

**STATE OF GEORGIA**  
**DEPARTMENT OF CORRECTIONS**  
**ADDITIONAL SCORED RESPONSE DOCUMENT**  
**Attachment K**

GDC is requesting additional information regarding potential value-added technologies, solutions and support. **Contractors are encouraged (but not required)** to provide a complete written response to each of the additional scored items listed in Attachment K of the eRFP. Several of the additional scored items may require Contractor to provide exhibits and/or visual aids which clearly reference the specific eRFP section. All information contained in Contractor's response shall be relevant to the section or specified item of the eRFP. Please note, GDC will not be a "beta test site" for any unproven technology.

**DO NOT INCLUDE ANY COST/PRICING/REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS ATTACHMENT K – ADDITIONAL SCORED RESPONSE DOCUMENT.**

AS1: Continuous Voice Biometric Technology: Contractor shall provide an overview of its continuous voice biometric technology, detail the enrollment process and the continuous verification of the inmate's voice. This feature must be an integrated part of the ITS and shall include analytical tools and reporting.

 CenturyLink Response: Accept and comply.

CenturyLink will provide the GDC with Investigator Pro™ from JLG Technologies for continuous voice biometric identification. CenturyLink and partner ICSolutions are by far the leaders in voice biometric deployments and to our knowledge are the only providers to have installed Investigator Pro at state DOCs: Nevada (CenturyLink) and New Hampshire (ICS direct contract). This experience is very important, since the inmate telephone system requires extensive system integration to effectively deliver this technology.

The platform includes pre-call verification of the inmate's PIN and brings with it a number of additional capabilities such as detecting impostors after call setup, detecting and marking suspicious activity, and tracking suspicious activity by category.

### **Suspicious Call Finder**

Conventional voice verification systems – where inmates' voice prints are verified before the call starts but not after – have two major limitations: first, they do not detect inmates handing the phone to another inmate after validation, and second, in the case of a verification failure, they only record the event.

The Investigator's Suspicious Call Finder module eliminates these limitations and provides analysis of inmate voices throughout the entire call; in addition, it provides the key piece of information correctional facilities value: the probable identities of imposters. When a call is completed, the Investigator goes to work uses specialized hardware and software to perform the billions of mathematical computations necessary to intelligently compare previously enrolled inmate voice models against the voices on the call, determining the highly probable identities of imposters.

### **Pre-Call Imposter Detection**

The Investigator Pre-Call Imposter Detection module provides pre-call imposter screening. When an inmate initiates a call attempt, the Pre-Call Imposter Detection module compares likely imposters against the voice being provided at the time of the call initiation. Instead of the conventional approach of comparing the inmate voice against a previously recorded sample of the inmate voice, it utilizes its imposter detection system to see if an imposter is trying to make the call and alerts the facility of which inmate imposter is trying to defeat the system.

### **Voice-Biometrics Enhanced Link Analysis**

The Investigators QuickFind tool results take into account all the intelligence the system has acquired and returns it in easy to understand statements. Each statement represents types of calls the inmate has made or information that associates that inmate with other inmates and their outside called parties.

*Categories of calls the investigator can quickly search on are:*

- Completed calls made by that inmate PIN
- Any calls where a 3 way call has been detected (a means to hide contact with an unknown called party)
- Calls when the inmate used another inmate PIN (an attempt to hide the inmate identity)
- Calls made where other inmates have used this inmate's PIN (an attempt to hide their identity)

# Additional Scored Response

The screenshot displays the 'The Investigator Pro' software interface. At the top, it shows 'Logged in as rrdemo', 'Logout', and 'Return to Site'. The main navigation bar includes 'QuickFind', 'Advanced Searches', 'Suspicious CallFinder', 'NoteManager', 'ReportMaker', 'Settings', and 'Help'. The 'QuickFind' section on the left shows 'Main Search Terms' with '00011293 MICHAEL VENTOF' entered. The 'Results' section for '00011293 Michael Sanogo Venter' includes 'Fast Facts about Michael Sanogo Venter' with several call statistics: 'About 3784 calls were made with Michael's PIN', '95 different phone numbers (4 high interest) were called by Michael', '29 of Michael's calls involved 3-Way Events', '48 inmates (2 high interest) called the same phone numbers as Michael', '14 calls were made by Michael using another inmate's PIN', '35 numbers (4 high interest) found common to Michael and other inmates', and '2 calls were made by other inmates using Michael's PIN'. Below this is a table with 29 matching records, displaying columns for 'Select All', 'Play', 'Notes', 'csn', 'Off Hook Date/Time', 'ID of inmate PIN used', 'Name', 'Phone number', 'Talk Secs', 'Station Name', '3-Way', and 'Susp Index'. Two records are visible in the table.

Select All	Play	Notes	csn	Off Hook Date/Time	ID of inmate PIN used	Name	Phone number	Talk Secs	Station Name	3-Way	Susp Index
<input type="checkbox"/>			1636484	12/02/2006 20:23:33	00011293	Michael Sanogo Venter	1-903-281-2275	903	C - 2E	1	1
<input type="checkbox"/>			1606927	11/25/2006 18:40:13	00011293	Michael Sanogo Venter	1-903-281-2275	867	C - 2E	1	1

## Other Investigator System Reports

The Investigator features a number of different system reports that assists the facility investigator in focusing the attention on the most valuable calls to investigate. For investigators, the reports include: enrollment reports, pre-call imposter reports, high-value target calls for review, high-interest-group activity, and a variety of other reports that show frequent abusers of accounts, accounts being abused, and involved called parties. For leadership, the Investigator includes Management Reports to track product usage, ensure user accountability, and provide instant access to any case or inmate-sensitive call activity.

For brevity, a small sample of these reports and search screens are provided below.

*Investigators are able to quickly search for all calls with suspected of PIN abuse, by calls using a specific inmate's voice, or any other number of search criteria, as shown below:*

# Additional Scored Response

Logged in as rr | Logout | Return to GIPS  
 Copyright 2007-2011 JLG Technologies LLC  
 All Rights Reserved. Patent Pending.

**The Investigator Pro™**  
Demo

JLG Technologies, LLC  
Voice-Identify, Corrections, Security Systems

QuickFind | Advanced Searches | **Suspicious CallFinder™** | NoteManager | ReportMaker | Manager | Settings | Help

### The SuspiciousCall Finder™

1. Create Report on Recorded Calls  
 Where: Simon...  
 on: Suspicious Calls Search

2. Suspicious Call Report A total of 48 calls were found.  
 View:  48 High Suspicion Calls  0 Low Suspicion Calls  0 Inconclusive Calls

SCP Sort order	CSN	Date of Call	ID used to Place the Call	Name Belonging to ID	Rate Call Off-Rate Rating	Phone Using Same Pin	Called Phone Number	Station Name	Qty Inmate Calls	Out
35	1547403	12/05/2006	00011293	Michael Sanogo Vantor	4	1	1-903-281-2315 5	C - 2E	1	11
35	1524626	11/30/2006	00013281	Shirley Isaac Jacob	4	1	1-820-219-2540 5	05 - 1	4	13
35	1528072	03/10/2008	00011337	Morris Lane	1	1	1-903-281-7048 5	C - 4W	2	13
35	1512463	07/22/2011	00011734	Patrick Andrew Olson	2	1	1-903-281-2275 5	J - NE	2	13
35	1539072	11/02/2006	00014847	Ja R Schmidt	2	2	1-903-281-2275 5	C - 4W	2	13
35	1409102	10/20/2006	00013281	Graham Belmore	2	2	1-903-281-2275 5	H2 - TL	25	13
35	1489403	10/22/2006	00012917	Luath Isaac Stacy	2	2	1-820-219-2540 5	H2 - TL	4	13
35	1473346	10/24/2006	00013271		2	2	1-820-219-2540 5	C - 2E	25	11

3. Most Likely Inmate Callers  
 Number Called: 1-903-281-7048 TX, TexasKana  
 Inmate assigned to this pin: Morris Lane

Notes for this call exist: Show Notes Add Inmate

Inmate whose voice might be heard on the call selected on #2	Inmate ID	Rating	Comp. # of this Phone #	Time on this Phone #	% Spent on this Phone #	Other Heard on this Call
W VasquezOrtiz	00014280	10	0/0	0h0m	0%	0
Morris Lane	00013307	4	5/1	0h15m	0%	0
Expinosa Isaac G	00012842	3	0/0	0h0m	0%	0
Jason Green	00016136	3	0/0	0h0m	0%	0
Nickson Russell Schen	00014847	1	0/0	0h0m	0%	0
Carlos Saldañerendez	00016058	0/0	0/0	0h0m	0%	0
Elias Lanes	00016448	3	0/0	0h0m	0%	0
Leann Leonard Holt	00016225	3	0/0	0h0m	0%	0
Adolfo Nungarcia	00016160	3	0/0	0h0m	0%	0

4. Search Call Records  
 Search on: Phone Number Called Search  Only Completed Calls Search

### VoiceSearch™

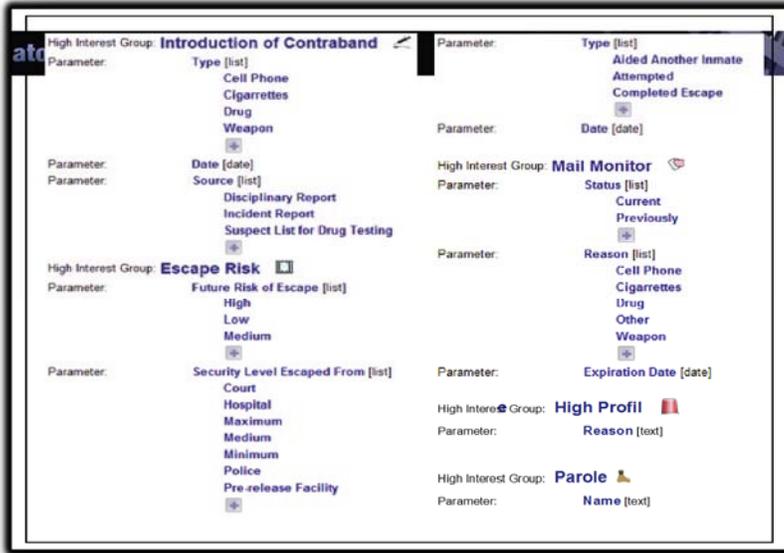
1. Search for calls with the voice of: 00011293 MICHAEL VENTOR Kalamazoo Only A 10/11/2009 Search  
 Date/Time Range: 10/11/2006 To Now Advanced Search  
(date inmate started)

2. Results Based on the voice of: Michael Sanogo Vantor Inmate ID: 00011293  
 Found 3782 records total. Displaying 1-10. Next 10 Records to show at a time 10  
 Edit View Burn Selected to CDR Save Selected Export to Excel Print

View:  Calls using his/her PIN (9)  Calls where he/she was imposter (0)  Other calls (1)  Retrieve calls with lower voice score

Select All None	Voice Score	Play Notes	csn	Off Hook Date/Time	ID of Inmate PIN used	Name	Phone number	Talk Secs	Station Name	3-Way	Case
<input type="checkbox"/>	35	1486100	01/25/2009 17:10:40	00016169	Mark Watkins Mondragon	1-903-281-2275	867	C - 4W			
<input type="checkbox"/>	35	1651314	12/05/2006 21:52:11	00011293	Michael Sanogo Vantor	1-903-281-2315	874	C - 2E			
<input type="checkbox"/>	35	1651135	12/05/2006 21:35:14	00011293	Michael Sanogo Vantor	1-903-281-2315	898	C - 2E			
<input type="checkbox"/>	35	1650979	12/05/2006 21:19:49	00011293	Michael Sanogo Vantor	1-903-281-2315	865	C - 2E			
<input type="checkbox"/>	35	1647913	12/05/2006 11:30:50	00011293	Michael Sanogo Vantor	1-903-281-2315	867	C - 2E			
<input type="checkbox"/>	35	1647409	12/05/2006 08:43:33	00011293	Michael Sanogo Vantor	1-903-281-2315	639	C - 2E			
<input type="checkbox"/>	35	1646084	12/04/2006 20:50:24	00011293	Michael Sanogo Vantor	1-903-281-2275	903	C - 3S			
<input type="checkbox"/>	35	1645943	12/04/2006 20:29:51	00011293	Michael Sanogo Vantor	1-903-281-2275	852	C - 3S			
<input type="checkbox"/>	35	1645092	12/04/2006 18:52:06	00011293	Michael Sanogo Vantor	1-903-281-2275	171	C - 4W			
<input type="checkbox"/>	35	1644065	12/04/2006 16:15:04	00011293	Michael Sanogo Vantor	1-903-281-2275	787	C - 2E			

# Additional Scored Response



Sampling of the High Interest Groups (HIGs) in the Investigator Pro system

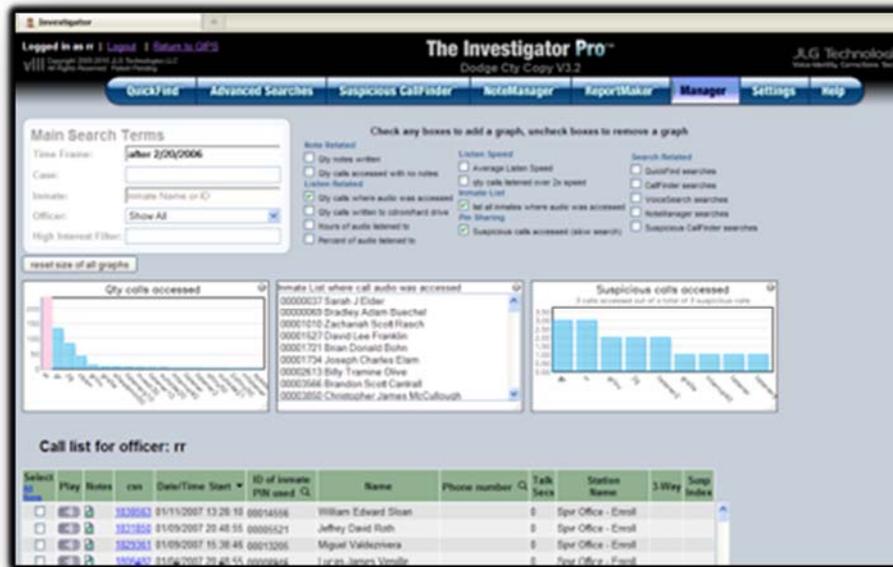
High Target Calls for Review

Today you reviewed 0 calls. There are 0 calls from today still not reviewed.

Play	CSN	Off Hook Date/Time	ID of Inmate PIN used	Name	Phone number	Station Name	3-Way	Susp Index
1525207	07/22/2011 15:31:54	00015281	Morse Ismael Jacob	1-920-319-2149	B5 - 1			
1528311	07/22/2011 14:33:34	00015281	Morse Ismael Jacob	1-920-319-2149	B5 - 1	1		
1457322	07/22/2011 14:59:35	00014598	S W Vazquezoriliz	1-414-795-8620	C - 4W	1		
1462192	01/19/2009 19:31:12	00013857	Susan Ventor	1-903-281-3652	A2 - 1L	1		
1550275	12/05/2006 19:56:00	00016738	Timm John Orlandes	1-262-334-6171	H3 - 1L			
1550473	12/05/2006 20:24:46	00011989	Braker Robert Jacob	1-920-324-9356	J - N6			
1551633	12/05/2006 22:19:59	00026162	David Calvin Bryant	1-920-261-0336	J - S3			
1551088	12/05/2006 21:31:10	00015271	Barakat Nielson Whatley	1-773-542-5272	C - 3S			
1550737	12/05/2006 20:53:18	00011989	Braker Robert Jacob	1-920-887-3518	J - N6			
1519573	11/02/2006 18:51:52	00014947	Nicksion Russell Schmidt	1-903-281-2275	C - 4W			

Automatic reporting on High Target Calls for Review

## Additional Scored Response



### Management Reporting

AS2: Voice-to-Text Technology: Contractor shall provide an overview of its voice-to-text technology specifying whether the technology is capable of converting recordings to text. Contractor shall indicate if this technology includes alert capabilities and if the technology can detect/identify a sequence of numbers communicated by the inmate to the called party and vice versa during the course of a call.

🌟 CenturyLink Response: Accept and comply.

CenturyLink provides multiple solutions to satisfy customer needs related to voice to text technology. One approach is to leverage commercial transcription software to convert call recordings to text. If the desired goal is simply getting calls transcribed, this is approach is available and can accomplish the stated objectives including detecting a sequence of numbers communicated during a call.

This method could be enhanced should GDC choose to implement the live call monitoring option in AS3 as the Investigator Specialists could utilize the transcription to search for relevant keywords to aid in investigations.

## Additional Scored Response

A second approach that has been adopted by several of our DOC accounts that are interested in identifying keywords during a call is utilizing Nexidia speech analytics technology. This technology is an integrated feature within the Enforcer and is referred to as Word Detective. We provide this as an option to GDC as it provides some features difficult to replicate with the transcription approach. Some of the key features to this technology and approach are detailed as follows:

### **Search Recordings by Key Word with Word Detective**

With our Word Detective keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detective searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

### **Keyword Search – Expanded Capabilities**

Word Detective can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, we are building a generic “Association Table” that contains common search terms and their associated words or phrases. We are using information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.

The indexing engine that powers Word Detective, Nexidia, has always had the ability to use an Association Table; we have recently designed and are expanding the Word Detective user interface in order to offer this feature through the ITS’s GUI.

With this feature in place, investigators can run a search for a specific word, and Word Detective will return results that contain that word *or any associated terms*. For example, a search for the word “attorney” would find conversations that contain the word “attorney” *or* the word “lawyer.”

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ITS Word Detective interface – that is available facility-wide; or, each user can create his or her own custom tables containing a personal list of word associations.

In addition to the functionality above, Word Detective users will also be able to run advanced searches for more than one specific word using “and / or” statements. For example, an authorized user could search for “drugs and sell,” and Word Detective would return results in which both words appear in the same sentence.

## Additional Scored Response

Also, targeted for release in 4Q - our WordDetective product will be enhanced to include an alerting feature, where investigators will be alerted when a keyword is identified in a recording. Today, investigators must initiate a search for a specific keyword and synonyms. Following this release, investigators will be able to “batch alert” on a group of identified keywords to mine data and more effectively generate investigative leads.

AS3: Live Monitoring: Contractor shall provide a detailed overview of its services in providing personnel to perform live monitoring of calls to work directly with the GDC investigators for all Facilities.

 CenturyLink Response: Accept and comply.

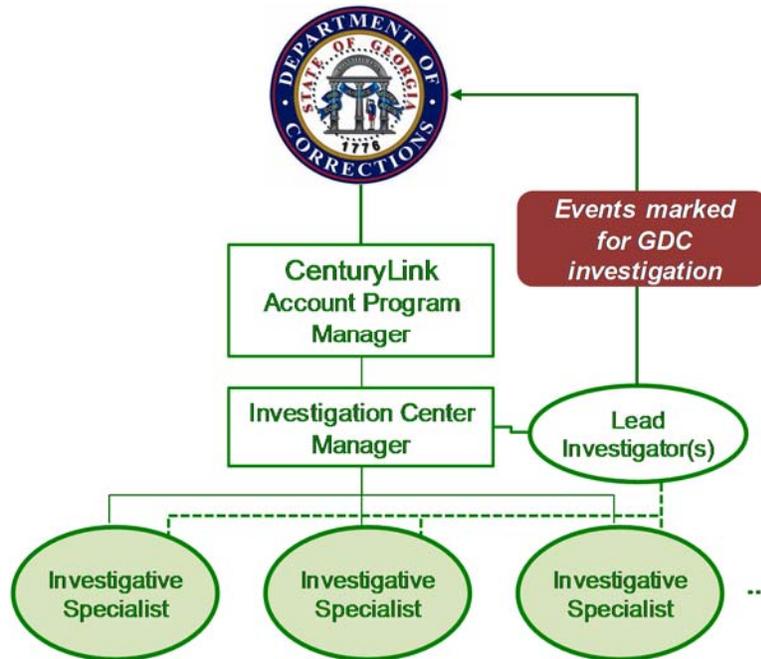
CenturyLink offers to provide this service with GDC-dedicated personnel. Most important, these personnel would be direct CenturyLink employees - no third parties would be used. We believe this is especially important to ensure continuity and to have direct control over this service given its security impacts to the state.

Investigative specialists and managers would receive competitive full-time pay and benefits and report to the GDC Program Manager, be subject to GDC background checks and follow high-security protocols.

