unlimited access on their handheld media players to select and then after connecting the player to the GTL Flex™ Sync station, purchase and download songs which are stored in the local digital media library.

Examples of the many features of the GTL media players:

- Secure login
- Tamper proof software
- Download of approved content only
- Designed for corrections environment

Offenders can easily access and store music, video, e-books and photos on supported devices. The GTL Media Player has an intuitive interface that makes it easier for illiterate or non-English speaking offenders to independently and successfully use available services.

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Facility & Inmate Information – GTL *Document Link* provides inmates with facility documents such as rules & regulations handbook, instructions, etc. as well as educational information which the facility can upload and manage using its own PDF documents for display.

Educational Content – GTL *Education Link* lets inmates select various educational materials required and approved by DCSO.

Access to GTL Law Library – GTL *Law Library* brings requested state law information to inmates via the touch screen inputs.

Automated Cardless Debit Calling

GTL is able to offer DCSO an interface with the GTL inmate telephone system to the DCSO commissary software for automated inmate Real-Time, Cardless Debit calling. GTL is the leader in the industry at successful integration of inmate debit with a variety of commissary system providers. Due to our level of experience, we are confident in our ability to implement Real-Time Automated Secure Cardless Debit via an interface with DCSO's inmate facility commissary system.

We have designed and implemented solutions including: standard XML format file sharing, web services-based exchanges, Network Node Interfaces (NNI), and more. GTL uses web services and a variety of other file transfer protocols to integrate with other vendors. This flexible approach, combined with our extensive experience in software development, ensures a fast, smooth transition to the new phone system. With the cooperation of DCSO, GTL is confident in our ability to integrate with DCSO's current commissary system, or any commissary DCSO may implement in the future.

With integrated Real-Time Cardless Debit, inmates can purchase debit funds **directly through call prompts from the inmate phone.** Funds are moved in real time from the inmate's banking account to his/her debit phone account. This allows inmates to order debit phone time at any time, as opposed to having to be tied to the commissary ordering schedule. These funds are then directly applied to the inmate's debit account, tied to his/her inmate ID and PIN. The cost of each debit call is deducted immediately from the inmate's account at the end of the call. Prior to making another debit call, the inmate will hear his/her new available balance.

This solution eliminates any paperwork or administrative burden on facility staff which may be associated with the traditional selling of debit cards.

Debit offers many benefits to both the inmate and DCSO. Because debit calling allows the inmate to call any facility-approved number without needing the family member to set up an account, the benefit to DCSO is an increase in the number of completed calls, increasing revenues and information available to investigators. Debit calling also allows inmates to reach

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out to more people and puts them in control of their calling and spending.

GTL Debit/Prepaid Calling Increases Client Revenue

GTL has seen call volumes and revenues dramatically increase at facilities where we have introduced our secure, easy-to-use prepaid calling solutions which result in:

- Increased inmate call volume
- More revenue for the facility
- More communication between inmates and their loved ones
- Potential for lower prepaid call rates

Commissary Ordering By Phone

GTL is able to offer DCSO our "Commissary Ordering over the Phone" feature, eliminating the need for inmates to use bubble sheets. The GTL inmate telephone system is able be configured to provide a speed dial number for inmates to dial into the DCSO's commissary system using the standard inmate telephones for ordering items or to take advantage of other services provided by the commissary system. The DCSO commissary provider must have available a telephone line and dial in number. This setup relies on the ability of the commissary system to provide download capabilities of inmate orders as well as the ability to debit inmate accounts. We are currently providing similar setups in various accounts within the GTL installed base. This simple speed-dial access to commissary systems has helped streamline operations and fulfill requirements for various GTL contracts.

Debit Release Cards

GTL's Release Card program will provide a solution for inmate fund disbursements through debit cards. Our release card program is administrated by a partner company with requisite federal and state credentials and authorization to transmit funds. Unused funds of inmates about to be released from the DCSO facility or transferred out of DCSO jurisdiction can be determined then electronically transferred to media acceptable to DCSO. The means by which this occurs may vary but GTL understands the DCSO's primary motivation is to minimize cash transactions while maintaining control and fiduciary responsibility for incarcerated inmates' funds. GTL will make every effort to tailor a release card program that satisfies DCSO objectives. Inmates can use either a pin number or their signature to complete debit card transactions.

