

September 28th, 2021
Jackson County Sheriff's Office
1995 Chanter Road
Jackson, MI 49201

Dear Lieutenant Coburn and Captain Truchan,

Thank you for the opportunity to provide an overview of our services for your reference. We genuinely appreciate the opportunity and look forward to discussing things in greater depth at the appropriate time.

Contained below is a full overview of the various capabilities associated with our SmartEcosystem™ Dashboard offering, a zero-cost, single-point-of-access resource that is specifically engineered to;

- **Dramatically increase revenue to agency, while reducing cost to families**
- **Streamline internal operations throughout your agency**
- **Migrate the Jackson County Jail system towards a true paperless and automated environment**
- **Enhance the safety of your inmates and staff alike**
- **Drive the investigative intelligence capabilities of your agency to an entirely new level.**
- **Eliminate 100% of all contraband and narcotics from entering your agency through conventional inmate postal and privileged mail (legal mail)**

As we express and demonstrate throughout the following response, Smart Communications is a true technology company, formed with a single mission – to introduce innovative and status quo–altering solutions to the corrections industry through the application of innovative new technology. We have a long history of outside–the–box thinking that started in 2009 with our invention and introduction to the corrections industry of SmartInmate™, the world's first two–way electronic messaging system designed specifically for inmates.

In 2010, we developed and released SmartRequest™, the first digital inmate request system. Then, in 2015 and 2017 respectively, we released corrections first and now multi–patented solutions that eliminate 100% of contraband and narcotics from inmate postal mail and legal mail, the MailGuard® Postal Mail Elimination System and the MailGuardLegal® Privileged Mail Solution respectively.

In 2021, Smart Communications will continue to introduce innovative, new solutions that will continue to positively disrupt the corrections space. With several technology patents pending, we anticipate introducing brand new revolutionary technologies that will further cement our position as the unquestioned leader in corrections technology. If you have any questions, please don't hesitate to reach out via my email, brian.apgar@smartcommunications.us, or via my direct line at 727.337.2804.

Sincerely,

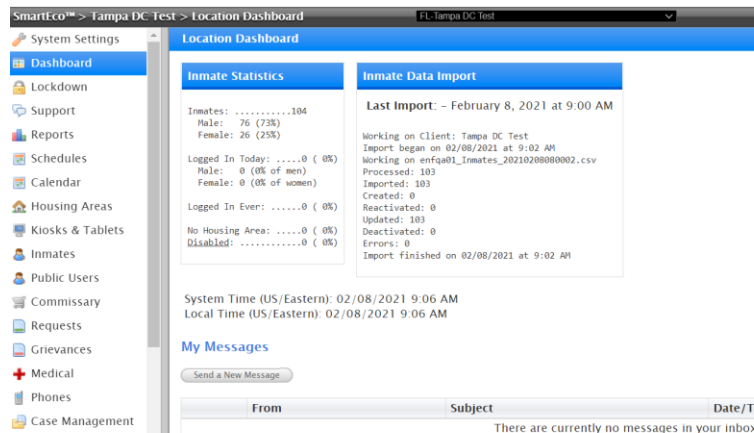
Brian Apgar
Regional Director

Featured Solutions

SmartEcosystem™ Dashboard|

Smart Communications provides a completely integrated administrative and communications platform, namely our SmartEcosystem™ Dashboard, at zero cost. This powerful administrative tool provides a central, easy to use, **single-point-of-access** interface where facility staff can manage all inmate and staff-centric services including;

- SmartEvo™ Inmate Telephone System
- SmartInmate™ Electronic Messaging
- SmartVisit™ Video Visitation Services
- MailGuard Postal Mail Elimination®
- MailGuardLegal® Privileged Mail Solution
- SmartRequest™ Digital Request, Grievances, and Medical form platform
- Education programming (SmartEd™)
- Reentry and Rehabilitative Services (SmartReentry™)



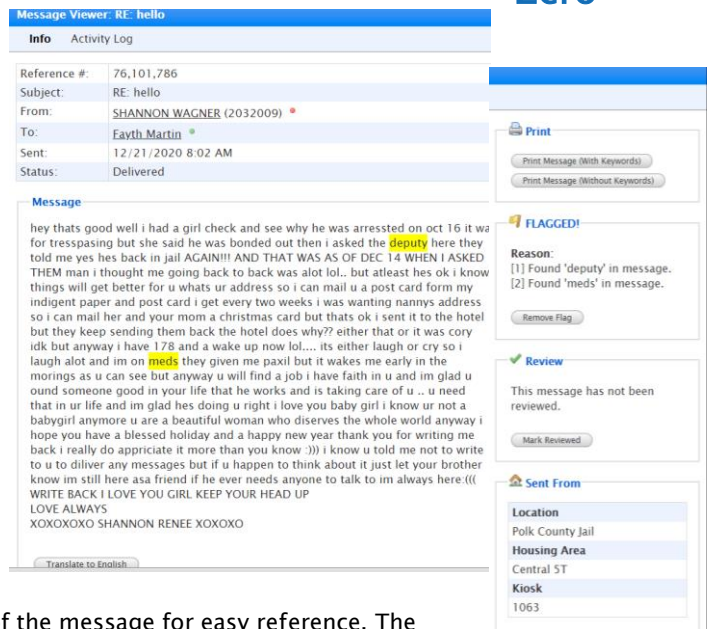
All technology infrastructure, hardware, software and services, including installation, maintenance, personalized client support and training are provided at no cost.