### Investigations Specialists

- Competitive salaries AND BENEFITS to ensure retention of quality staff; all staff would be “W-2’d” employees of CenturyLink
- Background checks performed on all representatives
- Strict physical and IT security
  - Direct on-site supervision
  - No cell phones or recording devices allowed
  - CD burners and USB ports disabled on workstations
  - No internet access from workstations
- Two-tiered design with Investigations Specialists responsible for investigating a shared pool of identified leads. Lead Investigations Specialists would be responsible for escalations in addition to analyzing high-priority alerts in real-time (such as for watched inmates).

## Additional Scored Response



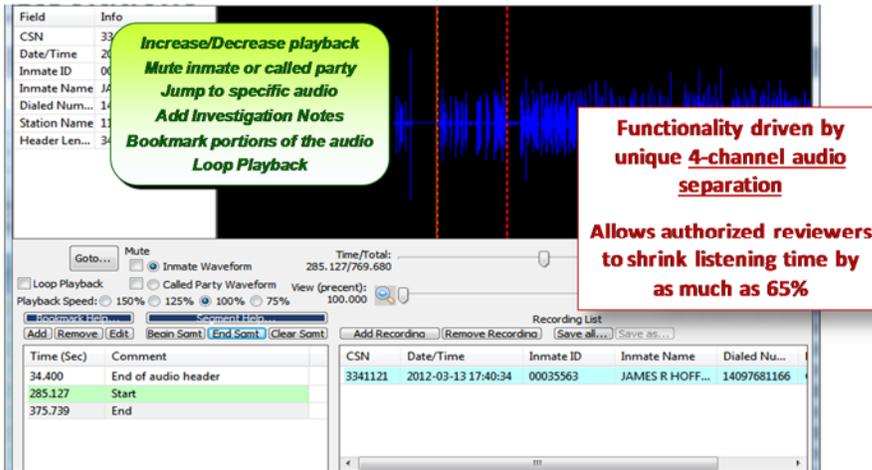
### Maximizing efficiency

Tools to find suspicious calls include features already inherent in the Enforcer system - voice biometrics, visual link & calling pattern analysis, call velocity tracking to identify leads, standard report tables, and others. If allowed by GDC, additional data such as commissary purchases, deposit services, and dialed numbers found in contraband cell phones (such as through forensic extraction systems) would be added to decision algorithms to determine the calls needing review.

Probably the most important efficiency tool available to Investigative Specialists is the Enforcer's unique Call Player, which will be even further improved with the July 2015 release. The Call Player, which is enabled by the Enforcer's unique 4-channel audio isolation technology, separates the inmate's audio stream from the called party as well as announcements heard by both parties. This allows authorized listeners to isolate either side of the call and/or easily speed conversation up or down (the ability to understand speech is typically not impacted until about 130% of normal speed), improving listeners' productivity per call by 65% or more.

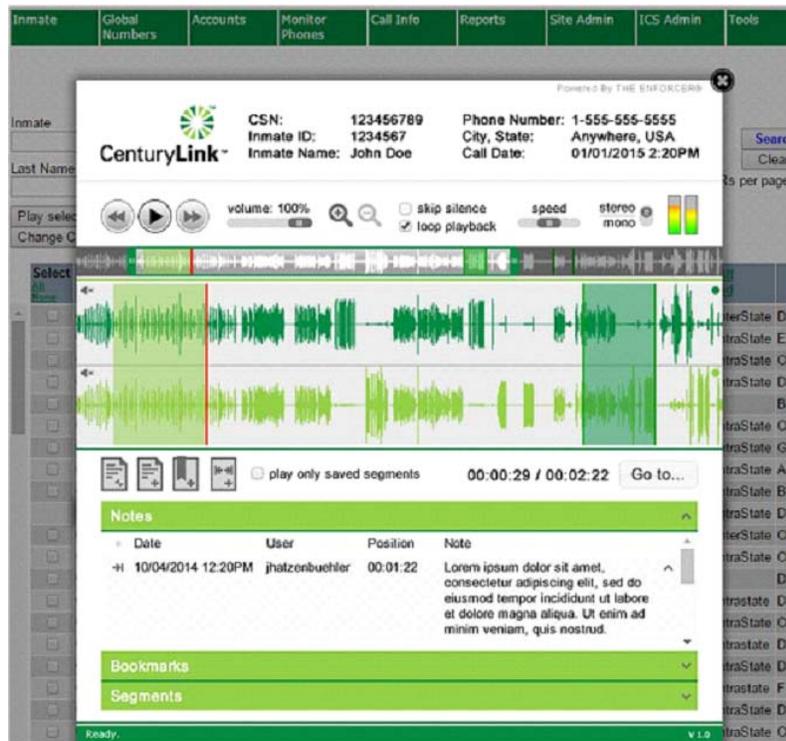
This 4-channel audio isolation is also one of the most critical features to enable voice biometrics and keyword analysis by providing a clean audio stream for both sides of the conversation, avoiding "confusion" of the software when both sides speak at the same time.

# Additional Scored Response



Enhanced Call Player – current version

In addition to reviewing efficiency, the Call Player allows users to bookmark specific portions of the audio and add notes to the bookmark. With the newly released player, in addition to further improved efficiency features, users will have additional options such as cutting designated portions of calls from the recording and emailing them to GDC personnel directly from the player, as well as case management tools.



### **Suspicious Call Identification**

Our daily task will be to score calls using an objective suspiciousness system mutually developed with GDC Investigations Leadership. In the end, all scoring algorithms will be approved by the GDC; the discussion below simply outlines the CenturyLink Team's recommended approach.

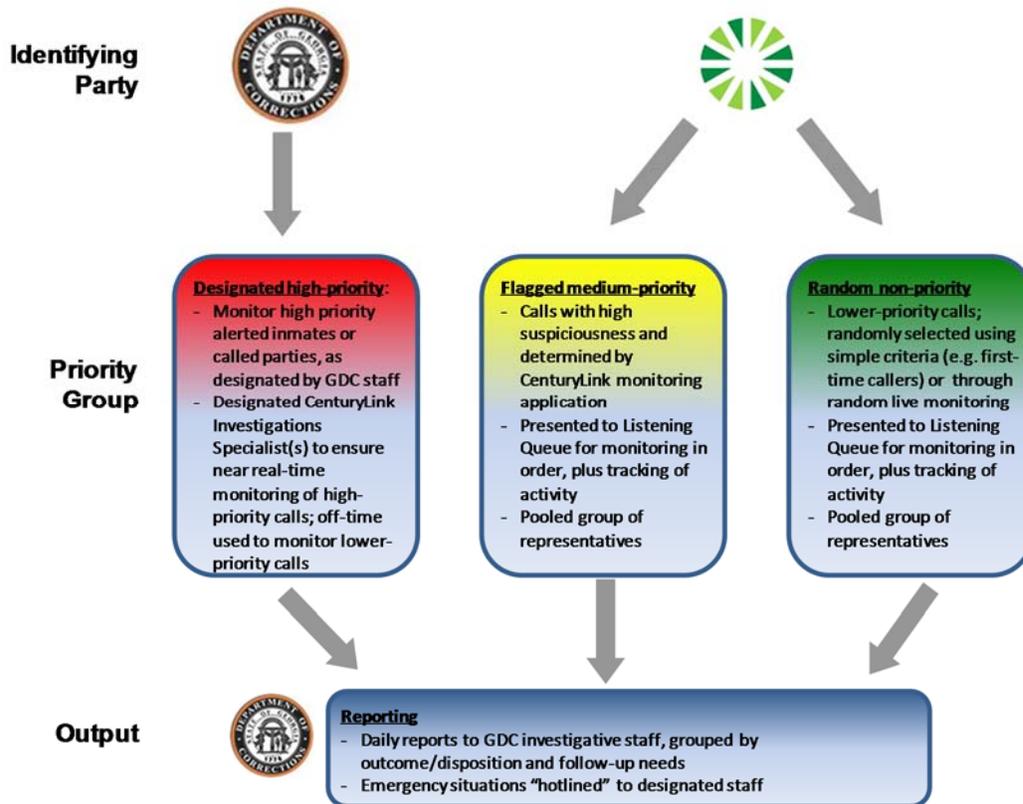
We view calls in three general categories:

- (1) High-priority calls the Department has pre-determined as belonging to a watched list
- (2) Suspicious calls scored by mutually developed algorithms that prioritize calls based on combined scores of the inmate making the call and the called party receiving it.
- (3) Non-suspicious calls to be randomly monitored – e.g. for new inmates without any disciplinary history

### **Process flow**

Along these lines, a daily call monitoring list will be created using “hot lists” from the Department and the call selection tool developed by CenturyLink programmers, with business rules determined by the Inspector General's office and center staff organized around these rules:

# Additional Scored Response



# Additional Scored Response

## Call Prioritization

Based on our experience in working with other DOCs, we recommend a multi-layer approach.

### *Group #1 – Suspicious call attempts and phrases*

One group involves calls flagged for suspicious activity are calls with repeated or other patterned voice biometric failures. In addition, phrases using word search technology (if chosen). Among this group, calls would be further prioritized using the pattern detection methods for Group #2 described below.

### *Group #2 – Suspicious pattern recognition: Inmates and Called Parties*

The largest group of calls to analyze, these call types will be identified through a multi-variable call scoring system on the Enforcer platform.

We suggest scoring calls using pattern analysis, both on the inmate and the called party sides. For inmates, flags would include:

Inmate PIN flags	Called Party flags
<ul style="list-style-type: none"><li>• Dramatic decreases or increases in calling volume (suggests introduction of contraband cell phones)</li><li>• Gang or other STG designation</li><li>• Failed attempts to blocked numbers; completes to watched numbers</li><li>• Voice biometric voice biometric failures and imposter flags</li><li>• 3-way and call forwarding attempts</li><li>• Keyword identification</li><li>• Flags from 3<sup>rd</sup> parties, e.g. email keyword flags, trust funding velocity, commissary purchase velocity</li></ul>	<ul style="list-style-type: none"><li>• Calls/funding from/to multiple inmates</li><li>• Suspicious prepaid or debit funding</li><li>• Numbers found in forensic extractions from contraband cell phones</li><li>• 3-way and call forwarding attempts</li><li>• Keyword identification</li><li>• Flags from 3<sup>rd</sup> parties, e.g. email key word flags, trust funding velocity</li></ul>

## Additional Scored Response

### Listen queue

Once calls are identified as suspicious and needing further review, the Enforcer's Listen Queue tool helps Investigations manage case activities. Depending on the Department's rules, authorized listeners can choose calls randomly or be 'forced' to listen to identified calls in order, then include notes and follow-up. All functions are tracked for management review.

	Site Name	Phone Num	Inmate Id	Inmate Name	Start Time	Duration	Call Type	Language
Remove	Demo	1- 08-213- 791	000111	RICHARD BUR	12/05/2006 23:09:11	5	Debit	English
Remove	Demo	1- 20-904- 826	00006274	JEFFREY KREN	12/05/2006 23:00:45	11	Debit	English
Remove	Demo	1- 62-670- 037	00018907	JAIME MALL	12/05/2006 22:16:54	15	Debit	English
Remove	Demo	1- 20-887- 733	00011782	JASON COLLI	12/05/2006 21:49:06	14	Prepaid collect	English
Remove	Demo	1- 20-344- 736	00011100	RICHARD BUR	12/05/2006 21:46:52	14	Debit	English
Remove	Demo	1- 20-238- 017	00006274	JEFFREY KREN	12/05/2006 21:43:12	4	Debit	English

Again, listening productivity is enhanced by the Enforcer's Call Player that allows users to isolate portions of the call, skip, or speed up playback, in addition to bookmarking portions of the call and immediately emailing them to higher-level GDC personnel.

### Reporting to the Department

Following identification of calls, monitoring personnel would listen to the calls using basic productivity tools to listen to the call, provide notes, and assign a disposition code as to whether state personnel should follow-up on the call.

These disposition codes would be mutually agreed upon. In addition, call comments would be loaded into the Enforcer ITS to be associated with call detail records, ensuring replication of data and convenience for investigators.

Emergency situations would be immediately hot-lined to the IG's office, while non-emergency follow-up calls would be provided in a daily report including call detail, disposition reason, and comments.

### Ongoing analysis

Suspiciousness algorithms will be constantly updated based on experience and feedback from GDC investigations management. In addition to analyzing trends in the “hit rate” (suspicious calls vs. calls requiring follow-up), Center management would also perform checks using independent methods that utilize more human judgment.

AS4: Data Link Analysis: Contractor shall provide a detailed overview of its data link analysis services.

 CenturyLink Response: Accept and comply.

### Data Detective Visual Link Analysis & Call Pattern Analysis

#### Visual Link Analysis

Data Detective Link Analysis provides powerful data mining tools for investigators. Using Link Analysis, DOC/DJJ staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through the Enforcer system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- Inmate phone calls
- Access Corrections / Keefe Deposit services
- E-messaging services

Key features of Link Analysis include:

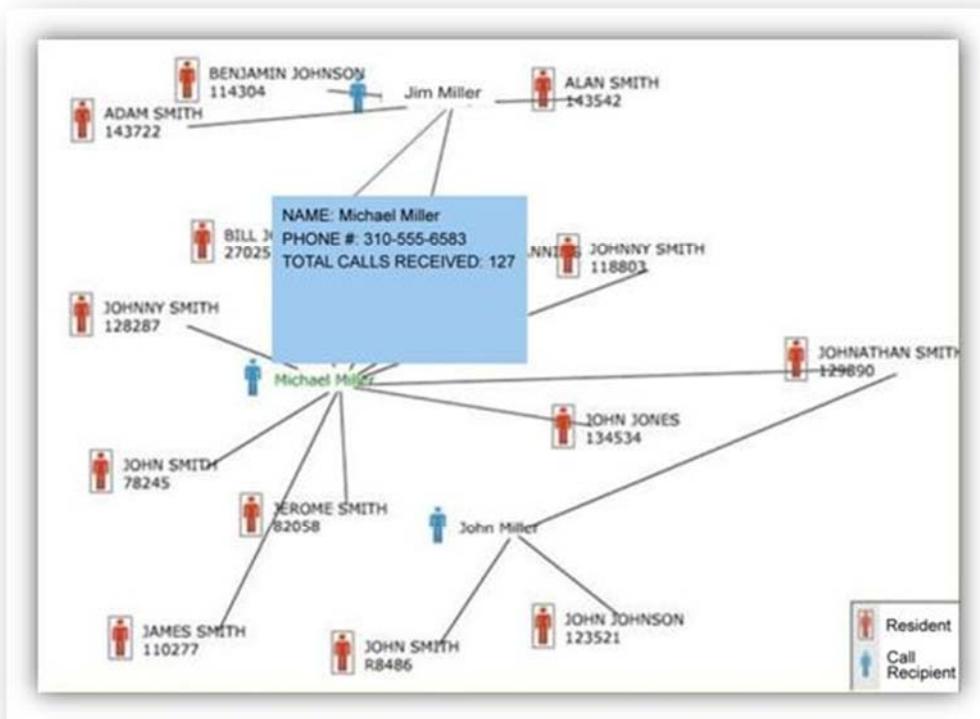
- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Link Analysis is a web-based program. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information. The DOC will have access to Link Analysis reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor’s) address.

## Additional Scored Response

Below is a sample Link Analysis visual map. In this sample, an end user “Michael Miller” has received phone calls from multiple inmates. The visual map displays Michael Miller’s name, phone number, and total number of calls received, as well as all the inmates who called him.

The visual map also shows other call recipients who interacted with one or more of the same inmates as Michael Miller. Again, all reports are available 24/7, and reports can also be exported to Excel or downloaded as a PDF.



**Link Analysis Screen**

### Call Pattern Analysis

The Enforcer system will also be equipped with a robust analytical system that enables correctional staff to quickly and easily identify calls of interest that are most likely to provide actionable intelligence among the thousands of inmate conversations recorded each month. Call Pattern Analysis works by analyzing the associations between inmates, called parties, and even other inmates and – most importantly – by identifying changes in these associations or calling patterns that could indicate illicit activity.

## Additional Scored Response

Calling patterns are naturally established as the result of inmate and called party schedules and preferences. For instance, an inmate is usually familiar with each called party's work schedule and will avoid calling during certain times (such as weekdays, for example) when that person is usually at work. To increase the likelihood of having their call answered, the inmate will naturally make a habit of calling in the evening or over the weekend.

While legitimate changes in pattern do sometimes occur – such as when a change is made in the called party's work schedule – disruptions to normal patterns can also be an indicator that illicit activity is occurring.

For example, if a pattern of regular communication exists between a particular inmate and a called party, and then communication suddenly ceases altogether, the absence of calling could indicate that the inmate has obtained the use of an illegal cell phone, on which he or she is making these phone calls. If calling to this telephone number suddenly resumes on the regular schedule, but it is a different inmate who is placing the calls, this could indicate that the called party is merely facilitating communications to the outside world and possibly assisting in the completion of illegal communications.

Call Pattern Analysis identifies relationships and calling patterns among inmates, called parties, and even other inmates. Call Pattern Analysis then detects subtle and dramatic changes in these relationships and calling patterns to identify calls, inmates, and called numbers as suspicious. Call Pattern Analysis will increase the productivity and efficiency of your investigative staff by automatically identifying calls of interest that are most likely to provide actionable intelligence.

Detailed queries can be structured – based upon timeframe, called number and/or inmate PIN – to help investigators pinpoint calls of interest, such as:

- Phone numbers called by multiple inmates
- Phone numbers that appear on multiple inmates' PAN lists
- Phone numbers that appear on an inmate's PAN list but are never called
- Frequently called numbers
- Sudden absence of an inmate's regular calling
- Sudden absence of calling to a particular number
- Changes in regular calling times/days
- Increase in inmate calling over a finite period
- Decrease in inmate calling over a finite period
- Increase in calling to a particular BTN over a finite period
- Decrease in calling to a particular BTN over a finite period
- Transfer of communication patterns from one inmate PIN to another inmate PIN

## Additional Scored Response

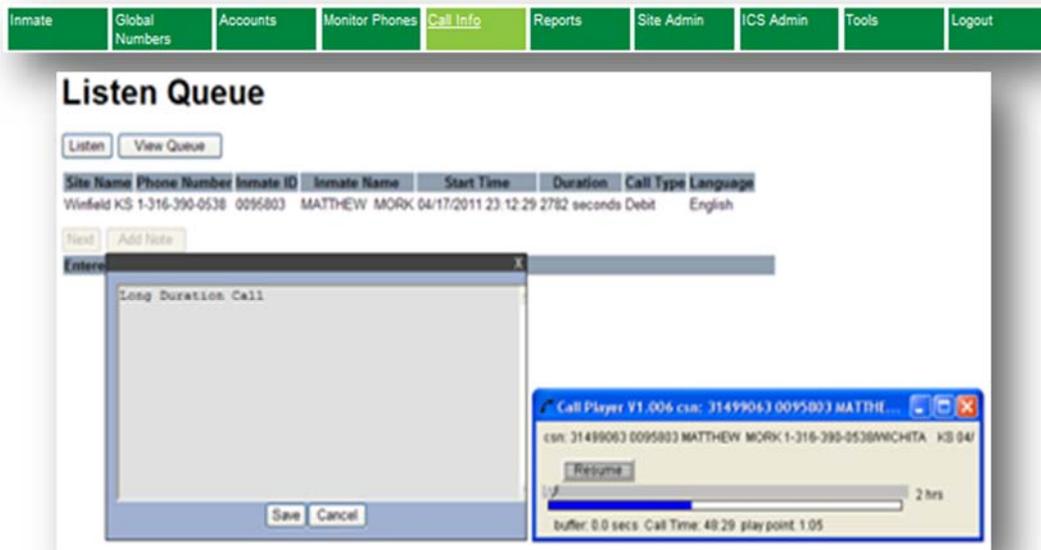
Investigators can use this information to isolate call recordings of interest. Or, they can use the Enforcer's custom reporting tools to create detailed reports containing particular data of interest – for example:

- A list of all numbers called by more than one inmate within a specified timeframe;
- A list of all calls attempted by a particular inmate during a designated timeframe
- A list of all telephone stations used to dial a particular telephone number.

The system's flexible reporting application allows investigators to create custom queries based upon any combination of the data that is collected for each and every phone call, and to save these custom queries locally or globally in order to quickly run the reports again over future timeframes.