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Release Debit Card Benefits

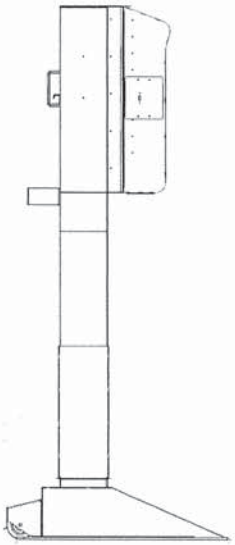
Facility Benefits	Inmate Benefits
Eliminate Checks/Cash	Immediate Funds Availability
Reduces Lost Checks/Fraud	Eliminates Check Cashier Fees
Simplifies Bank Account Reconciliation	Security of PIN Protected Card
Capable of Integrating with OMS	Worldwide Access to ATM's
Real Time Transactions	Account Info Available Online
Robust API for system to system integration	Re-Loadable Card
	Allows for Direct Deposit

These cards can be loaded from $.01 up to $9,700.00.

MOBILE VIDEO CARTS

GTL is able to offer the DCSO our VVS Mobile Visitation Cart feature. The VVS Visitation Cart is designed to let you move a visitation station quickly and easily to the needed location. The cart functions just like a hand truck. With a station mounted on the mobile cart the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned on the back of the cart, away from the reach of inmates, for excess power and data line cord storage.

27" x 27" x 64"



COMMISSION OFFER

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GTL COMMISSION OFFERS FOR DOUGLAS COUNTY SHERIFF'S DEPARTMENT

Global Tel*Link (GTL) pays commissions based on the gross revenue charged for all local, intrastate and international (if applicable) inmate calls from all phones covered by the Agreement. For each allowed call type (local, IntraLATA, InterLATA, or international; collect, debit or prepaid) gross revenue is defined as the product of total billable minutes times the agreed upon rate for all completed calls – meaning those accepted by the called party.

Gross revenue on which monthly commission will be paid does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account transaction fees; (iv) interstate revenue and (v) any amount GTL collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by GTL in connection with such programs.

GTL is a fully authorized inmate telephone service provider in the State of Oregon and as such will have complete responsibility for rating and routing call traffic for all call types. We maintain multiple billing and routing agreements with major carriers in order to insure that calls are routed in the most efficient manner.

When an inmate places a call, our validation system will determine the call type (Local, IntraLATA, InterLATA, Interstate, or International) and the best route. The local or long distance carrier used for any given inmate call will depend on the most efficient route to the destination number. Once the called party actively indicates acceptance of an inmate's call, the inmate telephone system begins the billing process by recording the cost of the call, based on the agreed upon rates for the call type.

GTL is tariffed and authorized to handle all calls originating from this contract. GTL is responsible for billing for all calls either through the local telephone company or direct bill from GTL.

PROPOSED CALL RATES

All proposed rates are exclusive of applicable taxes, government fees, or transaction fees.

Global Tel*Link
Douglas County OR-County Jail
Inmate Calling Rates

		1st Time of Day		2nd Time of Day		3rd Time of Day	
	Miles	surcharge + 1st min	Add min	surcharge + 1st min	Add min	surcharge + 1st min	Add min
Local and Local Extended							
Collect/Direct Bill	**ALL**	2.64	0.00	2.64	0.00	2.64	0.00
Advance Pay	**ALL**	2.64	0.00	2.64	0.00	2.64	0.00

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IntraState IntraLata							
Collect/Direct Bill	ALL	1.96	0.11	1.92	0.07	1.92	0.07
Advance Pay	ALL	1.96	0.11	1.92	0.07	1.92	0.07

IntraState InterLata							
Collect/Direct Bill	ALL	5.31	0.89	5.31	0.89	5.31	0.89
Advance Pay	ALL	5.31	0.89	5.31	0.89	5.31	0.89