SmartInmate™ Electronic Messaging – Cost|

Smart Communications invented Correction’s first two-way electronic messaging system in 2009, namely our SmartInmate™ Electronic Messaging solution. This highly intelligent and field-proven system allows inmates to stay in contact with their friends and family via a highly secure and controlled, closed-loop electronic messaging platform just like email but specifically designed for use in correctional facilities. SmartInmate™ has many built-in investigative tools, such as our **Keywords** feature, that makes the system an invaluable intelligence gathering and crime solving asset, and has even proven to be a powerful crime prevention and criminal-network breaking tool. For example, SmartInmate™ can automatically monitor and send instant notifications when messages containing user/investigator defined keywords or names are transmitted.

Keywords specified by facility operators, which are customizable and allow for easy updates/additions, are highlighted in the body of the message for easy reference. The

Zero



system can even identify if language used in a message to one inmate is found in a message to another, allowing investigators to monitor and ultimately disrupt coordinated activities. SmartInmate also collects statistics, data and information on public users in the community that are in communication with Placer inmates at your agency. Information such as connected inmates, phone numbers, IP-address, E-mail, credit card and bank information, GPS locations, devices used and more. Messaging rates are .50/message.

Additionally, Smart Communications will donate two free SmartInmate™ messages every week per inmate. Based on your current inmate population of roughly 225 inmates, this equates to **\$11,700 annually and \$58,500 over a five (5) year term towards our No Inmate Left Behind** objective. Since 2009, Smart Communications has donated over \$36,000,000 in free messages to inmates.

Patented MailGuard® Postal Mail Elimination System – Zero Cost|

Smart Communications will provide Jackson County Sheriff's Office with our patented MailGuard® Postal Mail Elimination System completely free to all involved. MailGuard® eliminates one of corrections' longest running problems and security loopholes— the passage of nefarious materials and narcotics via inmate postal mail.

MailGuard® keeps your staff and inmate population safe by providing a remote, virtual mailroom that processes and electronically delivers inmate postal mail for automated digital viewing on a SmartTablet™ or SmartKiosk™ device. No contraband, no labor, no cost.



Smart Communications' MailGuard® Processing Center in Tampa Bay, FL

Your Inmates' postal mail is directed to our MailGuard® processing center located in Seminole, FL. From there, our highly trained staff utilizes cutting-edge, customized equipment to convert the inmate postal mail into a high-definition, color digital file format. These digital files are then uploaded to Smart Communications' intelligent MailGuard® for review by agency staff. Once reviewed by agency staff, the digital files are automatically delivered electronically to the inmates via SmartTablet™ or SmartKiosk™ devices.

Our clients include the *Federal Bureau of Prisons*, the *Pennsylvania Department of Corrections* and hundreds of county jails nationwide.

Features and Benefits of MailGuard® include:

1. Immediate, 100% elimination of contraband & drugs from entering your facility via inmate postal mail
2. Searchable database provides massive increase in investigative intelligence gained on both inmates and public users
3. Significant increase in safety for inmates and facility staff

Patented MailGuardLegal® Privileged Mail Solution – Zero Cost!

The MailGuardLegal® solution, invented by Smart Communications, is the only patented privileged mail solution available to corrections agencies and can be deployed in a full digital variant or via the MailGuardLegal® portable cart, seen below.

The MailGuardLegal® cart is a WiFi-enabled legal mail processing station equipped with customized hardware that facilitates the processing of privileged mail correspondence while ensuring that all constitutional requirements related to privileged mail are adhered to.