### Listen Queue

Once calls are identified as suspicious and needing further review, the Enforcer's Listen Queue tool helps Investigations manage case activities. Depending on the GDC rules, authorized listeners can choose calls randomly or be 'forced' to listen to identified calls in order, and then include notes and follow-up. All functions are tracked for management review.



Listen Queue Screen

## Additional Scored Response

## Additional Scored Response

Listening productivity is also enhanced by the Enforcer's Enhanced Call Player, which allows users to isolate portions of the call, skip, or speed up playback (note human speech can be sped up approximately 130% without loss of understanding). In this way a 15 minute phone call can be reviewed and notated in as little as 3 or 4 minutes.

The screenshot displays the CenturyLink Enhanced Call Player interface. At the top, a navigation bar includes tabs for Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, Site Admin, ICS Admin, and Tools. The main window features a header with the CenturyLink logo and call details: CSN: 123456789, Inmate ID: 1234567, Inmate Name: John Doe, Phone Number: 1-555-555-5555, City, State: Anywhere, USA, and Call Date: 01/01/2015 2:20PM. Below the header is a playback control bar with buttons for play, volume (100%), skip silence, loop playback, speed, and stereo/mono. The central area shows a waveform of the call recording. At the bottom, there is a 'Notes' section with a table of call notes, a 'Bookmarks' section, and a 'Segments' section. The interface is powered by THE ENFORCER.

Date	User	Position	Note
10/04/2014 12:20PM	jhatzenbuehler	00:01:22	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud.

Enhanced Call Player Display

## Additional Scored Response

AS5: Cell Phone Detection and Managed Access Technologies: If available, Contractor shall provide a detailed overview of its cell phone detection and managed access system/capabilities including a complete description of available equipment, applications, support services and implementation plans for each technology.

 CenturyLink Response: Accept and comply.

CenturyLink offers a comprehensive suite of cell phone detection and managed access technologies. Currently, we are in the process of completing our second permanent managed access site for TDCJ and are trialing other technology with NVDOC. The following table and subsequent service descriptions will illustrate the wide array of services we can offer and how we can tailor a solution to the unique demands of a particular customer.

### Summary of Services

Technology Partner/Service	Service Description
Cellsense Portable Detection Units	<ul style="list-style-type: none"><li>• Detects presence of cell phones in or on the body, as well as other contraband items such as shanks, knives and small blades</li></ul>
Cellebrite Forensic Units	<ul style="list-style-type: none"><li>• Extract information from contraband cell phone devices captured by DOC.</li></ul>
ShawnTech – Cell Detect Assessment	<ul style="list-style-type: none"><li>• Mobile unit assessment detecting the number of powered on devices within an institution</li></ul>
ShawnTech – Cell Intel	<ul style="list-style-type: none"><li>• Cell Detect plus additional intelligence data including the phone # dialed and text (SMS) messages from the contraband device detected.</li></ul>
ShawnTech – Managed Access	<ul style="list-style-type: none"><li>• Managed access secure wireless network put in place to capture, retain and control unauthorized devices</li></ul>

# Additional Scored Response

## CellSense Portable Detection Units

Portable detection units are valuable and cost-effective tools in combating contraband, especially contraband cell phones. These units can be rapidly deployed and remain visible to inmates, or be hidden behind visual barriers for covert operation.

CenturyLink works with both leading providers of this technology – CellSense and CEIA USA – and is able to provide the DOC with either technology, or a combination of both. In fact we recommend an approach where the DOC trials one unit of each type, and after an evaluation period the DOC could order additional units based on its preference, should the trial prove beneficial.



## CellSense

CellSense, by MetraSens, is a proven system for detecting the presence of cell phones in or on the body, even if the phone is switched off. It also has the advantage of also detecting other contraband items such as shanks, knives and small blades.

Rapid and un-announced deployment, and the ability to scan up to 40 individuals per minute, means that it is clearly the most cost effective and flexible cell phone detector available worldwide. It can even be deployed covertly since it has the ability to scan through walls.

**CellSense**

*“The CellSense detectors worked very well for clearing lots of inmates in a short time with a minimal amount of staff. Previously it would take 10 staff almost an hour to clear a building with 200 inmates using hand wands. With 5 staff we were able to clear a building with 200 inmates in about 40 minutes.”*  
California Prison Officer

*“The strengths of CellSense are its capability to find metallic/magnetic materials that traditional metal detectors do not detect and portability.”*  
Texas DOC Operations Manager

**Operational Benefits**

- Full body scan with single walk by
- Large numbers of prisoners scanned quickly
- Body cavity detection
- Bedding and personal effects scanning
- Goods screening
- Covert screening option
- Surprise element (unannounced deployment)
- Psychological effect (unknown technology)
- Suitable for all types of correctional facility

**Key Features**

- High portability
- Immediate deployment
- Simple to operate
- Intuitive display
- One person set up
- Battery or mains
- Shower proof
- Freestanding or wall-mounted
- Robust design
- Three year warranty

**Detects All Cell Phones**

- Even if switched off
- Even if concealed in a body cavity

### Cellebrite Forensic Units

Cell phone extraction units are not used to detect contraband devices, but rather extract information from contraband devices that are captured by DOC personnel. When considering the rich investigative data available from the extraction unit, inmates are deterred from bringing in contraband devices.

CenturyLink offers **Cellebrite's UFED Ultimate** all-in-one mobile forensic solution. UFED Ultimate performs physical, logical, and file system extractions of cell phones – performing a complete data extraction of existing, hidden, and deleted phone data, including call history, text messages, contacts, email, chat, media files, geotags, passwords, and more.



Ultimate also includes UFED Physical Analyzer, which highlights the most critical components of an extracted phone's memory data, making navigating through the data easier and more flexible than ever. Users can generate reports, print them, and/or save them to their computer in PDF, HTML, XLS, and XML formats.

The exact deployment depends on DOC preference. CenturyLink offers use of its personnel to perform extractions and upload data to our secure database. Alternatively and recognizing the DOC policies regarding access to sensitive data by non-DOC personnel, CenturyLink offer to simply provide device(s) and develop an interface to DOC preferred database. Reports can then be custom-developed for numbers called from the inmate telephone system, using existing reporting capabilities within the Enforcer.

# Additional Scored Response

Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	Site Admin	Tools	Logout
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Inmate	<b>Inmate Calling Analysis</b>			
Calling Analysis	<a href="#">Inmate History Found</a>			
Data Detective				

Inmate:	Phone:	From Date:	To Date:	Limit:
Lastname, First or ID	131	03/15/2010 00:00	03/14/2014 23:59	50

[Find](#)

**Calling Matrix**

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Inmates	Show Call Recs
	DA	1-31	No	38	146	16	Show CDRs
	VA	1-31	No	4	16	16	Show CDRs
	JAI	1-31	No	3	14	16	Show CDRs
	GA	1-31	No	95	239	16	Show CDRs
	DA	1-31	No	0	2	16	Show CDRs
	KI	1-31	No	0	1	16	Show CDRs

## Inmate Calling Analysis Screen

(for searching called numbers extracted from Cellebrite Unit(s))

### ShawnTech Contraband Cell Phone Solutions

ShawnTech Communications (“ShawnTech”) has been an industry leader since 2008 in the fight against contraband cellular devices in the corrections industry. ShawnTech’s experience related to cellular interdiction includes:

- ✓ Collaboration with the FCC and cellular carriers
- ✓ Pilot programs – achieving proof of concept of:
  - Carrier coverage (all carriers)
  - Enabling 911 emergency calling
  - Controlling unauthorized devices (including capturing those in engineering mode)
  - Infrastructure design
  - System scalability
  - System operation in rural and suburban environments
  - Carrier and FCC approvals – received:
    - Spectrum agreements
    - FCC license grants

## Additional Scored Response

- ✓ Development of graphical user interface (GUI) through pilots and collaboration with the Corrections industry
- ✓ Installation of managed access system (MAS) at two facilities located in the U.S.

### ShawnTech's Cellular Interdiction Solutions

ShawnTech offers:

1. **Cellular contraband assessments** – mobile units, deployed covertly, requiring no permanent installed equipment. ShawnTech offers two types of cellular contraband assessments – Cell Detect™ and Cell Intel™.

**Table 1. Cell Detect and Cell Intel Description**

Assessment Type	Description
Cell Detect	On-site, mobile assessment detecting the number of powered on devices for up to two physical locations within one institution. Each "location" is broken down into targeted "zones" providing an indication to the number of powered on contraband devices detected including hardware IDs. The data are used to 1) quantify the extent of the problem with contraband devices and 2) support extraction efforts.
Cell Intel	Cell Detect plus additional intelligence data including the phone # dialed and text (SMS) messages from the contraband device detected. The additional intelligence provided facilitates extraction efforts and provides investigative data not otherwise available.

2. **Managed Access System** – Permanently installed System, which essentially controls cellular communications within a defined coverage area.

See **Error! Reference source not found.** for a comparison chart of each of ShawnTech's cellular interdiction solutions. (This list is not meant to be all-inclusive but rather meant to provide an overview.)

## Additional Scored Response

**Table 2. Cellular Interdiction Solution Comparison Chart**

	Cell Detect	Cell Intel	Managed Access
Deliverables			
Site survey	Remote	Remote or On-site	On-site
Legal review to ensure compliance with state laws	N/A	<input type="checkbox"/>	<input type="checkbox"/>
FCC and carrier approvals (STA or equivalent)	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Technicians to setup and configure and operate equipment	Up to 16 hours / tech <sup>1</sup>	Up to 24 hours / tech <sup>1</sup>	Per SOW (installation & maintenance agreement)
Data analysis	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Access to web portal for reporting purposes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report Briefing to Customer via conference call and/or webinar	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Mobile unit, covertly operated with no installation requirements	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Operates in Managed Access Mode (stops detected unauthorized devices; ignores authorized devices)	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Fixed unit; installation of DAS	N/A	N/A	<input type="checkbox"/>
Training	N/A	N/A	<input type="checkbox"/>
Preventive Maintenance	N/A	N/A	<input type="checkbox"/>
Warranty	N/A	N/A	<input type="checkbox"/>
Report data to include:			

<sup>1</sup> Additional on-site time available.

## Additional Scored Response

Overview of assessment methodology such as locations and “zones” covered (e.g., housing unit)	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Number of powered on devices detected within a specified zone (e.g., housing unit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location (approximate location of device – e.g., housing unit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date and time of captured mobile devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Device information including: IMSI / SIM or MIN; IMEI / HW or pESN (Hardware ID)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone # dialed by the user of the contraband device	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Content of text message attempted to be sent by the user of the contraband device	N/A	<input type="checkbox"/>	<input type="checkbox"/>
Date and time message was sent from device	N/A	<input type="checkbox"/>	<input type="checkbox"/>

The following information provides more details of each type of solution.

Assessments: Cell Detect™ and Cell Intel™

### Overview

One primary goal of correctional facilities is to provide a safe and secure environment for its staff and inmates, while also protecting public safety. Contraband mobile devices compromise that goal as they pose a risk to correctional staff other inmates and the public. An inmate’s use of a contraband mobile device can be used to control drug and gang activity, orchestrate escapes, threaten others, and cause injury or death to others. As an example, a death row inmate in Texas threatened a Senator and his family through the use of a contraband cell phone, and in Indiana, an offender escaped with the aid of a contraband cell phone.

In order to first address the issue with contraband mobile devices, an agency must understand the extent of the problem. In a 2013 survey of correctional professionals, 84% said it is difficult to understand the extent of the problem with contraband cell phones as well as the effectiveness of extraction techniques.

ShawnTech has two solutions, which can be used to not only quantify the problem but also support extraction and investigative efforts. When conducted multiple times at one facility, data available through the assessments can also be used to measure the effectiveness of policies, procedures and extraction techniques implemented to manage contraband mobile devices.

## Additional Scored Response

These two solutions are 1) Contraband Assessments and 2) Cell Intel (contraband assessments with additional intelligence reporting).

### Cell Detect™ Assessments

Cell Detect assessments include an on-site assessment detecting the number of powered on devices for up to two physical locations within one facility. When possible, each “location” is broken down into targeted “zones” providing an indication to the number of powered on contraband devices detected including hardware IDs. The data are used to 1) quantify the extent of the problem with contraband devices and 2) support extraction efforts.

### Cell Intel™ Assessments

ShawnTech’s Cell Intel assessments provide the same information as a contraband assessment but also includes additional intelligence data including the phone # dialed and text (SMS) messages from a subset of contraband devices detected. The additional intelligence provided facilitates extraction efforts and provides investigative data not otherwise available. The Cell Intel solution is a unique offering available through ShawnTech. With FCC and carrier approvals, ShawnTech is able to provide the information assuming compliance with state laws.

### Requirements

Both solutions (Cell Detect and Cell Intel) detect “powered on” mobile devices within the contraband assessment’s coverage area. Protocols supported include: GSM, UMTS and CDMA.

Protocol	Carrier Examples	Uses SIM Card?	Notes
<b>GSM</b> – Global System for Mobile Communications (2.5G)	AT&T, T-Mobile	Yes	Popular with offender population due to ease of sharing device and lower costs
<b>UMTS</b> – Universal Mobile Telecommunications System (3G+)	AT&T, T-Mobile	Yes	Popular with offender population due to ease of sharing device and lower costs
<b>CDMA</b> – Code Division Multiple Access (2G-2.5G)	Verizon, Sprint, Nextel, Cricket	No (uses ESN / MEID)	Tends to not be as popular with the offender due to risk of losing account and device (less portability)

## Additional Scored Response

		because it doesn't utilize SIM)
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The following services and deliverables are included per solution as follows:

Item / Deliverable	Cell Detect	Cell Intel
<b>Site survey prior to assessment</b>	Remote	Remote or On-site*
<b>Legal review to ensure compliance with state laws</b>	N/A	<input type="checkbox"/>
<b>FCC and carrier approvals (STA or equivalent)</b>	N/A	<input type="checkbox"/>
<b>Technicians to setup and configure equipment; operate equipment and conduct assessment</b>	Up to 16 hours / tech	Up to 24 hours / tech
<b>Data analysis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Report delivered to Customer electronically within seven (7) business days following on-site assessment</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Report Briefing to Customer via conference call and/or webinar</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Report data to include:</b>		
<b>Overview of assessment methodology</b> such as locations and “zones” covered (e.g., housing unit)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Number of powered on devices</b> detected within a specified zone (e.g., housing unit)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Location</b> (approximate location of device – e.g., housing unit)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Date and time</b> of captured mobile devices	<input type="checkbox"/>	<input type="checkbox"/>
<b>Device information including:</b> IMSI / SIM or MIN; IMEI / HW or pESN (Hardware ID)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Phone # dialed</b> by the user of the contraband device	<input type="checkbox"/>	<input type="checkbox"/>
<b>Content of text message</b> attempted to be sent by the user of the contraband device	<input type="checkbox"/>	<input type="checkbox"/>
<b>Date and time</b> message was sent from device	<input type="checkbox"/>	<input type="checkbox"/>

- Prior to commencing work, ShawnTech will:
  - Conduct an online facility review and research.
  - ShawnTech will conduct a site survey (remotely or on-site)
  - The facility review will be completed for feasibility purposes prior to ShawnTech agreeing to conduct an assessment at that specific facility.
  - In general, facilities located within urban environments are more complex and require more time.

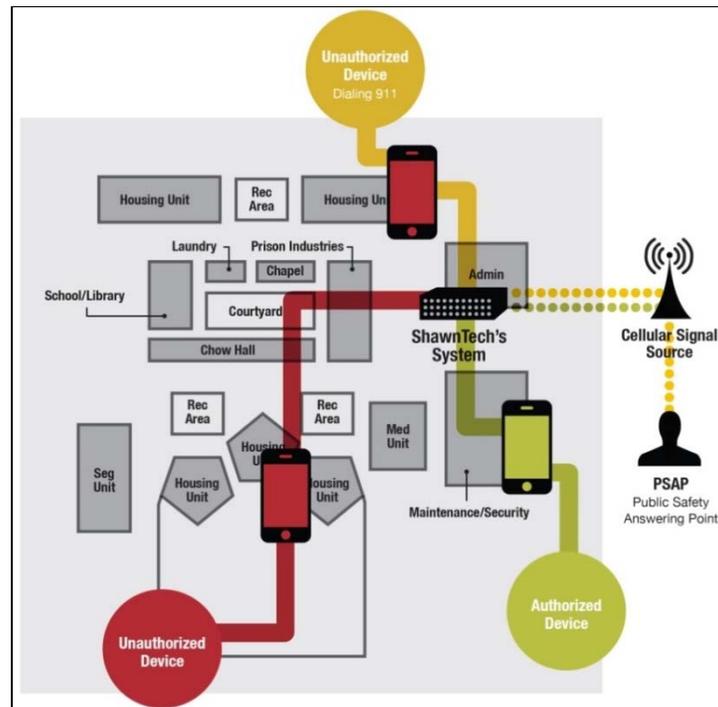
## Additional Scored Response

- In the event, a facility does not qualify for an assessment, the Customer will be notified and an alternative site will be evaluated until one meets ShawnTech's criteria.
- ShawnTech assumes, the Customer will:
  - Provide timely escorts and support staff. If escorts are not available and work is delayed, Customer will be notified, and a change order may be required due to increased labor time.
  - Provide drawings with description of design of target areas or housing units (e.g., tiers, floors, control rooms between two units with glass, etc).
  - Provide a list of individuals and a point of contact for all questions related to confidential data and/or information captured by the system.
  - Use its best efforts to keep all ShawnTech employees' identities confidential to ensure the safety of ShawnTech personnel who will be providing contraband assessment services.
  - Use its best efforts to keep plans for contraband assessment(s) confidential among its employees and contractors. If "leaked," results of contraband assessment are often compromised.

### **Managed Access System**

ShawnTech's system is designed to address the Corrections industry's challenging environments by capturing, retaining and controlling unauthorized devices within a defined coverage area effectively, efficiently and with quantifiable results. (See **Error! Reference source not found..**)

**Figure 1. System Operation Overview Example**



ShawnTech's managed access system:

- ✓ Controls communication of mobile devices
  - Disables communication for unauthorized devices
  - Enables communication for authorized devices
- ✓ Detects the operation of a cellular device within a defined secured wireless area
- ✓ Systematically manages communications with no effort from carriers
- ✓ Compliant with the Communications Act of 1934 – does not jam cell phones
- ✓ Covers all carriers
- ✓ Systematically monitored through a Network Operations Center (NOC) – 24/7/365
- ✓ Robust software (GUI), exclusively design for Corrections complete with:
  - Dashboard providing a snapshot of all activity at-a-glance
  - Investigative features
  - System status
  - Reporting
- ✓ Provides actionable intelligence reporting and tracking data including:

## Additional Scored Response

- Hardware IDs,
- Time and day of detection
- Subscriber information, including SIM card identifiers
- ✓ Regular testing and preventive maintenance providing worry-free system operations
- ✓ Preventive maintenance, inclusive of regular system monitoring
- ✓ Scalable for migration of future technology

### Our Approach

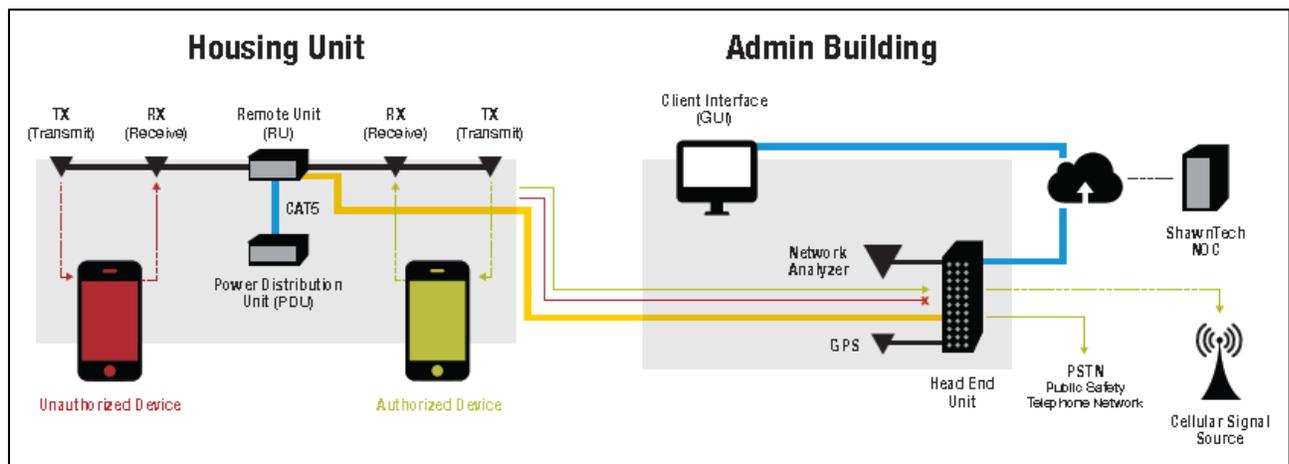
ShawnTech has developed standards and procedures for deployment and scalability, which materialized through collaboration with the FCC and carriers. ShawnTech has license agreements with the major carriers (e.g., AT&T, Verizon, Sprint, and T-Mobile), authorizing ShawnTech to provide managed access-type services to correctional facilities. ShawnTech will file for and maintain all required FCC and carrier approvals.