InterState IntraLata							
Collect/Direct Bill	ALL	0.25	0.25	0.25	0.25	0.25	0.25
Advance Pay	ALL	0.21	0.21	0.21	0.21	0.21	0.21

FCC International							
Collect/Direct Bill	ALL	0.25	0.25	0.25	0.25	0.25	0.25
Advance Pay	ALL	0.21	0.21	0.21	0.21	0.21	0.21

CANADA							
Collect/Direct Bill	ALL	5.14	0.89	5.14	0.89	5.14	0.89
Advance Pay	ALL	5.14	0.89	5.14	0.89	5.14	0.89

COMMISSION OFFER

GTL IS PLEASED TO BE ABLE TO OFFER DOUGLAS COUNTY A FLEXIBLE APPROACH TO THEIR COMMISSION OFFER FOR IN-STATE CALLING

Proposed Commission Offer #1 – 75% In-State Calling

- Inmate Telephone System
- Inmate Telephone System Installation Labor & Material
- Inmate Phones
- Keyword Search
- Call Storage
- Voice Biometric
- Inmate Voice Mail
- Unlimited BNA
- Visitation Scheduling

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Proposed Commission Offer #2 – 35% In-State Calling

- Inmate Telephone System
- Inmate Telephone System PLUS Video Visitation Installation Labor & Material
- Inmate Phones PLUS the GTL Flex™ In-Pod Kiosk
    - GTL Visitation Link (Video Visitation)
    - GTL Message Link (Inmate Electronic Mail)
    - GTL Inmate Request Link (Inmate Information and Program Requests)
    - GTL Grievance Link (Inmate Concerns)
- Keyword Search
- Call Storage
- Voice Biometric
- Inmate Voice Mail
- Unlimited BNA
- Visitation Scheduling
- Video Visitation Hardware

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Based on your request, following is a completed spreadsheet:

EXAMPLE COMMISSION REPORT – 35%

CALL TYPE	# OF CALLS	# OF MINUTES	COUNTY COMMISSION	VENDOR RATE REVENUE	VENDOR FEE REVENUE
Advance Pay Interstate Interlata	219	2,150	$158.03	$451.50	$119.65
Advance Pay Intrastate Interlata	27	250	$119.64	$341.84	$90.59
Advance Pay Intrastate Intralata	292	3,624	$328.59	$938.84	$248.79
Advance Pay Local	1,597	25,049	$1475.63	$4,216.08	$1,117.26
Collect Interstate Interlata	30	333	$29.14	$83.25	$22.06
Collect Intrastate Interlata	4	33	$16.47	$47.05	$12.47
Collect Intrastate Intralata	30	192	$26.82	$76.62	$20.30
Collect Local	61	591	$56.36	$161.04	$42.68
		TOTAL:	$2,210.68	$6,316.22	$1,673.80

TOTAL REVENUE TO THE COUNTY: 2,210.68

Because it is difficult to fully understand a proposed fee/rate pricing structure, please complete the spreadsheet using your numbers to show us how much revenue we would expect to receive on this example of a month's worth of jail phone calls. Do not factor in any govt taxes; however, please account for any additional fees that you would receive (ie. connection fees) that are not included in the County's commission.

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Based on your request, following is a completed spreadsheet:

EXAMPLE COMMISSION REPORT – 75%

CALL TYPE	# OF CALLS	# OF MINUTES	COUNTY COMMISSION	VENDOR RATE REVENUE	VENDOR FEE REVENUE
Advance Pay Interstate Interlata	219	2,150	$338.63	$451.50	$119.65
Advance Pay Intrastate Interlata	27	250	$256.38	$341.84	$90.59
Advance Pay Intrastate Intralata	292	3,624	$704.13	$938.84	$248.79
Advance Pay Local	1,597	25,049	$3,162.06	$4,216.08	$1,117.26
Collect Interstate Interlata	30	333	$62.44	$83.25	$22.06
Collect Intrastate Interlata	4	33	$35.29	$47.05	$12.47
Collect Intrastate Intralata	30	192	$57.47	$76.62	$20.30
Collect Local	61	591	$120.78	$161.04	$42.68
		TOTAL:	$4,737.17	$6,316.22	$1,673.80

TOTAL REVENUE TO THE COUNTY: 4,737.17

Because it is difficult to fully understand a proposed fee/rate pricing structure, please complete the spreadsheet using your numbers to show us how much revenue we would expect to receive on this example of a month's worth of jail phone calls. Do not factor in any govt taxes; however, please account for any additional fees that you would receive (ie. connection fees) that are not included in the County's commission.