(12) United States Patent Logan	(10) Patent No.: US 10,659,630 B2 (45) Date of Patent: May 19, 2020
(54) CORRECTIONAL INSTITUTION LEGAL MAIL PROCESSING SYSTEM AND METHOD	(56) References Cited U.S. PATENT DOCUMENTS
(71) Applicant: HLFIP Holding, Inc. , Placida, FL (US)	5,917,925 A 6/1999 Moore 7,202,451 B2 3/2009 Orlinberg 7,804,941 B2 9/2010 Kraus 8,204,175 B2 6/2012 Hauger 9,310,627 B1 4/2016 Shimizu, Jr. 9,742,959 B1 * 8/2017 Shimizu, Jr. HDEN 1,002,041 (Continued)
(72) Inventor: Jonathan D Logan , Tampa, FL (US)	
(73) Assignee: HLFIP Holding, Inc. , Largo, FL (US)	
(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.	OTHER PUBLICATIONS Inland postal service to open mail and send scanned email copies. Itegraph Media Group Limited 2019. https://www.itegraph.co.uk/news/news/news-comp-filmed-754709/inland-postal-service-to-open-mail-and-send-scanned-mail-copies.html , UK. (Continued)
(21) Appl. No.: 16/286,385	
(22) Filed: Feb. 26, 2019	
(65) Prior Publication Data US 2019/020848 A1 Aug. 29, 2019 Related U.S. Application Data	Primary Examiner — Kent Yip (34) Attorney, Agent, or Firm — Shah IP Law, PLLC; Samir Shah
(60) Provisional application No. 62/634,975, filed on Feb. 26, 2018.	
(51) Int. Cl. H04L 2/00 (2006.01) G06Q 58/26 (2012.01) G06Q 58/32 (2012.01) G06K 9/00 (2006.01) H04N 1/44 (2006.01)	(57) ABSTRACT A method and system for eliminating contraband in legal postal mail at a correctional facility comprising of a facility-use legal mail scanning station and a network of inmate-accessible devices and/or messaging systems such that contraband without violating an inmate's right to privacy for such mail. The legal mail is scanned by the staff member or inmate under the supervision of a staff member and then shredded or placed into the inmate's personal property in secure storage. The scanned mail may then be made available to the intended inmate through the inmate-accessible devices or printed at the scanning station to ensure the elimination of contraband.
(52) U.S. Cl. CPC — H04N 1/00166 (2013.01); G06K 9/00906 (2013.01); G06K 9/00271 (2013.01); G06K 9/00669 (2013.01); G06Q 58/26 (2013.01); H04N 1/4473 (2013.01); G06Q 58/32 (2013.01); H04N 1/4473 (2013.01)	
(58) Field of Classification Search CPC — HDEN 130336; HDEN 14473; HDEN 150221; G06K 9/00469; G06K 9/00906; G06K 9/00271; G06Q 58/32; G06Q 58/26 See application file for complete search history.	
	26 Claims, 6 Drawing Sheets

SmartVisit™ Video Visitation System |

SmartVisit™ VVS, provided on the SmartTablet™ or SmartKiosk™ devices, offers the most intelligent video visitation platform in Corrections.

Features and Benefits include:

- Allows up to 12 visits simultaneously from one housing unit
- Cutting edge advanced content filtering software, known as **Facial Detection**, that **filters out unwanted visitation content** to proactively and automatically monitor the visitation sessions for you, so your staff doesn't have to.
- Free, onsite local facility visitation
- Remote video visitation from a laptop, home PC, mobile tablets, or Smartphones.

Submitted:	11/27/2018 10:13 AM
Scheduled Start:	11/29/2018 10:00 AM — Actual: 11/29/2018 9:53 AM
Scheduled End:	11/29/2018 10:15 AM — Actual: 11/29/2018 10:08 AM
Scheduled Duration:	15 minutes — Actual: 15:14 minutes
Private Visit:	No
Status:	Completed
Video Server:	ar-co-conway-media.smartjailmail.com
Session ID:	5B70E1C3-02CF-D3B6-F08326019B5AC3FD
Link to Video File:	5b70e1c3-02cf-d3b6-f08326019b5ac3fd.mp4
Link to Audio File:	5b70e1c3-02cf-d3b6-f08326019b5ac3fd.mp3

Recorded Video

NOTE: This recording is housed in cloud storage and is available indefinitely.

00:22 | 14:52

JOEY LE (168091) | lorri le

- **Completely self-service visitation system, eliminating agency staff involvement from the entire visitation scheduling process.**
- Prescheduled or inmate-initiated appointments options are available. This allows public users to visit whenever it is convenient for them right from their mobile device, maximizing visitation usage and further reducing workload and foot traffic for the agency.
- SmartVisit™ is also the lowest cost system with rates as low as only .15 cents per minute, making visiting inmates from home more convenient and a better value than ever. SmartVisit™ is the inmate visitation system of the future. Jackson County Sheriff's Office will receive a rate of .15 cents per minute.

SmartEvo™ Inmate Telephone System = Zero Cost|



Our SmartEvo™ ITS solution, the first VoIP system ever deployed within corrections, has over 30 years of proven field experience and deployments in correctional facilities of all sizes, both domestically and abroad. Our platforms have been installed in over 450 correctional facilities and are used by more than 158,000 inmates in the United States, Canada, United Kingdom, Japan and Singapore. The SmartEvo™ ITS is a state-of-the-art, web-based platform that delivers the features required of a modern corrections agency.