ShawnTech provides a turn-key solution, which includes RF site surveys, installation, warranty, maintenance and operational support. In addition, ShawnTech will train the DOC authorized staff on the use of the system, including reporting and data analysis to support extraction and investigative efforts.

### System Infrastructure & Installation Requirements

ShawnTech's managed access system operates via a distributed antenna system (DAS), thereby creating a secure wireless infrastructure for the facility. (See **Error! Reference source not found..**)

**Figure 2. Service Delivery Platform Example**



## Additional Scored Response

The System operates on a fiber backbone infrastructure distributed throughout the secure coverage areas connected to remote unit(s), which interface with antennas located in each building. Along with the managed access “system,” ShawnTech provides the required equipment, materials and labor to install the infrastructure. A summary of ShawnTech’s installation capabilities includes:

- ✓ Certified and specialized labor including:
  - Electricians
  - Fiber Technicians
  - RF Engineers
  - Signals Intelligence Operators
  - Network Engineers
- ✓ Project management discipline
  - On-site project management
  - Regular communications with customer
  - Project documentation
- ✓ Strategic supplier and manufacturer partnerships
- ✓ Corrections-based procedures
- ✓ Two-hundred plus combined years in-field, Corrections experience

### **System Operation**

ShawnTech’s solution combines best practices of cellular interdiction including intelligence gathering, detection, and a managed access solution built around a single controller that intercepts cellular communication attempts from within a facility without significant efforts from department’s staff or direct involvement with cellular carriers.

The System is designed to operate 24/7/365 within the call set-up layer of the wireless infrastructure as a secure private wireless network. The System is designed to manage cellular communications within a correctional facility’s defined coverage area disabling cellular communications for unauthorized users (except 911 emergency communications) and enabling cellular communications for authorized users.

The authorized users are managed by entering the users’ cellular device information into the system; any device that is not entered into the system would be considered unauthorized and therefore, “systematically” disabled from communicating.

The System manages communications of powered-on mobile devices within the defined secure area and verifies whether the device is authorized. If the device is authorized, it is released for

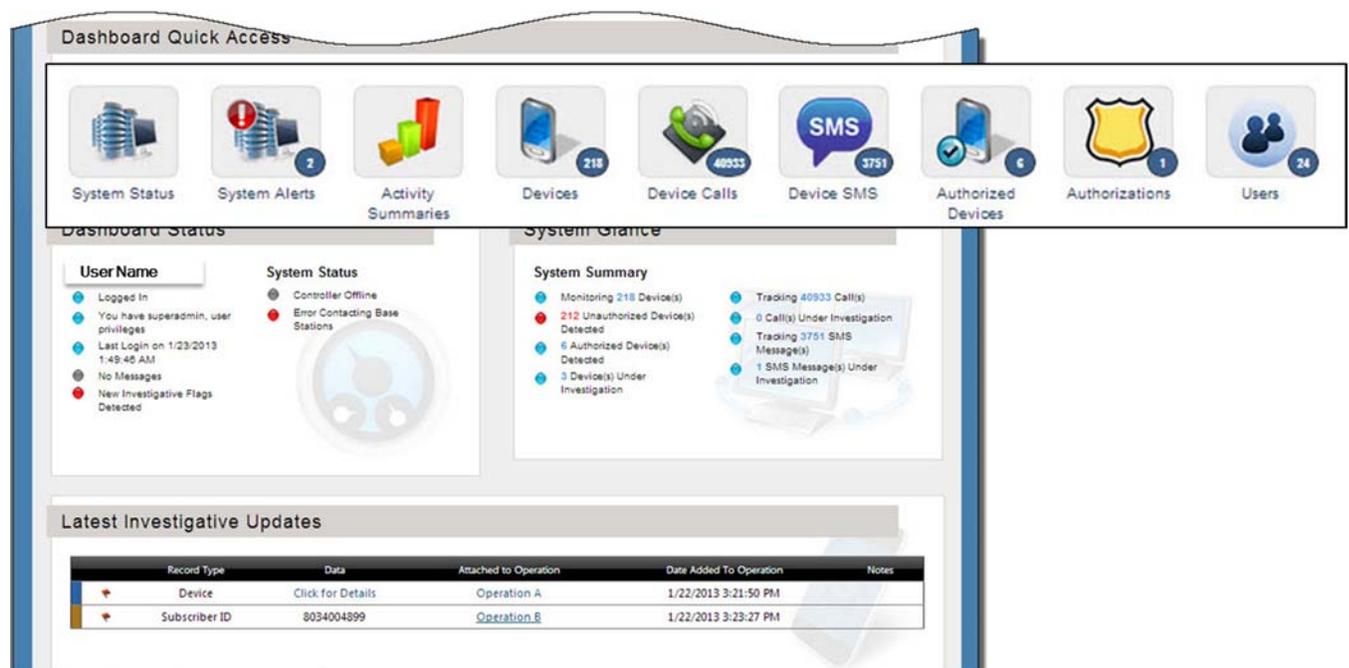
## Additional Scored Response

normal communications to occur over the carrier network (cellular communications are not monitored for authorized devices). For unauthorized devices, the System takes control of the device and directs it to a Trojan control channel. The System is independent and does not interface with the commercial carriers' networks, nor does the System require ongoing carrier support with the exception of Spectrum Agreements, which ShawnTech has completed. The System automatically determines what the best control channel is without the carrier's involvement.

### User Interface

The user interface operates via an intuitive GUI. The software was designed through collaboration with Corrections professionals (investigative and administrative staff). **Error! Reference source not found.** depicts the dashboard view of the user interface, which is the initial screen shown when an authorized user logs into the system. (Note that not all functions are available to all users.)

Figure 3. Dashboard View



The software includes:

- Secured, authorized access
- Multi-layered user profiles
- Dashboard providing:

## Additional Scored Response

- Summary of monitored devices – including count of:
  - Unauthorized devices detected
  - Authorized devices detected
  - Call attempts
  - SMS (text) attempts
- System operations
- Investigative updates
- Quick access to all primary functions
- Investigative features
- Reporting including device details, device activity, unauthorized device call and SMS activity, SIM card swaps, etc.
- System monitoring (including system control for authorized users)
- Access to technical support requests

### **Auditing & Managerial Oversight of System**

ShawnTech has developed security measures and preventive maintenance procedures to ensure the System is secure and functional by providing a layered monitoring approach.

- ShawnTech will scan the carrier networks in the area to compare the new results to previous results to mitigate changes to the carrier environment, which may impact system operation.
- The hardware elements of the System's base station transceivers, as well as enclosures and power components, are installed with tamper-resistant cases.
- ShawnTech's Network Operations Center (NOC) operates 24/7/365 monitoring intelligent network equipment including the network, servers, services, primary and secondary hubs, and remote units, providing systematic alerts in the event of a disruption.
  - Alerts can occur for authorized users that are logged into the client graphical user interface (GUI).
  - The System includes a log in which authorized staff can provide notes and observations.
- Each installed system includes a mutually agreed upon Service Level Agreement (SLA) detailing the management and oversight of the system including but not limited to the above listed elements as well service response times.

## Additional Scored Response

## Additional Scored Response

AS6: Additional Resources: Contractor shall identify any additional resources, if any, it recommends to support the inmate telephone environment at GDC in addition to the requirements in Section 16.1 of Attachment B – Scope of Services.

 CenturyLink Response: Accept and comply.

In addition to the four Site Administrators required in Section 16.1, CenturyLink will also provide the following resources to support GDC.

- Five field technicians in order to meet all SLAs and provide the necessary support for the contract
- A Program Manager which is essential to the CenturyLink service model. This resource is a single point of contact to manage service issues/escalations, contract compliance, and proactively work with GDC to ensure all system upgrades and new features are implemented successfully.
- Offline center located in Rocky Mount, North Carolina that provides services for some of our key State DOC accounts including TDCJ. Representatives focused on PAN inquiries, attorney audits, and other administrative functions in order to off-load work from the staff at GDC.
- A dedicated Investigative Center Manager should GDC choose to implement live call monitoring in AS3.
- Access to all of the corporate resources of CenturyLink, Inc. – network, data center infrastructure, skilled higher-level technical personnel (e.g. outside plant technicians, fiber splicers), as well as the financial resources of an \$18 billion company.

AS7: Electronic PAN Form Submission: Contractor shall indicate if it has the capability to process inmate PAN forms electronically, eliminating paper processes at the GDC Facilities. Contractor shall also indicate if its electronic PAN form submission services includes a verification process allowing GDC to electronically approve or deny a telephone number to be added to an inmate's PAN list.

 CenturyLink Response: Accept and comply.

## Additional Scored Response

CenturyLink is fully capable of processing inmate PAN forms electronically, eliminating paper processes at the GDC Facilities. The Enforcer is able to be used as a data input device for most any purpose, including entry of PANs and attorney numbers to reduce paper and provide audit trails. The Enforcer system may be configured to require a list of Personal Allowed Numbers (PANs). This is a list of defined telephone numbers that each inmate is permitted to call. Each time the GDC activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.

In order to minimize the time required to enter an allowed list for each inmate, the Enforcer system provides a useful "self-learning" feature. Upon assignment of a PIN, the first telephone numbers to which calls are completed are added to the inmate's PAN list, until the maximum number of PAN entries is made.

To be added to the PAN list, a call to the telephone number must be accepted by the call recipient. Once the PAN list is full, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process. Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates). PAN lists can be created in one of three ways:

- 1) **By letting an inmate call whoever they want to call.** This occurs only if the Inmate PAN feature has been set up in self-learning mode by the facility administrator. Based on a predefined maximum number of phone numbers, each call completed by an inmate automatically adds the called party number to the Inmate PAN List. As long as the inmate is set up to pay for each call using a debit payment or is calling a number that can accept collect or prepaid collect calls, the inmate can call the called party number without restriction. By default, the inmate is able to add 20 numbers to a PAN list; however, the number of numbers can be set to any value on a per-inmate level.
- 2) **By staff at the facility,** who accesses the PAN List under the Inmate Profile to add approved numbers (or to block a specific number). This method requires a higher administrative workload to manually build and add numbers to the inmate PAN lists. However, some facilities require administrative approval of all called party numbers before they are added to an inmate PAN list.

# Additional Scored Response

- 3) **By employing the Inmate PAN Registration feature**, which can be used by an inmate to request the registration (and addition) of a called party number to their PAN list. The inmate makes this request by placing a call to the Enforcer system and following a series of prompts to enter the desired number on the phone keypad. Next, an authorized user at the correctional facility reviews a “request list” (shown below), and then either approves or rejects each called party number that is requested by an inmate for addition to their PAN list. Staff can search for all “Pending” PAN approvals and individually approve or reject the entry, as shown below:

Phone	Inmate ID	Inmate Name	Location	Relationship Name	Address	Relationship	Block Type	Status	Requested	Updated	Note	Resolution
1-530-444-2388	00000000	ADHONY WOOD	0D2117		249 Marysville California 95901	Friend		Pending	05/26/2015	05/26/2015		[Approve] [Reject]
1-316-766-0909	00000000	ALBERTA WOOD	DC1123		12 Wichita Kansas 67218	Mother		Pending	05/24/2015	05/24/2015		[Approve] [Reject]
1-766-666-369	00000000	ALBERTA WOOD	0C2104		1425 Manhattan Kansas 66502	sons mother		Pending	05/22/2015	05/22/2015		[Approve] [Reject]
1-620-444-143	00000000	ALBERTA WOOD	0B2109		Dodge City KS 67801	Friend		Pending	05/26/2015	05/26/2015		[Approve] [Reject]
1-766-666-103	00000000	ALE WOOD	0D1106		salina ks 67401	friend		Pending	05/26/2015	05/26/2015		[Approve] [Reject]
1-766-666-150	00000000	ALE WOOD	0D1106		131 salina ks 67401	friend		Pending	05/26/2015	05/26/2015		[Approve] [Reject]
1-766-666-169	00000000	ALE WOOD	0D1106		salina ks 67401	friend		Pending	05/26/2015	05/26/2015		[Approve] [Reject]
1-766-666-1356	00000000	ALE WOOD	0D1106		salina ks 67401	friend		Pending	05/26/2015	05/26/2015		[Approve] [Reject]
1-766-666-274	00000000	ALL WOOD	0C0021		4 laurence ks 66047	sister in law		Pending	05/26/2015	05/26/2015		[Approve] [Reject]
1-620-444-273	00000000	ALBERTA WOOD	0W2836		Emporia Kansas 66801	Son		Pending	05/25/2015	05/25/2015		[Approve] [Reject]
1-913-666-764	00000000	ANITA WOOD	0Q2203		kansas city kansas 66104	friend		Pending	05/27/2015	05/27/2015	1 note	[Approve] [Reject]
1-316-766-110	00000000	ANITA WOOD	0A4457		wichita ks 67214	sister		Pending	05/24/2015	05/24/2015		[Approve] [Reject]
1-316-766-1765	00000000	ANITA WOOD	0A4457		wichita ks 67214	sister		Pending	05/24/2015	05/24/2015		[Approve] [Reject]
1-316-766-1349	00000000	ANITA WOOD	0A4457		wichita ks 67214	sister		Pending	05/24/2015	05/24/2015		[Approve] [Reject]

### PAN Registration Screen

An inmate’s PAN list can be accessed by clicking on the “PANs” quick link at the bottom of the Inmate Profile Screen. As shown below, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate’s calling history for PAN numbers.

# Additional Scored Response

### Personal Allowed/Blocked Numbers (PANs)

Edit PANs ...
PAN History

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
2	1-440-787-0357		SMITH, TYRONE	BROTHER		Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
4	1-773-265-1315		HALL, TIMIKO	WIFE		Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	3	<a href="#">Details</a>

### PANs (Personal Allowed/Blocked Numbers)

Inmate ID: B70414    GREGORY SMITH

Save Changes
[Back to Inmate Editor](#)
PAN History

(3 digit speed dials must start with a '1' for PANs)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Block	In use	Call Type	Date Updated	Updated By	Detail (+) Delete (-)
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
2	1-440-787-0357		SMITH, TYRONE	BROTHER		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	<input checked="" type="checkbox"/>	1	All	04/20/2010	enf	+ -
4	1-773-265-1315		HALL, TIMIKO	WIFE		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	<input type="checkbox"/>	3	All	04/20/2010	enf	+ -

### PAN History

Inmate ID: B70414    GREGORY SMITH

phone	date altered	user	action	Speed Dial	Name	Relationship	Description	Allow
1-312-301-9014	03/31/2010 05:58:20	enf	UPDATE		GATORS, DEBRA	FRIEND	738 87TH CHICAGO, IL	Allow
1-773-265-1315	03/31/2010 05:58:20	enf	UPDATE		HALL, TIMIKO	WIFE		Allow
1-773-418-6298	05/18/2008 00:00:00	enf	INSERT		STUCKEY, ANGEL	COUSIN	CHICAGO, IL	Allow
1-773-426-6443	05/18/2008 00:00:00	enf	INSERT		STONE, BENJAMIN	FRIEND	CHICAGO, IL	Allow
1-312-301-9014	05/18/2008 00:00:00	enf	INSERT		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow

## PAN Screens

In addition, the Enforcer offers several tools to query and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records
- Display all PAN records having administration blocks
- Display all PAN records having telephone company blocks
- Print reports for the above queries

## Additional Scored Response

AS8: Other Services and Technologies: GDC is interested in learning about other current (commercially) available services and technologies from Contractor that may complement and/or enhance the use of Contractor’s ITS. Please limit your response to three pages or less.

CenturyLink has a number of available value-added technological enhancements and options that will improve staff efficiency, streamline investigations, and simplify inmate communications and operations, and increase connections between inmates and their friends/family. We look forward to discussing these value-added enhancements / options with the State. Due to the page limitation for this section of the RFP, a summary table is provided below and more detailed descriptions can be provided during the oral presentation.

	<i>Feature Name:</i>	<i>Feature and Benefits:</i>
<b>Site Operations / Efficiency Features</b>	“The Communicator” Paperless Inmate Communications	<ul style="list-style-type: none"> <li>• Please see the end of our response to Mandatory Scored Item 22 for a detailed description.</li> </ul>
	“The Attendant” Inmate Information Line and “Message of the Day”	<ul style="list-style-type: none"> <li>• Reduced staff time</li> <li>• Enhanced inmate and F&amp; F welfare</li> <li>• Better staff to inmate communications</li> <li>• With JMS/OMS integration, inmates and F&amp;F can track appointment, parole court, and release dates, inmate look-up information</li> </ul>
	Integration with Other Systems	<ul style="list-style-type: none"> <li>• “One stop” application for investigators</li> <li>• Provide direct links from the Enforcer to other vendor portals (OMS, e-messaging and deposit service providers)</li> <li>• Combine data into more integrated application(s)</li> </ul>
	Phone-Based Commissary Ordering	<ul style="list-style-type: none"> <li>• Reduced staff time by inmates transferring funds from their commissary account with staff involvement</li> </ul>
	PREA Pro – Argus Correctional Solutions	<ul style="list-style-type: none"> <li>• PREA compliance software with extensive searching and reporting capabilities.</li> </ul>
	Inmate Medical Scheduling	<ul style="list-style-type: none"> <li>• Reduced staff time because inmates can schedule appointments over the phone using automated prompts and receive messages back confirming appointment time</li> </ul>

## Additional Scored Response

<b>Investigative / Security Features</b>	ICER	<ul style="list-style-type: none"> <li>Identifies previously undetectable inmate to inmate communications</li> </ul>
	Location Data Services, powered by LocAid	<ul style="list-style-type: none"> <li>Locate called parties receiving inmate calls</li> <li>Increased investigative capabilities</li> </ul>
	Additional Investigative Assistance (Includes Access to Additional Carrier Information)	<ul style="list-style-type: none"> <li>Increased staff efficiency</li> <li>Potential reduction of criminal activity</li> </ul>
<b>Education/ Entertainment</b>	Edovo – Jail Education Solutions	<ul style="list-style-type: none"> <li>Full education suite</li> <li>Integrate with ICS phones, email, entertainment, commissary</li> </ul>

### Edovo – Jail Education Solutions

CenturyLink will provide secure, ruggedized seven inch connected tablets and an accompanying secure network for the purpose of rehabilitation, inmate management, and decreased recidivism. In partnership with Jail Education Solutions and its' Edovo educational platform, these secure tablets offer an end-to-end solution with not only a full education suite, but the ability to integrate with inmate phones and other vendor's services - email, entertainment, commissary, grievances, etc. Operating in facilities like Philadelphia, Chicago, and California, Edovo safely offers the most full-featured and flexible platform in corrections that allows inmates free daily access to rehabilitative services in their common areas and day rooms, and will allow Georgia DOC to track the progress of inmates and see significant gains to inmate behavior. Edovo tablets are designed specifically for corrections, and as such, have the intense levels of security required (*see attached*).

With thousand of hours of material covering not only everything from literacy to college course work, Edovo also has a full library, GED courses, vocational training, cognitive behavioral therapy, and more (*see attached*). Edovo also recognizes an important place for incentives in its uniquely designed learning management system. Users earn points for doing self-improvement

content that can then unlock entertainment content as a reward. This not only motivates fringe learners and retains engagement, but it also provides social cover in an environment where learning is not always viewed favorably. While Edovo curates and includes the broadest range of content in corrections, it also allows facilities to upload their own content - PREA, existing training, or the inmate handbook - to decrease cost and track engagement. Investment in inmate education leads to reduced recidivism, but programming in correction is limited in scope by budget, space, and movement. Edovo overcomes these challenges.