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COMMISSION ACCOUNTABILITY

GTL's ability to accurately report DCSO's commission is greatly enhanced by the fact that our Inmate Telephone System operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created and downloaded to GTL's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department routinely places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

Billing statements for inmate calls are issued monthly. The DCSO's commission percentage is in no way impacted if a phone bill for inmate calls proves un-collectable. All billed calls within a billing period, contribute to the totals reported on the monthly commission and call summary sheets.

You will be able to verify call traffic, call revenue, and commission accuracy using reports provided by GTL and/or generated from the Inmate Telephone System.

- ***Standard Monthly Commission Reports***: With each monthly commission check, the Agency will receive a set of reports detailing call traffic and total gross revenue. Reports will distinguish collect, prepaid collect, and inmate debit calls (if applicable) by Local, IntraState IntraLATA, IntraState InterLATA, InterState InterLATA*, and International (if applicable) call types.

  **GTL does not pay commissions on interstate revenue, however the commission report will reflect the interstate calls and minutes for reporting purposes.*

Summary Commission Report	Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report.
Monthly Revenue by Phone	Calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

- ***Custom Monthly Commission Reports:*** When required or desirable, GTL also provides revenue data and reports at our secure ***Internet FTP Site*** which can be accessed by authorized DCSO staff from on-site system workstations or from authorized computers at remote locations. These data/reports can be formatted in one of three

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formats, depending on your preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.

- ***Sample Reports are provided as GTL Exhibit C.***

Inmate Telephone System Reports: DCSO will be able to access the facility's original call data on-line via the Inmate Telephone System's password protected interface program to request and generate reports detailing total gross revenue for the specified billing period by such criteria as: inmate telephone, call type, inmate PIN, destination number, or virtually any combination of criteria that you desire to use to audit detail or summary information contained in monthly commission reports.

Revenue Assurance Team

GTL maintains a Revenue Assurance Team whose purpose is to review call activity for each facility on a monthly basis. Each month's activity is compared to that of previous months. Should a review reveal any dramatic changes in activity, a more detailed review of that facility is conducted. If necessary, changes will occur to insure that the maximum amount of revenue possible is generated by that facility. This review includes an analysis of traffic engineering to determine if there is a need to provision additional lines or circuits due to increases in inmate population or call activity. Our Revenue Assurance Team will work with the County in making these determinations.

GTL commits to full compliance with FCC and state-tariff rates. GTL's rates will not exceed FCC or PSC authorized rates for long distance station-to-station or person-to-person calls. GTL currently is certified to provide inmate phone service in the State of Oregon.

CALL CHARGES AND FEES

GTL will charge the calling rates approved by DCSO. Federal, state, and local taxes apply to all telecommunications services. Taxes on collect calls are assessed by the local exchange carrier or billing agent that bills the call recipient for the collect call. Taxes on prepaid calls such as, AdvancePay, PIN Debit or Prepaid Cards, are assessed and collected by GTL and remitted to the taxing authority. Tax calculations are based upon the mandated tax rate in effect at the time of call and vary by call origination and destination. Tax collections are rendered to the appropriate taxing entity and are never retained in whole or in part by GTL. All other charges and fees associated with inmate calls are disclosed below.

Collect Billing

Each Call: Per-minute charges based on approved rate for the call type.

Inmate Debit Account

Each Call: Per-minute charges based on approved rate for the call type.

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Inmate GTL Calling Card

Each Call: Per-minute charges based on approved rate for the call type.