Benefits and Features Include:

- Innovative fraud prevention and detection capabilities
- Advanced inmate calling controls and investigative tools
- Reliable system performance and superior call quality
- Standard and customizable call detail record reporting options
- 24/7/365 customer service and technical support
- Rugged, durable and tamper-proof hardware
- Multiple bill payment options
- No cost installation, training and JMS/commissary interfaces

Notable Features of the SmartEvo™ ITS Solution

- Real-time access to inmate recordings: All inmate recordings are saved and remain accessible for the duration of the contract with a provision to allow access of up to one year at the end of any contract in case of a contract change initiated by your agency.
- Customizable call branding and announcements
- Free automatic software updates, upgrades and maintenance with minimal downtime

- Voicemail Exchange (VMX™): This optional feature allows family and friends to leave a voicemail message directly for an inmate to schedule a call or to check in and say “hello.” This eliminates the need of facility staff to receive, manually record and relay messages to inmates. Administrators can also use this feature to communicate important messages to all inmates simultaneously.
- InTouch™ Inmate Hotline: Saves time by eliminating the need for staff to address inmate phone call connection, quality or hardware issues. Inmates experiencing a phone related issue can dial *511 on any inmate phone to speak with a live, Florida based customer service representative 365 days a year.
- Proprietary Voice Engine: Provides the ability for system auditory prompts and responses to be spoken in up to 99 different languages. The auditory prompts and responses are configured standard in both English and Spanish; additional languages can be added at any time at no cost to the facility.
- ADA Compliance: Smarts Communications provides the equipment necessary to ensure that your facility’s telephone service and hardware is compliant with all requirements set forth in the Americans with Disabilities Act (ADA). This includes providing telephones which are accessible to persons in wheelchairs and providing systems that are compatible with Telephone Devices for the Deaf (TDD).
- A Single–Source Provider: Smart Communications does not subcontract any portion of the technology and services offered. We custom–design and engineer our own software and technology, allowing us to offer superior value, service and support.
- Free and Non–Recorded Public Defender Calls (at request of facility)

Smart Communications True Commission Pledge & Financial Offer

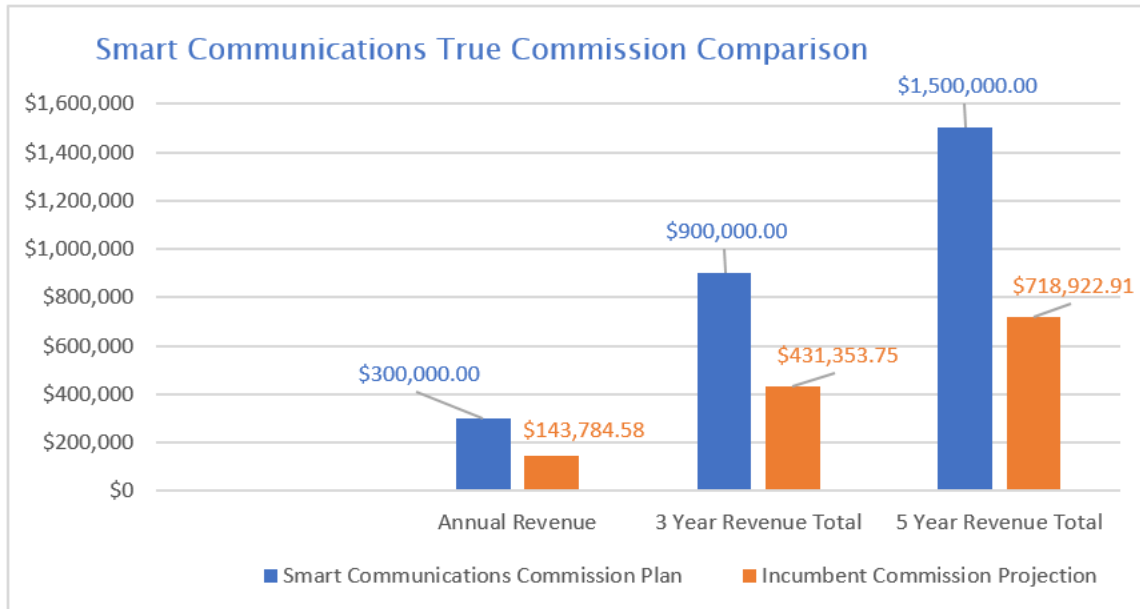
Based on Smart Communications current understanding, the Jackson County Sheriff’s Office (JCSO) currently oversees an inmate population of roughly 225 inmates. This inmate population reflects the post–COVID reality of decrease in inmate population and, typically, the County houses in the range of 350–370 inmates. Smart Communications was provided access to inmate telephone system (ITS) revenue reports for the years of 2019 and 2020 for both the Main and Chanter Road Jail facilities. Our analysis, and ultimately our financial offer, was based on this information.