## Additional Scored Response

Edovo transforms the environment of a correction facility. Rather than aimlessly watching television, inmates quietly focus on exploring a topic of interest at their own pace, all while earning rewards for their work. Operationally, when tablets are unlocked and checked out from charge carts in the morning, inmates traditionally engage for hours each day in near silence until tablets are returned to secure charge carts and locked up for the night. Feedback from both inmates and correctional officers has been overwhelming positive. Tablets with accessible self-improvement are changing the dynamic of facilities across the country.

### **Location Data Services, powered by LocAid**

CenturyLink offers “Location Data” services powered by LocAid, which identifies a called party’s physical location at the time they accept an inmate telephone call on a cellular telephone. This is an “opt-in” service, whereby the call recipient dials a digit in order to opt in.

This product can also be configured to accept opt-in via text message. The application can also support a non-call based location query, whereby the location request is launched from an authorized workstation, and the cell phone user responds with an opt-in confirmation. As this service is opt-in based, it does not require a warrant. This same application can also be configured – with carrier approval and appropriate warrant documentation – to retrieve location data without the user opting-in.

To allow the State to monitor inmate calls within a pre-set perimeter, we would utilize LocAid’s “GEO Sensing” feature. GEO Sensing detects the exact location (GPS coordinates) of the cell phone at the time a call recipient opts in by accepting a call, and it detects whether the cell phone is located within a pre-defined perimeter (for example, within the confines of the jail). The State can decide whether to deliver the calls inside the perimeter, or to block such calls.

Furthermore, ICSolutions retains the GPS coordinates, which are written to the Enforcer® database at time of call acceptance. Coordinates situated inside the perimeter can trigger an Enforcer® alert, which would instantly inform an investigator of the call of interest so that he or she may monitor the live call while it is in progress. Investigators can also perform a search to retrieve all calls placed within a defined time period to phones inside the perimeter.

Through the LOCAID Gateway and operational process, CenturyLink can establish a “Geo Fence” perimeter around each facility and generate notifications or alerts to investigators when an inmate call is accepted within the designated Geo Fence perimeter.

**DO NOT INCLUDE ANY COST/PRICING/REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS ATTACHMENT K – ADDITIONAL SCORED RESPONSE DOCUMENT.**

# Cover Letter

Janet Pytelewski  
Georgia Department of Corrections  
300 Patrol Rd.  
Forsyth, GA 31029

On behalf of the CenturyLink account team, we welcome the opportunity to respond to the Georgia Department of Corrections RFP for Inmate Telephone Contract No. 46700-GDC0000669.

CenturyLink is confident that our proposal meets all requirements, and we strongly feel that we offer the best solution to meet the needs of the Georgia Department of Corrections (GDC), now and into the future. Our Senior Account Manager, Vicki Johnson (859.734.9424), will be your primary contact for any questions on our proposal that you may have.

CenturyLink has over 25 years of Inmate and Public Coin Telephone Services implementation and support experience. Further, we believe our financial resources, customer service, technical expertise, in-depth operational experience, and qualified personnel are unmatched in the industry. With current installations, we soon will provide inmate telephone services for approximately 300,000 inmates nationwide, including multiple counties and nine state departments of corrections.

Our response to the RFP will highlight our experience and will demonstrate that we are uniquely qualified to provide the best solution for GDC. CenturyLink has exhibited a thorough understanding of your needs and proposes a solution that, combined with our highly experienced resources, will provide you with the most advanced technological solution available, one that will enhance the experience of staff, inmates, and friends and family.

*CenturyLink has a consistent and documented history of meeting and exceeding every contractual requirement; time after time we have proven our flexibility by implementing new services beyond the scope of the original proposal and subsequent contract. We encourage the GDC to call any of our current or previous accounts to verify this, and we strongly urge that you compare our references to those from the other bidders.*

At CenturyLink, we believe that a product is only as good as the people standing behind it. Our fully staffed support center is always on call, and our entire staff is dedicated to providing the best customer support in our industry.

Sincerely,



Paul Cooper  
Vice President and General Manager  
CenturyLink Public Communications  
Office: 913-353-7388  
Fax: 720-264-8121  
Email: Paul.N.Cooper@CenturyLink.com

**Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

494895

Federal Work Authorization User Identification Number

01/24/2012

Date of Authorization

CenturyLink Public Communications, Inc. (CenturyLink)

Name of Contractor

Inmate Telephone Services

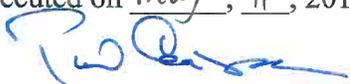
Name of Project

Georgia Department of Corrections

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on May, 11, 2015 in <sup>New</sup>Century (city), KS (state).

  
Signature of Authorized Officer or Agent

Paul Cooper, Vice-President and General Manager

Printed Name and Title of Authorized Officer or Agent

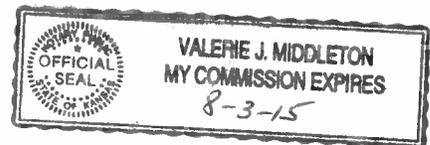
SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE 11 DAY OF May, 2015.

Valerie J. Middleton  
NOTARY PUBLIC ValerieJMiddleton

My Commission Expires:

8-3-15





Company ID Number: 11815  
Client Company ID Number: 494895

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer, the E-Verify Employer Agent and DHS respectively.

If you have any questions, contact E-Verify at 1-888-464-4218.

Approved by:

Employer CenturyLink

_____ Name (Please Type or Print)	_____ Title
_____ Signature	_____ Date

E-Verify Employer Agent Form I-9 Compliance, LLC

<b>Deborah Steffo</b>	
_____ Name (Please Type or Print)	_____ Title
<i>Electronically Signed</i> Signature	<i>01/25/2012</i> Date

**Department of Homeland Security – Verification Division**

<b>USCIS Verification Division</b>	
_____ Name (Please Type or Print)	_____ Title
<i>Electronically Signed</i> Signature	<i>01/24/2012</i> Date

**Information Required  
For the E-Verify E-Verify Employer Agent Program**

Information relating to your Company:

CERTIFICATION REGARDING COMPLIANCE WITH E-VERIFY

CenturyLink, Inc. does hereby state the following facts to be true:

1. CenturyLink and its affiliates constitute a business entity that is an employer of employees in the United States or has subcontractors who employ employees in the United States.
2. CenturyLink is executing this affidavit to assure, confirm, and warrant that it has verified the work authorization of its employees at the time of hire through the E-Verify program operated by the United States Department of Homeland Security as defined in NCGS §64-25(5) since January 25, 2012. CenturyLink's subcontractors are contractually required to comply with all state and federal laws.

This the 7th day of May, 2015

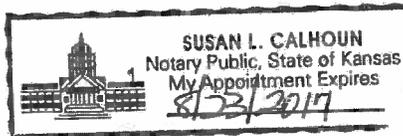
CenturyLink, Inc.

Signature: Stephanie Young  
 Name: Stephanie Young  
 Title: Director Org Efficiency & Development

State of Kansas \_\_\_\_\_  
 County/City of Johnson/Overland Park

Susan L. Calhoun, a Notary Public of the aforesaid State and County, do certify that STEPHANIE YOUNG, personally appeared before me this day, and being duly sworn and in my presence signed and acknowledged the execution of the foregoing CERTIFICATION.

Witness my hand and official seal, this the 7th day of May 2015  
Susan L. Calhoun Notary  
 Public My commission expires:



**Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

494895

Federal Work Authorization User Identification Number

01/24/2012

Date of Authorization

CenturyLink Public Communications, Inc. (CenturyLink)

Name of Contractor

Inmate Telephone Services

Name of Project

Georgia Department of Corrections

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on \_\_\_\_\_, \_\_\_\_, 201\_\_ in \_\_\_\_\_(city), \_\_\_\_\_(state).

\_\_\_\_\_  
Signature of Authorized Officer or Agent

Paul Cooper, Vice-President and General Manager

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
NOTARY PUBLIC

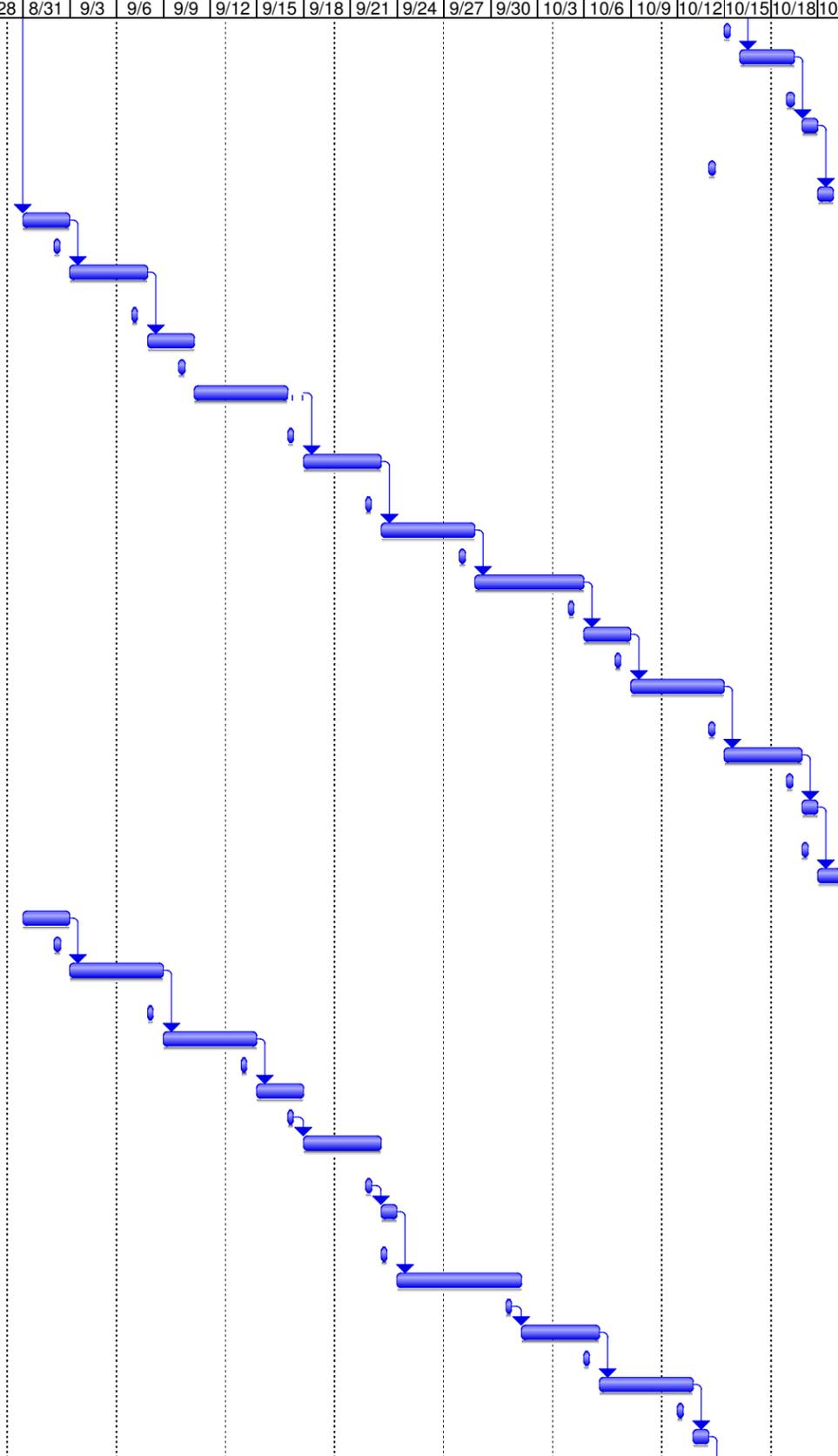
My Commission Expires:  
\_\_\_\_\_

# Georgia Department of Corrections / CenturyLink Implementation Plan

ID	Task Name	Duration	Start	Finish	Predecessors	Aug 16, '15	Aug 23, '15	Aug 30, '15	Sep 6, '15	Sep 13, '15	Sep 20, '15	Sep 27, '15	Oct 4, '15	Oct 11, '15	Oct 18, '15							
						8/16	8/19	8/22	8/25	8/28	8/31	9/3	9/6	9/9	9/12	9/15	9/18	9/21	9/24	9/27	9/30	10/3
1	<b>Implementation Plan Approved</b>	<b>48.5 days</b>	<b>Mon 8/17/15</b>	<b>Thu 10/22/15</b>		▶																
2	GDC approves Implementation Schedule	1 day	Mon 8/17/15	Mon 8/17/15		▶																
3	<b>Request/Process Critical Information</b>	<b>10 days</b>	<b>Tue 8/18/15</b>	<b>Mon 8/31/15</b>		▶																
4	Request That System Data Be Provided By The Incumbent (PINs, PANs, blocked numbers, attorney numbers, free numbers, etc.)	1 hr	Tue 8/18/15	Tue 8/18/15	2	▶																
5	Identify local calling areas for billing purposes	1 hr	Tue 8/18/15	Tue 8/18/15	2	▶																
6	Identify dialing rules (local versus intraLATA versus interLATA versus interState).	1 hr	Tue 8/18/15	Tue 8/18/15	2	▶																
7	Obtain ILD Sub-CIC for LEC processing	1 hr	Tue 8/18/15	Tue 8/18/15	2	▶																
8	Obtain a list of GDC Staff users and access levels	10 days	Tue 8/18/15	Mon 8/31/15	2	▶																
9	<b>Delivery of Equipment To Sites</b>	<b>10 days</b>	<b>Mon 8/17/15</b>	<b>Fri 8/28/15</b>		▶																
10	ICS Equipment Arrives at Sites (Project Mgr confirms where site has stored equipment)	10 days	Mon 8/17/15	Fri 8/28/15		▶																
11	Inmate Phones and Hardware Arrive at Sites (Project Mgr confirms where site has stored equipment)	10 days	Mon 8/17/15	Fri 8/28/15		▶																
12	Network CPE Arrive at Sites (Typically brought by CPE Tech or ITS Vendor)	10 days	Mon 8/17/15	Fri 8/28/15		▶																
13	Network Services Arrive at Sites (Project Mgr confirms demarc location)	10 days	Mon 8/17/15	Fri 8/28/15		▶																
14	<b>Phase I - System Installation and Testing. Install Phones, prepare phone room and install the ICS system equipment to prepare for cutover, identify all phones by cable pair, verify cutoff switches, etc.</b>	<b>38.5 days</b>	<b>Mon 8/31/15</b>	<b>Thu 10/22/15</b>		▶																
15	Network Testing (verify facilities available and working, internet access working, and IP address assignment)	15 mins	Mon 8/31/15	Mon 8/31/15		▶																
16	Convert and Load Data Files Into New Platforms - PINS, PANs, globally allowed numbers, globally denied numbers, local calling areas, rate tables	15 mins	Mon 8/31/15	Mon 8/31/15	15	▶																
17	Configure Software In New ITS Platform - System Prompts, 3 way detect/disconnect, system on/off times, remote alert numbers, trunking selection and priorities by call type, validation cache time frame.	15 mins	Mon 8/31/15	Mon 8/31/15	15	▶																
18	Identify system users and assign user names/passwords and roles	15 mins	Mon 8/31/15	Mon 8/31/15	15	▶																
19	System Testing	15 mins	Mon 8/31/15	Mon 8/31/15	15	▶																
20	Cutover of System	15 mins	Mon 8/31/15	Mon 8/31/15	15	▶																
21	Identify each phone and verify ports	2 hrs	Mon 8/31/15	Mon 8/31/15	15	▶																
22	System Checks	30 mins	Mon 8/31/15	Mon 8/31/15	15	▶																
23	On-Site Training - Will verify users can sign on and provide basic information	1 hr	Mon 8/31/15	Mon 8/31/15	15	▶																
24	Walker State Prison/Northwest, 97 Kevin Lane, Rock Springs - 24 Phs - Team 1	1 day	Mon 8/31/15	Mon 8/31/15	10	▶																
25	approx 24 miles - 32 min	45 mins	Mon 8/31/15	Mon 8/31/15		▶																
26	Hays State Prison, 777 Underwood Rd, Trion - 84 Phs - Team 1	3 days	Tue 9/1/15	Thu 9/3/15	24	▶																
27	approx 100 mi - 2 hr	2 hrs	Thu 9/3/15	Thu 9/3/15		▶																
28	Helms Facility, 1275 Constitution Rd, Atlanta - 24 Phs - Team 1	2 days	Fri 9/4/15	Mon 9/7/15	27	▶																
29	approx 1 mi - 2 min	1.25 hrs	Mon 9/7/15	Mon 9/7/15		▶																
30	Phillips State Prison, 2989 West Rock Quarry Rd, Buford - 62 Phs - Team 1	3 days	Tue 9/8/15	Thu 9/10/15	28	▶																
31	approx 37 mi - 43 min	1 hr	Thu 9/10/15	Thu 9/10/15		▶																
32	Arrendale State Prison, 2023 Gainsville Hwy S, Alto - 72 Phs - Team 1	3 days	Fri 9/11/15	Tue 9/15/15	30	▶																
33	Approx 58 mi - 1 hr 10 min	1.25 hrs	Tue 9/15/15	Tue 9/15/15		▶																
34	Whitworth Women's Facility, 414 Valley Hart Rd, Hartwell, 24 Phs - Team 1	2 days	Wed 9/16/15	Thu 9/17/15	32	▶																
35	approx 90 mi - 1 hr 50 min	2 hrs	Thu 9/17/15	Thu 9/17/15		▶																
36	Augusta State Medical Prison, 3001 Gordon Hwy, Grovetown, 96 Phs - Team 1	3 days	Fri 9/18/15	Tue 9/22/15	34	▶																
37	approx 58 mi - 1 hr 14 min	1.25 hrs	Tue 9/22/15	Tue 9/22/15		▶																
38	Jenkins Correctional Facility - 34404 Kent Farm Dr, Millen - 62 Phs - Team 1	3.5 days	Wed 9/23/15	Mon 9/28/15	36	▶																
39	approx 34 mi - 48 min	1 hr	Mon 9/28/15	Mon 9/28/15		▶																
40	Emanuel Women's Facility, 714 Gumlog Rd, Swainsboro - 36 Phs - Team 1	1.5 days	Mon 10/5/15	Tue 10/6/15	38	▶																
41	approx 24 mi - 30 min	0.5 hrs	Tue 10/6/15	Tue 10/6/15		▶																
42	Johnson State Prison, 290 Donovan-Harrison Rd, Wrightsville - 72 Phs - Team 1	4 days	Wed 10/7/15	Mon 10/12/15	40	▶																
43	approx 23 mi - 32 min	0.5 hrs	Mon 10/12/15	Mon 10/12/15		▶																
44	Washington State Prison, 13262 Hw 24 East, Davisboro - 60 Phs - Team 1	3 days	Tue 10/13/15	Thu 10/15/15	42	▶																