Family or Friend Advance Pay Account

Each Call: Per-minute charges based on approved rate for the call type.
Transaction fee if applicable (see table below)

Additional Fees when Applicable

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.

Additional Fees when Applicable

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.

No Cost Deposit Options	*When Applied*	*Amount*
Deposit sent to GTL via Western Union[1]	Per Transaction	$0.00
Certified Check mailed to GTL	Per Transaction	$0.00
Money Order mailed to GTL	Per Transaction	$0.00

1 *A person who sends money to GTL for a prepaid account via Western Union pays Western Union's fee for that service. GTL does not charge an additional fee for payments via Western Union.*

ACCOUNT LEVEL FEES		
Advance Pay	**When Applied**	**Fee**
Account Setup Fee	One time, at initial account setup	$0.00
Account Close/Refund Fee	One time, upon account closing/refund	$5.00

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PAYMENT/FUNDING TRANSACTION FEES

Account Type	Payment Method	When Applied	Tiered Deposit Amounts Apply	Fee
Advance Pay	Call Center {Representative}	Per Credit Card Transaction	N/A	$7.95
Advance Pay	Automated IVR Deposit	Per Credit Card Transaction	N/A	$7.95
Advance Pay	ConnectNetwork {Web}	Per Credit Card Transaction	N/A	$7.95
Advance Pay Auto Reloader	Low Balance Automated Reload	Per Credit Card Transaction	N/A	$7.95
Advance Pay Lobby Kiosk	Lobby Kiosk	Per Credit Card Transaction	N/A	N/A

SERVICE/USAGE LEVEL FEES ADVANCE PAY

Advance Pay	When Applied	How Applied***	Fee
Regulatory / State Carrier Cost Recovery Fee	Per Intra-State Call	Percentage of Call Cost	8%
FUSF Admin/Cost Recovery Fee	Per Interstate Call	Percentage of Call Cost	5%
Statement Rendering	Monthly or At Statement Rendering	Flat Amount Per Statement	$0.00
Administrative Fee	Per Call	Flat Amount OR Percentage Per Call	$0.00 ***OR*** 0%
Validation Surcharge	Per Call	Per Call to Destination Numbers Receiving Specific LIDB Replies	0%

SERVICE/USAGE LEVEL FEES LEC-BILLED COLLECT

LEC-Billed Collect	When Applied	How Applied***	Fee
Regulatory / State Carrier Cost Recovery Fee	Monthly for Intra-State Calls	Flat Amount Per Month	$1.95
FUSF Admin/Cost Recovery Fee	Monthly for Interstate Calls	Flat Amount Per Month	$3.49
Monthly Billing Fee	Monthly for Any Collect Calls		$0.00

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		Flat Amount Per Month	

All fees, currently tariffed and prospectively tariffed, are subject to change from time to time as prescribed by the FCC, tax authorities or by GTL and at the discretion of the entities charging those taxes, charges and/or fees.

Flex Pricing and Units for Offer II

Number of Units	
Flex	18
FF Units	2
Intake	0
Lobby (Scheduling)	1
Tablets	0

Flex Pricing	
Video	$0.40 per Minute
10 Minute Visit	$4.00
25 minute Visit	$10.00
Email	$0.40 Per Email

Commission Table		
# of Paid Annual Video Visits		Commission %
0	460	0%
461	575	10%
576	805	20%
806+		30%

Trust Accounting Fees

	TRUST			
		Kiosk	Web	Phone/IVR
Credit Card	$5.00-$10.00	$3.00	$3.50	$3.50
	$10.01-$25.00	$3.00	$5.75	$5.75
	$25.01-$50.00	$3.00	$6.75	$6.75
	$50.01-$100.00	$5.00	$8.95	$8.95
	$100.01-$300.00	$7.00	$0.00	$0.00
Cash	$5.00-$10.00	$1.50		
	$10.01-$25.00	$2.50		
	$25.01-$50.00	$3.00		
	$50.01-$100.00	$4.00		
	$100.01-$300.00	$5.00		

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