For 2019, the two facilities combined for a total gross ITS revenue number of \$362,648.22. 2020 saw that number increase to \$479,281.94. As discussed with Lt. Coburn as recently as 7/27/2021, this increase in ITS revenue, when considering the significant decrease in the average inmate population year over year, represents an anomaly. There are a number of factors that could have contributed to these findings, including the type of inmate, the lack of in–person visitation during COVID and other, unknown influences.

Despite the significant increase in gross annual ITS revenue year over year, which was roughly \$117,000, The Jackson County Sheriff’s Office actually realized only an additional \$4,000 in commissions from Securus. Why this is the case cannot be gleaned from the numbers, however what this definitively represents is the reality that the commission percentage for 2019 was 38% while the number for 2020 was 30%. Again, we cannot suggest why this was the case, just that the numbers are clear that it was.

Based on the above analysis and findings, Smart Communications, as part of our **True Commission Pledge**, would like to formally offer to the Jackson County Sheriff’s Office an up–front, one–time signing bonus of \$300,000 that would represent the first full year of commissions after install. Upon the conclusion of the first year of our partnership, should the JCSO inmate population remain at 200 inmates or above, Smart Communications will continue to provide an Annual Guarantee of \$300,000 for the length of the relationship. This Annual Guarantee would be paid in monthly installments of \$25,000. As requested, call rates for all domestic call types will be .19 cents per minute. The international rate will be addressed at a future date.

Below is a side-by-side comparison of the Smart Communications True Commission Pledge vs. the annual commission total paid by Securus in 2020 and projected out over a 5-year term.



As indicated in the above graphic, Smart Communications financial offer would generate more revenue than projected revenue associated with a typical, industry-standard financial offer as listed below on apples-to-apples comparison.

Smart Communications delivers;

- \$156,215.42 more revenue annually, \$300,000 in total annual commissions
- \$468,646.25 more revenue over three (3) years, \$900,000 in total commissions
- \$781,077.09 more revenue over five (5) years, \$1,500,000 in total commissions

Notes:

Smart Communications will provide each inmate one free, 5-minute call per week

Smart Communications will provide an AIS Tree for the Jackson County Sheriff's Office at zero cost

Additional Features and Services |

SmartEd™ and SmartReentry™ Modules |

Inmate education has been proven to improve inmate behavior and reduce recidivism. That is why Smart Communications has heavily invested in our SmartEd™ and SmartReentry™ modules and why we provide your inmates with free access. These modules are loaded with free educational, self-help, reentry strategy courses and substance abuse/addiction content, as well as options for court ordered/approved courses. These modules are also customizable which allows dynamic, local content to be uploaded to meet your agency's current and future goals/objectives.

SmartLaw™ – Zero Cost|

Smart Communications provides all inmates with self-service access to a digital law library from every SmartTablet™ device at no cost to your agency or your inmate population. Eliminating the cost and constant inmate movement for the agency to provide this to inmates, the SmartTablet™ provides this free and allows self-service with no inmate movement needed. The content of the Law Library is kept current with real time updates, meeting the legal needs and requirements of inmates. All inmate Law Library access time is logged and retained in our system, providing proof of access to reduce legal disputes. Inmates can access the Law Library in their confined areas at any time via a SmartTablet™.

SmartRequest™ Digital Request, Grievance and Medical Form Module – Zero Cost|

Ten years ago, Smart Communications developed and deployed SmartRequest™, the world's first digital inmate request system in corrections. SmartRequest™ is the easiest to use, most customizable and detailed electronic form submission platform in corrections. SmartRequest™ automates the inmate form process and helps eliminate paperwork. Electronic forms are centrally tracked and managed, putting an end to shuffling paper forms around the facility.

Requests are responded to electronically allowing inmates to get answers quickly; the system can provide automated standard responses and status updates to all involved. The workflow on the SmartRequest™ system is custom-tailored to specific department policies and is easy to customize without vendor assistance. Truly the most intelligent digital request system in corrections.

Request Viewer: Request – Jail Investigations		
Info	Chain of Custody	Activity Log
Reference #:	6696834	
Date Submitted:	06/09/2020 at 7:57 AM	
Date Received:	06/11/2020 at 7:49 AM	
Request Type:	Request – Jail Investigations	
Status:	REASSIGNED	
From:	STEPHEN ARCHER (206929) ✖	
Housing Area:	NJC-Booking (Opened From NJC-21A)	
Assigned To:	Housing Lcc Group	<input type="button" value="Reassign"/>

SmartEntertainment™|

Ensuring that your inmate population is engaged and content results in an environment that is safer for all. As such, Smart Communications provides a wide range of entertainment options as well as the lowest possible cost-options. Specifically, our Premium entertainment content is provisioned at .01 cents per minute, making it accessible to virtually all inmates at a reasonable and affordable rate.