# Georgia Department of Corrections / CenturyLink Implementation Plan

ID	Task Name	Duration	Start	Finish	Predecessors	Aug 16, '15		Aug 23, '15		Aug 30, '15		Sep 6, '15		Sep 13, '15		Sep 20, '15		Sep 27, '15		Oct 4, '15		Oct 11, '15		Oct 18, '15	
						8/16	8/19	8/22	8/25	8/28	8/31	9/3	9/6	9/9	9/12	9/15	9/18	9/21	9/24	9/27	9/30	10/3	10/6	10/9	10/12
45	approx 48 mi - 1 hr 3 mi	1.15 hrs	Thu 10/15/15	Thu 10/15/15																					
46	Emanuel Probation Detention Center, 121 Casa Dr, Twin City - 24 Phs - Team 1	1.5 days	Fri 10/16/15	Mon 10/19/15	44																				
47	approx 223 - 4 hrs	4 hrs	Mon 10/19/15	Mon 10/19/15																					
48	Paulding Probation Detention Center, 1295 Industrial Blvd N, Dallas - 24 Phs - Team 1	1 day	Tue 10/20/15	Tue 10/20/15	46																				
49	approx 113 mi - 2 hr 10 min	2.25 hrs	Wed 10/14/15	Wed 10/14/15																					
50	Colwell Probation Detention Center, 189 Beasley St, Blairsville, 12 Phs - Team 1	1 day	Wed 10/21/15	Wed 10/21/15	48																				
51	Hancock State Prison, 701 Prison Blvd, Sparta - 74 Phs - Team 2	3 days	Mon 8/31/15	Wed 9/2/15	10																				
52	approx 28 mi - 42 min	45 mins	Wed 9/2/15	Wed 9/2/15																					
53	Baldwin State Prison, 301 Laying Farm Rd, Hardwick - 48 Phs - Team 2	3 days	Thu 9/3/15	Mon 9/7/15	51																				
54	approx 4 mi - 5 min	5 mins	Mon 9/7/15	Mon 9/7/15																					
55	Riverbend Correctional Facility - 196 Laying Farm Rd, Milledgeville - 82 Phs - Team 2	3 days	Tue 9/8/15	Thu 9/10/15	53																				
56	approx 68 mi - 1 hr 17 min	1.5 hrs	Thu 9/10/15	Thu 9/10/15																					
57	Georgia Diagnostic and Classification Prison, 2978 Hwy 36 West, Jackson - 96 Phs - Team 2	4 days	Fri 9/11/15	Thu 9/17/15																					
58	approx 14 mi - 15 min	0.5 hrs	Thu 9/17/15	Thu 9/17/15																					
59	Al Burruss Correctional Training Center, 1000 Indian Springs Dr, Forsyth - 48 Phs - Team 2	3 days	Fri 9/18/15	Tue 9/22/15	57																				
60	approx 26 mi - 28 min	0.5 hrs	Tue 9/22/15	Tue 9/22/15																					
61	Central State Prison, 4500 Fulton Mill Rd, Macon - 84 Phs - Team 2	4 days	Wed 9/23/15	Mon 9/28/15	59																				
62	approx 49 mi - 1 hr 1 min	1.25 hrs	Mon 9/28/15	Mon 9/28/15																					
63	Pulaski State Prison, 373 Upper River Rd, Hawkinsville - 96 Phs - Team 2	5 days	Tue 9/29/15	Mon 10/5/15	61																				
64	approx 22 mi - 32 min	0.5 hrs	Mon 10/5/15	Mon 10/5/15																					
65	Dooly State Prison, 1412 Plunkett Rd, Unadilla - 96 Phs - Team 2	3 days	Tue 10/6/15	Thu 10/8/15	63																				
66	approx 26 mi - 35 min	0.5 hrs	Thu 10/8/15	Thu 10/8/15																					
67	Macon State Prison, 2728 Hwy 49 South, Oglethorpe - 96 Phs - Team 2	4 days	Fri 10/9/15	Wed 10/14/15	65																				
68	approx 67 mi - 1 hr 21 min	1.5 hrs	Wed 10/14/15	Wed 10/14/15																					
69	Rutledge State Prison, 7175 Manor Rd, Columbus - 36 Phs - Team 2	3 days	Thu 10/15/15	Mon 10/19/15	67																				
70	approx 82 mi - 1 hr 37 min	1.75 hrs	Mon 10/19/15	Mon 10/19/15																					
71	McEver Probation Detention Center, 2100 Kings Chapel Rd, Perry - 12 Phs - Team 2	1 day	Tue 10/20/15	Tue 10/20/15	69																				
72	approx 76 mi - 1 hr 27 min	1.5 hrs	Tue 10/20/15	Tue 10/20/15																					
73	West Central Integrated Treatment Facility, 1070 County Farm Rd, Zebulon - 12 Phs - Team 2	1.5 days	Wed 10/21/15	Thu 10/22/15	71																				
74	Dodge State Prison, 2971 Old Bethel Rd, Chester - 72 Phs - Team 3	3 days	Mon 8/31/15	Wed 9/2/15																					
75	approx 131 mi - 2 hr 12 min	2.25 hrs	Wed 9/2/15	Wed 9/2/15																					
76	Coastal State Prison, 200 Gulfstream Rd, Garden City, 96 Phs - Team 3	4 days	Thu 9/3/15	Tue 9/8/15	74																				
77	approx 8 mi - 13 min	15 mins	Tue 9/8/15	Tue 9/8/15																					
78	Smith State Prison, 9676 Hwy 301 North, Glennville - 72 Phs - Team 3	4 days	Wed 9/9/15	Mon 9/14/15	76																				
79	approx 22 mi - 28 min	0.5 hrs	Mon 9/14/15	Mon 9/14/15																					
80	Georgia State Prison, 300 1st Ave South, Reidsville - 84 Phs - Team 3	3 days	Tue 9/15/15	Thu 9/17/15	78																				
81	approx 2 mi - 3 min	5 mins	Thu 9/17/15	Thu 9/17/15																					
82	Rogers State Prison, 1978 GA Hwy 147, Reidsville, 60 Phs - Team 3	3 days	Fri 9/18/15	Tue 9/22/15	81																				
83	approx 36 mi - 47 min	1 hr	Tue 9/22/15	Tue 9/22/15																					
84	Montgomery State Prison, 650 Mt Vernon/Alston Rd, Mt Vernon - 24 Phs - Team 3	1 day	Wed 9/23/15	Wed 9/23/15	83																				
85	approx 13 mi - 17 min	0.5 hrs	Wed 9/23/15	Wed 9/23/15																					
86	Wheeler Correctional Facility, 195 North Broad St, Alamo - 168 Phs - Team 3	6 days	Thu 9/24/15	Thu 10/1/15	84																				
87	approx 11 mi - 14 min	0.25 hrs	Thu 10/1/15	Thu 10/1/15																					
88	Telfair State Prison, 210 Longbridge Rd, Helena - 72 Phs - Team 3	3 days	Fri 10/2/15	Tue 10/6/15	87																				
89	approx 29 mi - 37 min	0.45 hrs	Tue 10/6/15	Tue 10/6/15																					
90	Wilcox State Prison, 470 South Broad St, Abbeville, 96 Phs - Team 3	4 days	Wed 10/7/15	Mon 10/12/15	88																				
91	approx 34 mi - 45 min	1 hr	Mon 10/12/15	Mon 10/12/15																					
92	Bleckley Probation Detention Center, 179 Jac Arts Rd, Cochran - 12 Phs - Team 3	1 day	Tue 10/13/15	Tue 10/13/15	90																				





## Georgia Department of Corrections / CenturyLink Implementation Plan

ID	Task Name	Duration	Start	Finish	Predecessors	Aug 16, '15		Aug 23, '15		Aug 30, '15		Sep 6, '15		Sep 13, '15		Sep 20, '15		Sep 27, '15		Oct 4, '15		Oct 11, '15		Oct 18, '15	
						8/16	8/19	8/22	8/25	8/28	8/31	9/3	9/6	9/9	9/12	9/15	9/18	9/21	9/24	9/27	9/30	10/3	10/6	10/9	10/12
142	 approx 91 mi - 1 hr 43 min	2 hrs	Mon 10/12/15	Mon 10/12/15																					
143	Albany Transitional Center, 304 North Washington St, Albany - 12 Phs - Team 5	2 days	Tue 10/13/15	Wed 10/14/15	141																				
144	 approx 94 mi - 1 hr 43 min	2 hrs	Wed 10/14/15	Wed 10/14/15																					
145	Valdosta Transitional Center, 363 Gil Harbgin Blvd, Valdosta - 8 Phs - Team 5	2 days	Wed 10/14/15	Fri 10/16/15	144																				

# Company Description

M.12 Contractor must outline the legal form of the Contractor's business organization, the state in which incorporated (if a corporation), the types of business ventures in which the organization is involved, the office location that will be the point of contact during the term of any resulting Contract, and a chart of the organizational structure, including reporting relationships as they relate to this RFP. Please confirm submission of this attachment.

## Inmate Telephone Systems and Service Qualifications

CenturyLink Public Communications Inc. ("CenturyLink") is a wholly-owned subsidiary of Embarq Corporation, which in turn is a wholly-owned subsidiary of CenturyLink, Inc. CenturyLink Public Communications, Inc. was incorporated in Florida on March 21, 1994 under the name Sprint Payphone Services, Inc. As of July 31, 2014 the name was changed from Embarq Payphone Services, Inc. to CenturyLink Public Communications, Inc.

CenturyLink has approximately **21 years** of Inmate Telephone System (ITS) implementation and service experience. We currently provide inmate telephone services for facilities housing over 250,000 inmates nationwide, including multiple major counties and **seven state departments of corrections** (Alabama, Idaho, Kansas, Nevada, Texas, Utah, Wisconsin). Furthermore, CenturyLink was recently awarded the inmate telephone system and service contracts for West Virginia DOC and Arizona DOC. CenturyLink is in the process of implementing inmate telephone services for an additional approximately 42,000 inmates. The West Virginia DOC implementation should be completed in June 2015 and the Arizona DOC implementation should be completed in July, 2015.

Within the last few years CenturyLink Correctional Markets has seamlessly **implemented systems serving over 200,000 inmates nationwide**. CenturyLink's support staff is experienced, fully trained, and **certified** on the Enforcer® system which we will install for GDC.

CenturyLink Public Communications, Inc.'s corporate headquarters are in Monroe, Louisiana and our main office operational headquarters are located at 600 New Century Pkwy, New Century, Kansas 66031.

# Company Description

## Corporate Qualifications

As a division of the third largest telecommunications company in the United States, CenturyLink Public Communications, Inc. (“CenturyLink”) has the financial resources to support our accounts. Just as important, CenturyLink, Inc. is currently Sarbanes-Oxley-compliant – not past-compliant or SAS70/SOC1 “certified” – meaning that we have the financial and operational controls in place to ensure the integrity of GDC’s data as well as the integrity of our rating and billing data.

CenturyLink, Inc., CenturyLink’s parent company, is the third largest telecommunications company in the United States (45,000 employees, \$18B in annual revenues), is a S&P 500 company and ranked at number 150 on the Fortune 500 list of America’s largest corporations. It is recognized as a leader in network and data center services by technology industry analyst firms.

CenturyLink, Inc. was incorporated in Louisiana in 1968 under the name Century Telephone Enterprises, Inc. On May 6, 1999, the company changed its name from Century Telephone Enterprises, Inc. to CenturyTel, Inc. On July 1, 2009, the company completed its acquisition of Embarq Corporation. Simultaneously, the company began operating under the name CenturyLink, Inc. More CenturyLink, Inc. corporate information is found in our enclosed D&B Report under file attachment Financial Report.

CenturyLink, Inc. provides data, voice and managed services in local, national and select international markets through its high-quality advanced fiber optic network and multiple data centers for businesses and consumers.

CenturyLink, Inc. will also provide significant additional support for our inmate communications contracts, including world class data center infrastructure, network bandwidth, and repair personnel.

## Technology Partner - ICSolutions

CenturyLink’s key partnership is with Inmate Calling Solutions, LLC (“ICSolutions”). ICSolutions is the industry-leading provider of inmate telephone and call control systems, with unmatched end-user call-routing as well as investigative usability and security features.

- ***Enforcer System Development and Technical Support.*** ICSolutions designs and manages the Enforcer core inmate call control and recording system. As detailed in our response, the Enforcer system will be completely dedicated to GDC and includes upgrades provided at no cost throughout the contract.

# Company Description

- **Enforcer System Integration.** Data integrations with state and other third party systems, e.g. the Offender Management System. All integrations are written to GDC-defined specifications, not vice versa, and are available at installation and throughout the contract (as systems change or additional integrations are requested) at no cost to the state or inmates/family members.
- **Special Feature Design.** As CenturyLink and ICSolutions have done at other state agencies, custom reporting and features are available upon request at no cost. The dedicated architecture specified in the RFP facilitates custom feature deployment strictly for GCD.

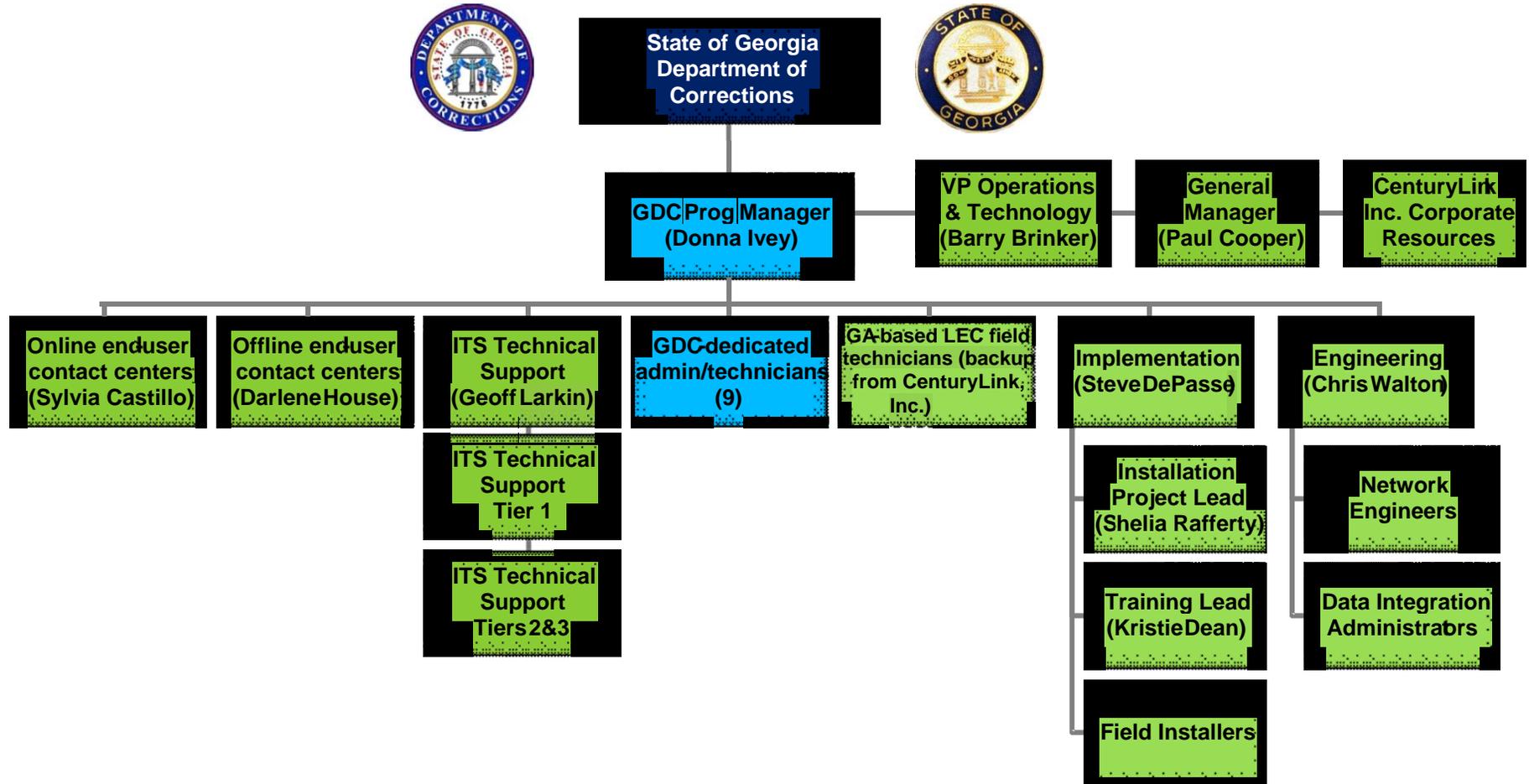
## Organization Charts

Please note the following organization charts showing our organizational structure and reporting relationships:

- ✓ Organization of Key Personnel
- ✓ Management and Service Delivery Team
- ✓ CenturyLink, Inc. Executive Leadership

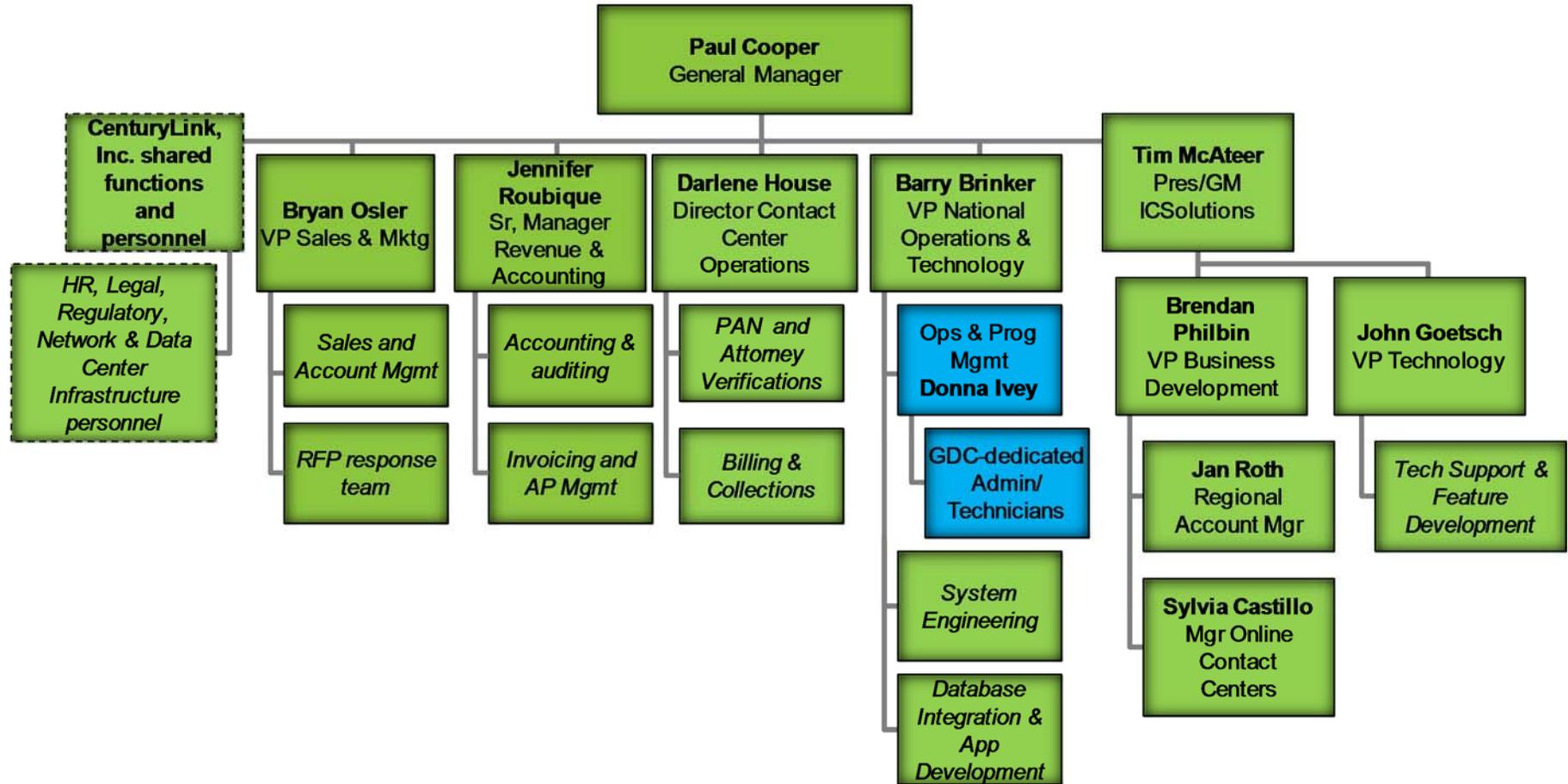
# Company Description

## Organization of Key Service Personnel for Georgia DOC



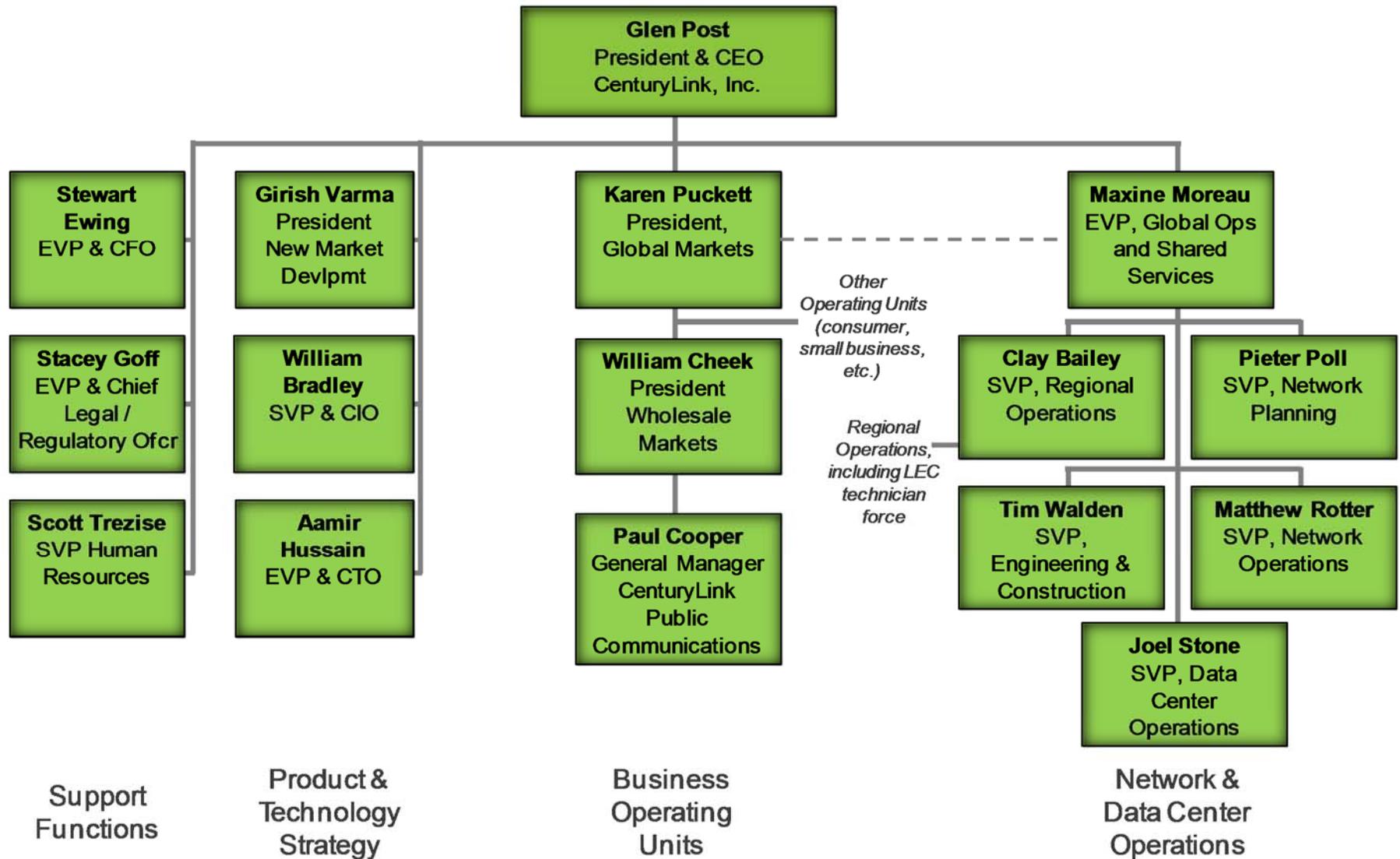
# Company Description

## Management & Service Delivery Team



# Company Description

## CenturyLink, Inc. Executive Leadership



## Litigation Description

M.14 Contractor must disclose any litigation Contractor was a party to within the last two (2) years related to the provision of services similar to those described in this RFP, and provide a status of the litigation and, if finally resolved, a description of the outcome of such litigation. Contractor shall also disclose any litigation or judgments Contractor was a party to within the last two (2) years that could potentially impact Contractor's ability to perform under an awarded Contract. Please confirm submission of this attachment.