Commissary Hosting – Zero Cost|

Commissary companies are not technology companies, despite their attempts to be so, and their solutions reflect this reality with limited functionality and poorly designed software. Many vendors will try to leverage commission share reductions, or contract extensions, to ultimately have your agency pay for the technology solution they provided at "no cost". Smart Communications integrates with all major vendors and we will host your vendor's menu on our hardware to allow inmates to order commissary goods from the vendor's platform hosted directly on our hardware.

Hardware Options|

SmartTablet™ Devices – Zero Cost|

Smart Communications' custom SmartTablet™ devices are specifically designed to withstand inmate abuse as well as meet the unique safety and security requirements of correctional facilities. Every aspect of our SmartTablet™ device including the body, battery, screen, camera and custom wireless charging stations were engineered from the ground up in partnership with our private manufacturer in Asia. This makes the SmartTablet™ different from the tablets many of our competitors offer that are nothing more than an off-the-shelf, consumer grade tablet inside a rugged case.



Furthermore, SmartTablet™ devices run on Smart Communications' proprietary operating system making our devices hack-proof. Off-the-shelf, consumer grade tablets (Samsung for example) run on publicly available operating systems with common hacking code widely available which are prone for inmates to hack and gain access to the Internet. The SmartTablet™ features a 7.0" 3x thicker Gorilla glass touchscreen LCD and an oversized battery to support 8-12 hour continued use battery life.

Our custom designed wireless charging stations hold 10 SmartTablet™ devices each and utilize small metallic contact points on the tablet enclosure and do not require the use of charging cables. The SmartTablet™ device slides into the charging station and the status LED indicator will illuminate red when the device is charging and will turn green when the device is fully charged. The wireless SmartTablet™ is a self-service tablet system requiring zero staff involvement or burden.



SmartKiosk™ Devices – Zero Cost!

Designed specifically for the corrections space, this durable technology provides access to all Smart Communications' solutions and features. Each SmartKiosk™ device connects via Cat5e or Cat6 Ethernet cable to a dedicated port on an Ethernet switch that is connected to a dedicated Local Area Network (LAN). This connection allows SmartKiosk™ devices to connect to other allowable devices on the LAN or over the Wide Area Network (WAN). All SmartKiosk™ devices feed back to a central router and firewall located within the facility. A secure connection from the facility to the SmartVisit™ application located in Smart Communications' data center is provided to allow SmartKiosk™ devices to be managed. SmartKiosk™ devices are capable of being powered by 110VAC or PoE via the connected network Ethernet cable.

The SmartKiosk™ is composed of a 17.0" touchscreen LCD display designed for high-threat environments, a high-definition IP camera and other electrical/computer hardware mounted in a 22.0 X 18.0 X 5.0" (HxWxD) high-strength, 12-gauge steel housing. The housing fully encloses the internal components and does not have any openings or external hinges which prevents tampering and exposure to liquids. The housing also features smooth rounded edges to prevent injury and a rounded top design prevent beverages from being placed on the device. To provide optimal sound quality and user privacy, SmartKiosk™ devices are equipped with a corded telephone handset. The handset is constructed of heavy-duty polycarbonate molded plastic and does not contain any removable parts. The handset's cable is contained in a flexible, stainless steel, armored sheathing with a pull strength that exceeds 1,000 ft-pounds and is attached to a SmartKiosk™ device via a bayonet lock method.



Superior Client and Technical Support|

Smart Communications has a reputation for providing the highest quality of customer service and technical support available this helps to ensure our solutions are always operating efficiently and effectively. The objective of our support team is to eliminate administrative burdens on your facility staff by



providing unmatched customer service and support to your facility staff, inmates and families and friends. Our service and maintenance programs include the following capabilities and features:

Account Management – Brian Apgar, Regional Director

Brian has been specifically chosen to work with the Jackson County Sheriff's Office. He will be the lead point of contact for questions relating to the contract, customer support as well as technology and services provided for the duration of your contract.



About Brian...

For more than 20 years, Brian Apgar has excelled in a number of executive-level positions, driving efficiencies and positive outcomes for his clients and partners. Brian's relationship-based approach has resulted in his ability to cultivate and sustain trust with leaders across multiple industries while establishing lasting bonds with those he encounters. He has been formally recognized numerous times for his achievements and advanced to senior level positions with direct control over budgets, personnel, and national/regional strategy.

Brian's move into corrections was driven by his passion to continue making a difference in a rapidly evolving space. When asked to define personal success, Brian has said that it is in "Building lasting relationships with people based on trust, honesty, and integrity, with a shared responsibility in achieving a common goal". The customized solutions Brian vigorously looks to deliver for his partners, and the positive, lasting difference he aspires to make is what motivates him every day.

Brian currently resides in the Western Suburbs of Chicago with his wife and two daughters.

Technical Support Center (7/24/365): serves as your single point of contact for staff to report problems ranging from minor maintenance issues, to service outages or, require assistance with the administrative features of our Communications platform.

- **Network Operations Center (7/24/365):** provides remote monitoring and diagnostics of the communication platforms, network and services applications around the clock, proactively identifying and resolving problems to help minimize issues.
- **Field Services Team:** provides onsite installation, support and repair when needed.
- **Customer Care Center (7/24/365):** provides assistance/support for inmate's family and friends on payment and services issues.

Technical Support Center: Smart Communications' Technical Support Center serves as a single point of contact for your facility to report problems ranging from minor maintenance issues to service outages, or request assistance with the administrative features of our communications platforms. Our highly trained technical support staff will answer calls 24/7/365 and provide quick problem resolution.

Staff calls are routed directly to a Technical Support Specialist who will obtain the specifics of the service request and open a ticket. Each service request will be assigned one of three (P1, P2 or P3) priority levels based on the percentage of service that is affected. Each priority level is designed to address specific system events and have a specific resolution timeline and escalation procedure. The service response of each service request is escalated one level when the established time requirement is not met for that priority level.

The Technical Support Specialist will have full ownership of the service request and will make every effort to resolve the service issue remotely within the designated timeframe(s). When required, the Technical Support Specialist will engage our Network Operations Center (NOC) and/or Engineering teams to help resolve the service issue. If required, a Field Service Technician will be dispatched to assist with resolution of the service issue. Once a service request has been resolved, the Technical Support Specialist will close out the ticket and update the customer.

Network Operations Center: Smart Communications' 7/24/365 Network Operations Center (NOC) is responsible for maintaining the network infrastructure that supports the hardware and services provided to your facility. The NOC continuously monitors the health, security and capacity of all communications equipment, applications and associated networks to help ensure 99.9% uptime with uninterrupted, reliable operations. Proactive monitoring allows Smart Communications to diagnose and resolve issues before they become a problem and affect service.



The NOC provides preventive and ongoing service, maintenance and/or repairs to help minimize the disruption of services. Proactive maintenance and repair are conducted as frequently as is necessary to keep the systems and support components in good operational status. Regular system updates to software and hardware are performed based on availability of new features, updates of 3rd party content and bug fixes. The NOC will make every attempt to preform service maintenance during our normal maintenance window of 1 am through 6:00 am EST. If maintenance requires system downtime, your facility will be notified by your Regional Director 24 hours in advance.

Field Support Technicians: Our service is further enhanced by using certified local and regional technical support personnel. We also maintain a local supply of system components and replacement parts to help minimize service restoration time. Your facility will be served by a designated number of local primary Field Service Technicians and additional local technicians will be assigned as backups upon contract award.

Customer Care Center: Friends and family of inmates who need assistance utilizing or experiences an issue with a Smart Communications solution are serviced by our Customer Care Center. Our Customer Care Center may be reached 24/7/365 by calling our toll-free line at 888-843-1972. All calls will be answered by a live, fully trained, U.S.-based Customer Service Representative.

Smart Communications Corporate Headquarters & MailGuard Processing Center, Seminole FL



CLIENT TESTIMONIAL

“I have worked in investigations since 2014 and would say that the systems we use from Smart Communications are a huge asset to gathering information, intel and helping push cases along to the District Attorney and followed by prosecution. We have been able to use these systems to identify phone numbers tied to large narcotic cases and even find out locations and develop location patterns based on the information the system provides... The ability to monitor inmate correspondence by implementing key words and have those messages sent directly to an assigned e-mail is a huge time saver and allows investigators to use their time wisely and not have to sit and read messages word for word every day... This system is extremely user friendly and even the most novice officer can use it. It offers a way to monitor inmate population all while making revenue for the agency while also providing intel that would normally take countless man hours or would never be gathered. I would recommend this system to any agency that houses inmates of any kind or custody.”