CenturyLink does not have any judgments against us and we don't anticipate that the following litigation will impact our ability perform under any awarded Contract.

## Company Description

Matter Name	Matter Number	Matter Type	Open Date	Status	Responsible Attorney	Matter Subtype	Business Unit	Name	Brief Description	Close Date
Jones III, Nathaniel v. Century-Link, Inc. et al	2015-09093	General Litigation	05/11/15	Open	Tara Acton	Defense Matter-Litigation	Risk Management	Century-Link Public Communications, Inc	Plaintiff is pro se and is an inmate in a facility in Beaumont, Texas. He has filed a lawsuit alleging personal injuries as a result of a gas leak allegedly caused by CenturyLink and its codefendants in the process of digging in the area. Nathaniel Jones just sued CenturyLink at the beginning of May so it has just started. Mr. Jones was not responsive when we contacted him for details on his alleged injuries.	Pending
Lane, Cynthia Sue et al v. Embarq Payphone Services et al	2011-03195	General Litigation	09/02/11	Open	Tara Acton	Defense Matter-Litigation	Risk Management	Century-Link Public Communications, Inc	This is a wrongful death action. The plaintiffs contend that Todd Hughes was in the custody of co-defendant the Texas Department of Criminal Justice and was attempting to repair an underground water line	Pending

## Company Description

									at the Walls Unit when he was electrocuted.	
Randolph, Charles v. Embarq Communications & The State of Nevada et al	2013-06079	General Litigation	02/26/13	Closed	Steve Young	Defense Matter-Litigation	Global Markets - Wholesale	CenturyLink Public Communications, Inc	Pro se plaintiff is a prisoner in Nevada and has filed a lawsuit in state court alleging violations of the first and fourteenth amendments and the wiretap act by monitoring telephone conversations. The Randolph lawsuit against CenturyLink Public Communications, Inc. in Nevada was dismissed by the Court. Subsequently, and before any appeal was perfected, we settled with the claimant and obtained a full release.	03/24/15

# Contract Penalties

M.15 Contractor must disclose all instances in which liquidated damages or performance penalties were assessed against a Contract within the last five (5) years, including the incident/issue and amount assessed. Please confirm submission of this attachment.

The only performance penalties CenturyLink has incurred were associated with Texas Department of Criminal Justice (TDCJ) Offender Telephone Services contract. First, a \$21,500 penalty was assessed for a total of 43 calls (at \$500 per incident) that occurred as a result of a call control software configuration issue where the inmate's pre-recorded name was not played prior to call acceptance. Second, a \$4,945 penalty was assessed for a misconfigured PAN software feature resulting in 4 out-of-compliance calls, a storage hardware issue resulting in the loss of one call recording, and 2 missed SLAs including a major fiber cut that was not possible to repair within the 6-hour SLA window (CenturyLink paid the penalty as a gesture of good faith rather than claiming *force majeure*).

It is important to note that the call control software deployed for TDCJ is not the software CenturyLink is proposing to GDC. CenturyLink has never lost a call recording or been assessed liquidated damages on a contract where the proposed Enforcer system was deployed.

**INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF**

**CenturyLink Public Communications, Inc.  
dba CenturyLink  
Georgia**

**TITLE**  
Original Page 1

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GEORGIA  
INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF  
OF  
CenturyLink Public Communications, Inc.  
dba CenturyLink

Effective November 14, 2013, Embarq Payphone Services, Inc. d/b/a CenturyLink changed its corporate name to CenturyLink Public Communications, Inc., pursuant to the laws of the jurisdiction of its incorporation. On November 20, 2013, the Georgia Secretary of State issued documentation reflecting this name change. CenturyLink Public Communications, Inc. will continue to use the d/b/a CenturyLink.

This Institutional Telecommunications Tariff replaces in its entirety Georgia PSC Tariff No. 1 issued by Embarq Payphone Services, Inc., and contains the terms and conditions, service descriptions, rates and fees applicable to institutional telecommunications services provided by CenturyLink Public Communications, Inc. d/b/a CenturyLink ("the Company"). Long distance rates published herein apply to intrastate, intercounty calls only. This tariff is on file with the Georgia Public Service Commission.

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ISSUED: February 27, 2014

By: Darlene Terry  
Manager State Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE March 29, 2014

**INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF**

**CenturyLink Public Communications, Inc.  
dba CenturyLink  
Georgia**

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## INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF

CenturyLink Public Communications, Inc.  
dba CenturyLink  
Georgia

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### EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (D) - Delete or discontinue.
- (I) - Change Resulting in an increase to a customer's bill.
- (M) - Moved from another tariff location.
- (N) - New
- (R) - Change resulting in a reduction to a customer's bill.
- (T) - Change in text or regulation.
- (C) - Correction

### TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the GPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
  - 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1(a)
- D. Check Sheets - When a tariff filing is made with the GPSC, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the GPSC.

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ISSUED: February 27, 2014

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## INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF

**CenturyLink Public Communications, Inc.  
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### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Automated Collect Calls - Calls billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance.

Called Party – Inmate friends, family members, attorneys, or other parties receiving calls from Inmates confined at Facilities served by Company.

Collect Billing - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Collect Call – A call using the inmate communications system that is paid for by the Called Party through a post-paid billing arrangement, either through placement on a LEC bill or through a direct billing arrangement with the Company, as described in section 3.6 of this Tariff.

Commission - Georgia Public Service Commission.

Company - Used throughout this Tariff to refer to CenturyLink Public Communications, Inc. dba CenturyLink, unless otherwise clearly indicated by the context.

Debit Call – A call using the system that is paid for by the inmate through funds from his or her commissary or trust account, as described in section 3.7.1 A of this Tariff.

End User – Any person or entity engaged in use of the system for communications, administration, investigation, or other purposes, including Inmates, Called Parties, and Facilities.

Facilities - Used throughout this Price List to refer to prisons, jails, penal facilities or other institutions used for detention or corrections purposes which contract with the Company for the provision of service for use by their inmate population.

Customer - The person, firm, corporation or other entity which uses the Company's service and is responsible for payment of charges. The Customer on a collect call placed in a Facility is the Called Party.

GPSC - Georgia Public Service Commission.

Inmates - The jailed population of correctional institutions.

Prepaid Collect Call - A call using the system that is paid for by the Called Party through a pre-paid billing arrangement, as described in section 3.7.1 B of this Tariff.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls.

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## INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF

CenturyLink Public Communications, Inc.  
dba CenturyLink  
Georgia

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### SECTION 2 - RULES AND REGULATIONS

#### 2.1 Undertaking of the Company

The Company undertakes to furnish secure Inmate Communications Services originating and terminating within the state of Georgia under terms of this tariff. Company's services are available 24 hours per day, 7 days per week, 365 days per year.

The Company provides a turnkey service for Inmate Communications Services, including communications lines, equipment maintenance, forensic tracking software, and billing services to Inmates and/or Called Parties. The Company and/or its affiliates are responsible only for services described in this tariff and provided to Facilities pursuant to the applicable contractual relationship with the Facility.

#### 2.2 Use of Service

Services provided under this tariff to Facilities and may be used by authorized Inmates of institutions for any lawful purpose for which the service is technically suited. Inmate use may be subject to limitations or restrictions established by the Facility.

#### 2.3 Limitations

2.3.1 Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this Tariff.

2.3.2 Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the inmate or Called Party is using service in violation of provisions of this Tariff or the law.

2.3.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.3.4 The Company reserves the right to discontinue service, limit service, or impose certain requirements on Facilities when any governmental or regulatory condition imposed upon the Company materially and negatively impacts the financial viability of the service as determined by the Company in its best business judgment.

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ISSUED: February 27, 2014

EFFECTIVE March 29, 2014

By: Darlene Terry  
Manager State Tariffs  
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Overland Park, KS 66211

## INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF

CenturyLink Public Communications, Inc.  
dba CenturyLink  
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### SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

#### 2.4 Liability of the Company

- 2.4.1 *Interruptions in service.* The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the inmate or Called Party for the period during which the faults in transmission occur.
- 2.4.2 *Force Majeure.* The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control
- 2.4.3 *Indemnification.* The Company shall not be liable for, and shall be fully indemnified and held harmless by End User against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the End User; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company.
- 2.4.4 *Damage to Facility.* The Company shall not be liable for any defacement of or damages to the premises of a Facility resulting from the furnishing of service which is not the direct result of the Company's negligence
- 2.4.5 *Limitation of Liability.* Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the prorate charge to the Customer for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs.

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ISSUED: February 27, 2014

EFFECTIVE March 29, 2014

By: Darlene Terry  
Manager State Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

## INSTITUTIONAL TELECOMMUNICATIONS SERVICE TARIFF

CenturyLink Public Communications, Inc.  
dba CenturyLink  
Georgia

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### SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

#### 2.5 Taxes and Fees

2.5.1 For Debit Card calls, state and local taxes are included in the stated rates in this Tariff. For all other calls, state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this Tariff.

2.5.2 The Company will comply with, and require its Customers to comply with the Commission's Universal Access Fund Requirements. The surcharge will be shown as a separate line item on the Customer's bill, and the rate of the surcharge will be equal to the contribution factor established by the Commission.

#### 2.6 Terminal Equipment

The Company's facilities and service is used with or terminated in Company-provided pay telephone equipment and communications systems. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

#### 2.7 Installation and Termination

Service is installed upon mutual agreement between the correctional institution and the Company. The service agreement does not alter rates specified in this tariff.

#### 2.8 Assignment or Transfer

All facilities or services provided under this Tariff are directly or indirectly controlled by the Company and neither the Facility or Called Party may transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all service conditions.

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### SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

#### 2.9 Billing and Payment for Service

2.9.1 *Responsibility.* The Paying Party is responsible for payment of all charges for services furnished to the paying party by Company. All charges due from the Paying Party are payable to Company or to any agency duly authorized to receive such payments (such as a LEC).

2.9.2 *Disputed Charges.* Charges billed directly by the Company are due upon receipt. Amounts not paid within 10 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Paying Party of a dispute as to charges must be received by the Company within thirty (30) days after the date due. Otherwise, all charges will be considered correct and binding.

For charges billed through a LEC, notice from the Customer of disputed charges must be received by the Company within sixty (60) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer. Disputed charges are also subject to LEC-established billing policies.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's charges shall be made to the extent that circumstances exist which reasonably indicate that such adjustments are appropriate.

Contact information for customer inquiries will be displayed on Company's website. For Collect and Prepaid Collect calls, a toll-free inquiry line will also be displayed in Called Party bills, including LEC bills, direct bills, and credit/debit card statements when paying for Prepaid Collect service using a credit or debit card.

2.9.3 *Credit Verification.* The Company reserves the right to validate the creditworthiness of Called Parties, if using Collect or Prepaid Collect services, through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may require the customer to establish a Prepaid account, and in accordance with contractual agreements with Facilities.

The Company may request that the Facility adopt, as part of its program, terms that enable the Company to collect the charges for all Inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

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### SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

#### 2.10 Discontinuation of Service

2.10.1 Company may discontinue service with proper notice to a Customer for any of the following reasons:

- a) Failure of Customer to pay for service when due
- b) Failure of Customer to make proper application for service
- c) Violation by Customer of any Company rules on file with the Commission
- d) Violation of applicable Facility policy by the Customer
- e) Fraudulent use of the system by the Customer
- e) When necessary for Company to comply with applicable laws or regulations.

2.10.2 Company may discontinue service with proper notice to a Facility for any of the following reasons:

- a) Failure of Facility to provide adequate access to its premises in order to provide service
- b) Facility's breach of contract for services provided by Company
- c) In the event Company determines that Facility's premises impose undue physical risk to Company representatives
- d) If Facility does not provide adequate interfaces with systems to ensure security of system communications
- e) When necessary for Company to comply with applicable laws or regulations.

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### SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

#### 2.11 Installation and Termination

Service is installed upon mutual agreement between the Institution and the Company.

#### 2.12 Call Restrictions

Calling restrictions may be imposed by the Facility. Calls to 911, directory assistance, 0+/0-, 700, 800, 900, 976, 950, 10xxx, third number billed, credit card, and local direct will be blocked by the system. The Facility may block additional calls according to its security policies and may require that calls only be placed to pre-approved numbers.

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### SECTION 3 - DESCRIPTION OF SERVICE

#### 3.1 General

The Company offers automated operator assisted calling for calling within the state of Georgia. Service is designed for the placement of calls by Inmates of prisons or confinement facilities. Calls are routed via automated premises equipment to valid NPA-NXX in the state of Georgia by the switching facilities of the Company's underlying carrier(s). Rates for service may vary by distance, time of day and duration of the call.

Services provided exclusively for the use of Inmates of correctional or confinement institutions may be limited or restricted at the request of the Institution administration. Restrictions include, but are not limited to: call duration limits, call-to number blocking, emergency call blocking, blocked access to a live operator and to alternate carriers, collect or person to person collect only, service availability hours, or other restrictions deemed necessary for the welfare of the institution and safety of the public.

#### 3.2 Service Availability

Service is available to correctional institutions throughout Georgia for use by authorized Inmates of such institutions.

#### 3.3 Call Charges

3.3.1 Long distance usage charges are based on the actual usage of the Company's network. The Company will determine that a call has been established through industry standard answer detection methods, as well as Facility rules for call acceptance.

3.3.2 Chargeable time for a call ends upon disconnection by either party.

3.3.3 Unless otherwise specified in this Tariff, the minimum call duration for billing purposes is one (1) minute. For billing purposes, call timing begins when the called party accepts responsibility for payment of charges. Call timing ends when the connection is terminated.

3.3.4 Unless otherwise specified in this Tariff, usage is measured and rounded to the higher full minute for billing purposes.

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SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 Determination of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the rate centers as defined by AT&T in its Tariff No. 20 as filed with the FCC in the following manner:

- Step 1: Obtain the "V" and "H" coordinates for the serving wire center of the Customer's switch and the destination point.
- Step 2: Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.
- Step 3: Square the differences obtained in Step 2.
- Step 4: Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5: Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6: Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

$$\sqrt{\frac{(V_1 - V_1)^2 + (H_1 - H_2)^2}{10}}$$

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### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.5 Description of Service

All services are offered in conjunction with interstate service.

#### 3.6 Collect / Post-paid Services

Collect Services are the traditional method of billing for Inmate Communications Services, either through billing by the LEC or through a separate bill remitted directly to the Called Party paying for the call. The Called Party must actively accept charges for the call.

Use of the automated collect calling service is subject to the rules and regulations of the Commission, and the Facility's administrative restrictions.

#### 3.7 Prepaid Calling Services

##### 3.7.1 General

Prepaid Calling Services provide alternative payment arrangements for Inmates in Facilities. This service is designed to offer a calling alternative for the following circumstances:

- A) Called parties who utilize the services of local exchange carriers that do not offer third party billing of collect calls; and
- B) Called parties whose credit history is inadequate to receive collect calls; and
- C) Inmates who wish to utilize their commissary funds for call placement; and
- D) Called parties who wish to budget their monthly expense for collect calls.

Two options are available with Prepaid Institutional Calling Services. The first option, the Debit Account, allows the inmate to set up his/her own prepaid account at the Facility utilizing the inmate's commissary or trust account; the second option, Prepaid Collect Service, allows the Called Party who receives collect calls from Inmates to set up his/her own prepaid account.

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### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.7 Prepaid Calling Services, (Cont'd.)

##### 3.7.1 General, (cont'd.)

###### A. Debit Account

With a Debit Card or card-less Debit Account (collectively referred to as a "Debit Account"), each inmate has the option to transfer funds from his/her commissary or trust account to their telephone account. This is accomplished by facility personnel or through a direct interface between the commissary/trust system and the system. This account is associated with the inmate's Personal Identification Number (PIN) or number on the Debit Card. When the inmate places a call, he/she has the option of calling collect (called party paid) or debit (inmate paid). Once Debit is selected, the inmate enters the PIN and called telephone number. Deposits to the account are paid to and handled by the Facility. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The system automatically informs the caller of the available usage balance remaining in the Prepaid Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the available usage balance in the account on a real time basis as the call progresses.

Network usage for a Debit call is deducted from the available usage balance in full minute increments, with call timing rounded to the next one (1) minute increment, unless otherwise specified in the Company's contract with a Facility. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Any available usage in the Debit account is refundable upon request after release of the inmate from the Facility. The available usage balance expires six (6) months from the date the last call is made on the Prepaid account.

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### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.7 Prepaid Calling Services, (Cont'd.)

##### 3.7.1 General, (cont'd.)

###### B. Prepaid Collect Service

Prepaid Collect Service is available for those Called Parties who receive collect calls from Inmates in Facilities. A prepaid account is set up by the Company for the Called Party. The inmate will receive an authorization code, and instructions for accessing and using the service. Deposits to the account are paid to and handled by the Company by arrangement with a specified financial institution. The Company does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the account holder of the available usage balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the available usage balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Payment for Prepaid Institutional Calling Services and any available usage in the Prepaid Account is refundable upon request after release of the inmate from the Facility. The available usage balance expires six (6) months from the date the last call is made on the Prepaid account.

Prepaid Collect services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Facilities. No minimum service period applies.

Network usage for Prepaid Collect Calls is deducted from the available usage balance in full minute increments, with call timing rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis. Prepaid accounts (Options A and B) may be replenished; Company may impose a minimum deposit amount of up to \$50.00.

Initial or additional deposits to Prepaid Collect accounts may be made via cash outlets (e.g. Western Union or other companies with which the Company may contract to receive payments), credit card, debit card, or cashier's check/money order.

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SECTION 4 - RATES AND CHARGES

4.1 General

Calls are billed individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.5 of this tariff.