Major Zack Guidroz
Marion County Sheriffs Office | Marion County Mississippi

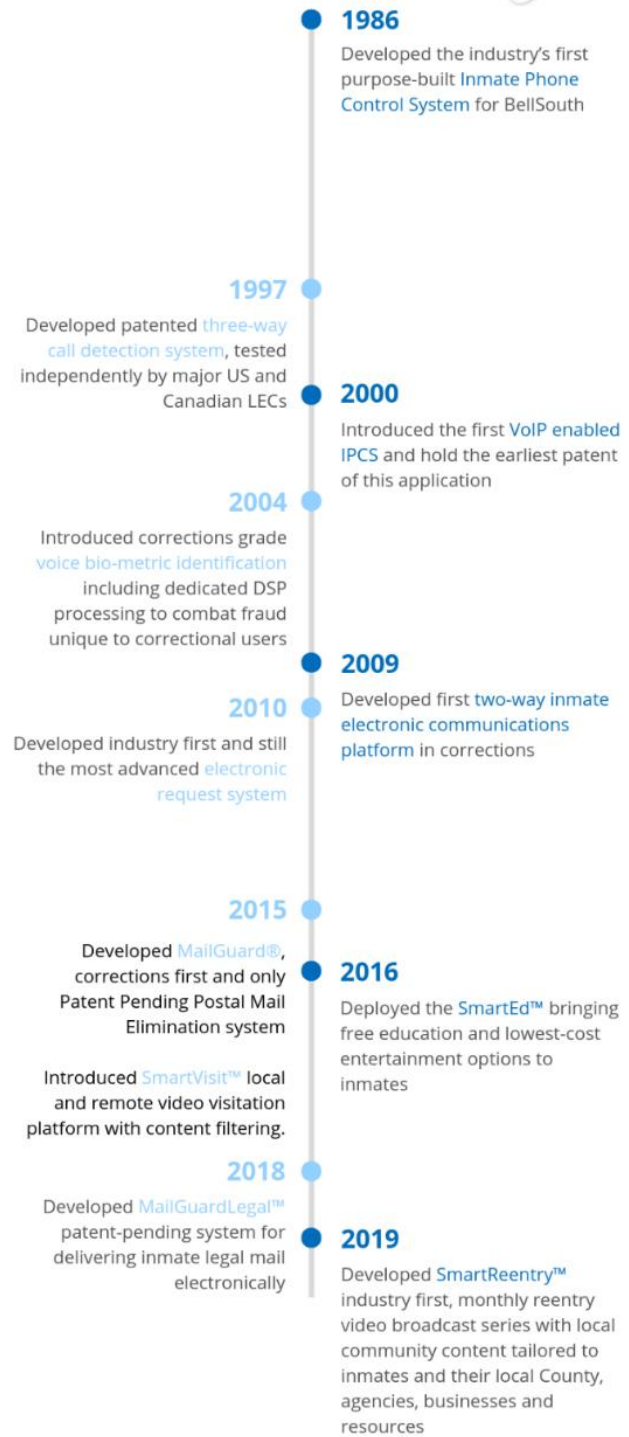
CLIENT TESTIMONIAL

“The no-cost, total inmate technology solution the DCSO is receiving from Smart Communications has resulted in multiple benefits to inmates and staff. DCSO inmates now have free access to tablets equipped with various educational, self-help, reentry resources as well as entertainment options. All DCSO inmates are also provided with free messages every week to help them stay connected with family and friends. MailGuard and MailGuardLegal are reducing labor costs and are helping to keep inmates and facility staff safe by eliminating any risk of contraband or bio-hazards from entering DCSO jail facilities via post mail. Furthermore, as the DCSO's ITS and VVS provider, Smart Communications has dramatically reduced the costs of these services for inmates while guaranteeing the facility \$216,000 in annual commission revenue.”

Capt. Jeff Jackson
Desoto County Jail

FACTS FIRST

SMART COMMUNICATIONS SHAPING THE CORRECTION LANDSCAPE



Smart Communications... DIFFERENT.BETTER.SMARTER.

Smart Communications is a true technology company, formed in 2009, with a mission to change the inmate communication landscape by providing faster, more affordable and intelligent technology solutions. We embarked on this mission by inventing an innovative two-way electronic messaging system for inmates. We also pioneered the first electronic request, grievance and medical form modules as well as provided the first facility-wide law library for corrections.

We continue to work directly with correctional agencies to research, develop and introduce meaningful technologies that enhance safety and streamline facility operations. These efforts led to the inception of our patented MailGuard® postal elimination system. Unlike other communication vendors, we also have over a decade worth of focus on the development of multifunctional tablet and kiosk technology for corrections and have the experience that can lead to a paperless and automated environment at ZERO COST!

To complete our portfolio, Smart Communications acquired the industry-leading Nexus Inmate Telephone System (ITS), the first VoIP call management system for the corrections industry. The Nexus phone platform engineers, who are now part of the Smart family, have over 30 years of field experience and deployments in correctional facilities both domestic and abroad. The Nexus ITS was also recently selected by Bell Canada to provide phone service to over 15,000 inmates.

Smart Communications is currently the fastest growing communications company in corrections with a 230% growth rate per year. Our revenues are reinvested in infrastructure and future technologies. Millions of dollars are spent improving Smart Communications' technology and services each year - all to ensure we remain the leaders in technology innovation for the corrections industry.

SmartEcosystem™

Intuitive. Intelligent. Innovative.

Unified Management Platform

- Requests and grievances
- Commissary hosting
- Investigative intelligence tools
- Reporting tools
- Educational programming
- Reentry services
- Entertainment
- Video visitation services
- Electronic Messaging services
- MailGuard® Postal Mail Elimination
- MailGuardLegal®
- Inmate Telephone System