Customers are billed based on their use of the Company's long distance service. No installation charges or fixed monthly recurring charges apply. Rates vary by mileage band, time of day, day of week and call duration.

4.2 Institutional Service Rates

The following rates apply to ITS calls using the Company's network. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.2.1 Collect Calling - Rates and Charges

A. Local \*

Charge Per Call	\$0.50
Station to Station Surcharge	\$2.20

B. IntraLATA

Operator-Assisted Service Charge:	\$2.00
Rate Per Minute (0-16 miles):	\$0.00
Rate Per Minute (16+ miles):	\$0.19

C. InterLATA

Operator-Assisted Service Charge:	\$2.00
Rate Per Minute (0-16 miles):	\$0.00
Rate Per Minute (16+ miles):	\$0.19

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### SECTION 4 - RATES AND CHARGES, (CONT'D.)

#### 4.2.2 Prepaid Collect Calling - Rates and Charges

##### A. Local \*

Charge Per Call	\$0.50
Station to Station Surcharge	\$2.20

##### B. IntraLATA

Operator-Assisted Service Charge:	\$2.00
Rate Per Minute (0-16 miles):	\$0.00
Rate Per Minute (16+ miles):	\$0.19

##### C. InterLATA

Operator-Assisted Service Charge:	\$2.00
Rate Per Minute (0-16 miles):	\$0.00
Rate Per Minute (16+ miles):	\$0.19

#### 4.2.3 Debit Calling - Rates and Charges

##### A. Local \*

Charge Per Call	\$0.50
Station to Station Surcharge	\$2.20

##### B. IntraLATA

Operator-Assisted Service Charge:	\$2.00
Rate Per Minute (0-16 miles):	\$0.00
Rate Per Minute (16+ miles):	\$0.19

##### C. InterLATA

Operator-Assisted Service Charge:	\$2.00
Rate Per Minute (0-16 miles):	\$0.00
Rate Per Minute (16+ miles):	\$0.19

\*Company reserves the right to rate calls terminating to wireless numbers at the applicable intraLATA toll rate.

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## Attachment I - Mandatory Response Worksheet

These questions are Pass/Fail. To be considered responsive, responsible and eligible for award, you must answer all questions in this section with a "YES" to pass.

Any questions you answer with a "NO" will fail the technical requirements and results in disqualification of the proposal.

By answering "Yes," you indicate that you meet the individual requirements in the response block provided. ONLY upload documents if there is a Yes in the "Upload Attachments with Additional Information?" column, to provide additional information about specific questions. Documents not requested in this column will not be evaluated.

**DO NOT INCLUDE ANY COST OR REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.**

Question #	Questions per Proposal Factors/Categories	Response by Contractor. Only Yes or No Answers	Upload Attachments with Additional Information?	Attachment File Name
<b>Mandatory Questions</b>				
M1	Does Contractor agree that the proposal submitted meets all the requirements in the Request for Proposal and Attachment B - GDC Scope of Services?	Yes	No	
M2	Contractor must operate as an inmate telephone service provider and currently be providing inmate/detainee telephone service to another state's Department of Corrections or a Federal correctional agency (i.e., Federal Bureau of Prisons, US Immigration and Customs Enforcement). Please confirm this statement is applicable to your company.	Yes	No	
M3	Contractor must have a minimum of five (5) years of experience in providing inmate/detainee telephone services to another state's Department of Corrections or to a Federal correctional agency. Please confirm this statement is applicable to your company.	Yes	No	
M4	Contractor must agree to provide a data feed consisting of raw call detail records (complete and incomplete calls), billing files and miscellaneous charges/fees on a daily, weekly or monthly basis to GDC for all Facilities. At a minimum Contractor shall provide the data feed on a monthly basis. Providing summary information or remote access to its ITS shall not be considered as compliance with this requirement. Please confirm your acceptance of this requirement.	Yes	No	
M5	Contractor shall respond to all Repair Requests as specified in the Severity Levels and Issue Resolution Response Requirements matrix provided in Attachment B - GDC Scope of Services, Section 17.4. Please confirm your acceptance of this requirement.	Yes	No	

Question #	Questions per Proposal Factors/Categories	Response by Contractor. Only Yes or No Answers	Upload Attachments with Additional Information?	Attachment File Name
<b>Mandatory Questions</b>				
M6	Contractor's inmate telephone system shall be a centralized platform with a fully web-based user application. Such platform shall allow for real-time, anywhere, anytime access to be accomplished at no cost to GDC. Please confirm your acceptance of this requirement.	Yes	No	
M7	Contractor shall comply with all GDC security requirements (Attachment E - GDC Standard Operating Procedures and PREA Acknowledgement Form) and provide staffing capable of passing a criminal background check completed by GDC. Please confirm your acceptance of this requirement.	Yes	No	
M8	Contractor is required to submit a Revenue Share proposal as part of the response to this RFP. Contractors shall not deviate from the Revenue Share proposal format or instructions as identified on Attachment L – Revenue Share Proposal worksheet. Alternative Revenue Share proposals will not be scored or considered. Please confirm your acceptance of this requirement.	Yes	No	
M9	GDC may engage third party consultants both in the process of this procurement and in the management of the day-to-day operations of awarded Contractor. If a consultant or agent ("Designated Agent") is engaged, Contractor will cooperate with the Designated Agent as directed by GDC, including following instructions found in this RFP, and if awarded, the operation of the ITS. Throughout this RFP, GDC shall be deemed to include both GDC and the GDC's Designated Agent or consultant, if any. Please confirm your acceptance of this requirement.	Yes	No	
M10	Contractor shall provide inmate telephone services in compliance with all applicable Federal Communication Commission and/or Public Service Commission regulations relating to inmate telephone service in correctional facilities. In addition, Contractor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, state, county, or municipal government. Please confirm your acceptance of this requirement.	Yes	No	
M11	Contractor's proposed inmate telephone service software/solution shall be compliant with State of Georgia Enterprise policies & standards and applicable federal, state, and industry requirements including NIST/FISMA, PCI DSS, and GLBA. References on State policy and standards can be found in Attachment A, eRFP Document, Section 4: Technical Proposal Introduction. Please confirm your acceptance of this requirement.	Yes	No	

Question #	Questions per Proposal Factors/Categories	Response by Contractor. Only Yes or No Answers	Upload Attachments with Additional Information?	Attachment File Name
<b>Mandatory Questions</b>				
M12	Contractor must outline the legal form of the Contractor's business organization, the state in which incorporated (if a corporation), the types of business ventures in which the organization is involved, the office location that will be the point of contact during the term of any resulting Contract, and a chart of the organizational structure, including reporting relationships as they relate to this RFP. Please confirm submission of this attachment.	Yes	Yes	Company_Description
M13	Contractor must submit evidence of the company's financial stability, including the most recent Dunn and Bradstreet report or other equivalent financial rating. Please confirm submission of this attachment.	Yes	Yes	Financial_Report
M14	Contractor must disclose any litigation Contractor was a party to within the last two (2) years related to the provision of services similar to those described in this RFP, and provide a status of the litigation and, if finally resolved, a description of the outcome of such litigation. Contractor shall also disclose any litigation or judgments Contractor was a party to within the last two (2) years that could potentially impact Contractor's ability to perform under an awarded Contract. Please confirm submission of this attachment.	Yes	Yes	Litigation_Description
M15	Contractor must disclose all instances in which liquidated damages or performance penalties were assessed against a Contract within the last five (5) years, including the incident/issue and amount assessed. Please confirm submission of this attachment.	Yes	Yes	Contract_Penalties
M16	Contractor shall attach a copy of its telecommunications service tariff for the State of Georgia and other documentation showing compliance with calling rate caps required by the Georgia Public Service Commission. Please confirm submission of this attachment.	Yes	Yes	SOG_Tariff

# Mandatory Scored Response

## STATE OF GEORGIA DEPARTMENT OF CORRECTIONS MANDATORY SCORED RESPONSE DOCUMENT Attachment J

Contractor **must** provide a complete written response to each of the mandatory scored items listed in Attachment J of the eRFP. Use this Mandatory Scored Response Document, to enter your response directly beneath each question. Several of the mandatory scored items may require Contractor to provide exhibits and/or visual aids which clearly reference the specific eRFP section. All information contained in Contractor's response shall be relevant to the section or specified item of the eRFP.

**DO NOT INCLUDE ANY COST/PRICING/REVENUE SHARE INFORMATION IN YOUR RESPONSE TO THIS ATTACHMENT J – MANDATORY SCORED RESPONSE DOCUMENT.**

MS1: Contractor shall describe its proposed implementation plan and project management approach for completing the work required in this RFP and in compliance with Section 3 of the Scope of Services. Contractor shall include a description of any GDC requirements needed to ensure a successful implementation of your ITS.

 CenturyLink Response: Accept and comply.

The proposed installation schedule is provided as a Microsoft Project Gantt chart, converted to a PDF file format, and is attached as file name: CenturyLink Attcht J – Attch File – Implementation Chart.pdf.

Over the last five years the CenturyLink team has successfully installed/transitioned approximately 200 correctional facilities housing approximately 175,000 inmates, and is in the process of converting additional DOCs housing another 50,000 inmates at Arizona and West Virginia DOCs.

# Mandatory Scored Response



While the transition to a new provider may seem daunting, it is actually very straightforward for the State if handled by an experienced provider.

## Implementation Plan

As we have in other DOC transitions, CenturyLink will work with the incumbent Inmate Telephone System (“ITS”) vendor to ensure a seamless transition of service. The transfer of service from the existing calling platform to the Enforcer system will result in no loss of service, and all existing relevant customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) will be successfully transferred to the new system.

### 1) Methodology Overview

Gantt charts allow for critical path analysis and are the preferred method of operation used by CenturyLink for all project management efforts. The use of project management software allows the team to clearly identify, document, track and account for all tasks that must be accomplished as part of the project, including all prep work, day of transition activities, post-cutover, acceptance testing and quality assurance testing. By doing so, we can easily monitor a project’s progress and provide real time updates to all stakeholders.

# Mandatory Scored Response

Quality assurance measures are an integral part of our project planning and these steps are integrated throughout all phases of the project; not just at the completion of the transition. Our objective is to spend additional time in the planning phase of a project to identify any potential problems up front and proactively take steps to prevent them.

This practice allows for all stakeholders to have not only a voice but also a sense of ownership when the final implementation plan is created. It also promotes communication throughout all phases of the implementation.

## 2) Implementation Meeting

Once CenturyLink has received a letter of intent from GDC, a meeting will be held between CenturyLink and appropriate GDC staff. This initial meeting will identify all key stakeholders, their responsibilities, and document information necessary to schedule detailed site inspections at each GDC facility:

- Introductions, responsibilities and contact information of all key stakeholders
- Name and physical address of each site that requires inmate telephone service
- Name and physical address of sites that will require access for CenturyLink personnel during the contract
- Number of inmate phones at each site (standard, ADA, TDD) and associated hardware (backboards, pedestals, enclosures, flush mount brackets, etc)
- Verify number of new required workstations at each site (investigative or administrative) and number of existing workstations and laptops at each site that will require access to the new ITS
- Breakdown of traffic at each site (percentage of traffic that is local and percentage of traffic that is long distance [intraLATA, interLATA, and interstate])
- Discuss site access requirements
- Discuss site survey and voice biometric enrollment process
- Local contacts at each site (name, title, and telephone number)
- Central contact for existing database information (blocking, PIN/PAN lists, free call lists, privileged call lists, call duration settings, 3way detect/disconnect settings, on/off times, etc.)
- Scheduling information (beginning and end dates, site priorities and constraints)
- Miscellaneous information (identification of unique technical, regulatory, or administrative issues)

# Mandatory Scored Response

## 3) Site Surveys

One of the key steps in our implementation plan is to conduct site surveys at every facility prior to installation. This familiarizes our team with the facility and the existing layout of the existing ITS while also allowing us to solicit input from our site contacts to ensure we complete the install with as little impact as possible to normal facility operations.

The inspection team (CenturyLink Project/Program Manager, ITS Specialist and technicians) will perform the following tasks:

- Locate, identify, and document the following by building, floor, room, rack, vendor and type (and document via e-mail):
  - Existing inmate telephone system (ITS)
  - Existing ITS workstations
  - Existing inmate phones (type, backboard, and enclosure)
  - Existing toggle switches
  - Existing conduits and risers
  - Existing lightning protection
  - Existing AC outlets
- Identify and document environmentally controlled space for the planned equipment:
  - Floor space for the Enforcer networking equipment (minimal)
  - Wall or floor space for any new phones requested by on-site personnel
  - Desk space for any workstations planned for the site or requested by on-site personnel
- Identify and document other requirements:
  - Electrical power requirements (for ITS equipment and during installation)
  - Air conditioning requirements for the ITS equipment
  - Parking requirements during installation
  - Secured storage area requirements for equipment arriving before installation team
  - Staging requirements during installation
  - Physical addresses of GDC sites for shipping (street address, city, state, zip)
  - Contact name(s) and telephone number(s) for future coordination

# Mandatory Scored Response

The following information will be also be formally documented:

- PIN/PAN requirements
- Desired call limit (calls/day)
- Desired calling duration limit (minutes)
- Daily time period (lunch, night, etc.) during which the system should be shut down, if any
- Desired Inmate access to call progression and what level of detail (called party response, tones, silence, etc.)
- Desired 3-Way call action and type (detect, alarm, disconnect, etc.)
- Desired location of the Enforcer equipment (building, floor, room, location in room, etc.)
- Desired quantity and location of workstations
- Desired location of supporting network hardware
- Desired quantity and location of new cutoff switches
- Desired quantity and location of new inmate phones
- Desired quantity and location of new telephone devices for the deaf (TDDs)
- Desired quantity and location of portable telephones
- Desired quantity and location of wireless telephones

Any information obtained in the site surveys that was not in the RFP or that enhances/contradicts information provided in the RFP will be added to the project plan documentation to ensure the project satisfies the customer's needs.

Most importantly, any requests for net new inmate phones or workstations will be documented for further discussion with GDC project stakeholders.

## 4) System Requirements Review

CenturyLink will review the data gathered in the initial implementation meeting and the site surveys to ensure that all customer requirements are met. Any new or outstanding issues will be resolved with the designated customer representative before orders are placed for system equipment.

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## 5) Order Equipment and Services

CenturyLink maintains relationships with a wide range of top suppliers in the corrections industry and has selected those that best fit the specific needs of GDC. CenturyLink's long-standing relationship with its chosen subcontractors provides for a seamless operation that will be transparent to GDC.

CenturyLink remains the single point of contact regarding performance, products, and services. Based upon the information provided in the RFP and further details provided by customer representatives in meetings and site inspections, CenturyLink will place orders to furnish all labor, supervision, equipment, materials, and supplies as detailed in the table below.

Any information provided in the order process that was not in the RFP or that enhances/contradicts information provided in the RFP will be added to the project plan documentation to ensure the project satisfies the customer's needs.

Most importantly, the delivery dates provided upon placement of the orders with the various vendors will be checked against the project schedule to ensure the critical path is not impacted.

## 6) Delivery of Equipment and Services

CenturyLink is sensitive to the particular concerns associated with the daily operation of prisons and jails. The unexpected arrival of equipment or personnel can be very disruptive to the ongoing operations of corrections/detentions facilities.

Therefore, the delivery of any equipment or service in advance of the installation team's arrival (such as network services or system equipment) will be coordinated in advance. CenturyLink has dedicated personnel to manage the ongoing coordination of deliveries with sites to minimize disruption.

## 7) Telephone Installation

CenturyLink will have multiple teams removing and replacing phones and supporting equipment. The CenturyLink team will install in the following order, in accordance with the RFP: State Prison/Private Facility, Detention Centers, and Treatment Facilities.

The transitional centers will be completed in Phase II. Telephone lines will be installed and terminated and the Enforcer system will be installed. The public payphones will be removed and replaced with inmate phones. This will be coordinated to ensure minimum interruption of telephone service.

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CenturyLink will coordinate with the incumbent ITS provider to remove phones and may request to purchase backboard, pedestal or enclosures, in place, if found to be in good condition and with GDC approval.

Any information obtained during the telephone installation that was not in the RFP or enhances/contradicts information provided in the RFP will be added to the project plan documentation to ensure the project satisfies the customer's needs.

Most importantly, any new cabling or equipment issues identified during the telephone installation will be included in the implementation plan.

## **8) Installation; Install and Test New Inmate Telephone System (Back-End Components)**

We recommend pre-wiring laterally, to the existing platform, so that the supporting systems can run concurrently during installation. Running concurrent platforms benefits a flawless cutover as it provides a contingency plan if a problem does arise.

The CenturyLink team will prepare the telephone room by:

- Extending B1s from demarc to the room where the telephone equipment will be installed
- Providing two clean and identified cable pairs for each T1
- Marking blocks 1-24 and identify each pair and what telephone it serves
- Leaving a copy of all notes and identification information on site
- Testing all phones, jacks and toggle switches
- Identifying all phones by cable pair
- Leaving information about how extensions will be done when B1s can't be extended before the cutover
- Running one CAT5 cable, per workstation, from the call control system room to the room(s) where the new workstation(s) will be installed

All back-end inmate telephone equipment and workstations can be installed adjacent to the existing equipment without impacting its services. Installation is a matter of unpacking the equipment, placement in a rack or desired telephone room area, punching down telephone cables and out-going lines and initiating system power.

The system is then tested to ensure proper software configuration. This will include the upload validation of any databases currently used by the facility within the inmate call processors.

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These databases include but are not limited to:

- Blocked Number Call Lists
- Inmate PINs and PANs
- Alert Features
- Reports
- Free and/or Attorney Number Lists

The project manager will then check all items in the approval process to ensure that all equipment, circuits, and trunks to be cutover meet the specifications of the RFP.

Note: All equipment will be tested and certified as fully operational prior to cutover to ensure that all individual requirements for each site are in full compliance with facility regulations. At this point, the Enforcer system is turned over to the TSC (Technical Service Center) for 24/7 monitoring.

## 9) Cutover Process

- a) CenturyLink personnel will work with the site and/or GDC to schedule the transfer of the telephone lines during a period that inmates have no or limited access to the phones (e.g. lunch or dinner times). Once a timeframe has been confirmed with the facility and/or GDC, CenturyLink will begin to cut the station lines from the existing system and re-install them on the CenturyLink ITS.
- b) CenturyLink will begin by disconnecting incoming station lines between the Main Distribution Frame (MDF) and the existing platform, 24 lines (one block) at a time.
- c) After the first block has been cut, each pair will then be punched down on the block connecting the MDF to the new ITS.
- d) If the cable between the MDF and the existing system is too short to be connected to the new system then a new cable will be installed to connect the MDF to the new ITS.
- e) This process will continue until all lines are transferred.
- f) The phones will only be interrupted 24 at a time and it should not take more than 15 minutes per block of 24 to transfer service.

In the unlikely event that a site experiences an Enforcer system issue during cutover, CenturyLink will be able to transfer service back to the incumbent's system until the problem is resolved.

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## 10) Test Calls

CenturyLink will also ensure that the new Enforcer system is properly programmed by placing test calls at each facility:

Calling Information	Function Verified by Test Call
Test Numbers	Accepted calls are completed, and denied calls are not completed
Local Calling Area	Local calls are not billed as long distance
Script Parameters	Inmates and called parties received proper instruction
Phone Signage	Instructions on telephone reflect operation/ configuration of system
Globally Allowed Numbers	Calls to allowed numbers are completed
Globally Denied Numbers	Calls to prohibited numbers are not completed
Personal Identification Numbers (PINs)	Calls without PINs, or invalid PINs, are not completed. Calls with valid PINs are completed.
Personal Allowed Numbers (PANs)	Accepted calls will be completed, but only with the proper PIN
Privileged Numbers	Calls are not monitored and recorded
Free Numbers	Calls are not billed to called parties

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MS2: Contractor shall demonstrate its ability to best meet GDC's needs for mini inmate telephones as required in Section 4.3 of the Scope of Services. Contractor shall provide specifications with a visual aid of the proposed mini inmate telephones such as a picture, diagram, photograph, etc.

☀ CenturyLink Response: Accept and comply.

CenturyLink proposes the Wintel 7010SS Mini Stainless Steel with Keypad, which will be installed with 24" cords to ensure full compliance with the requirements of Section 4.3. Features and specifications are listed below:

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed 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 (HS) and DuraClear® (DURA) 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



If GDC prefers a different color, size, design, etc., other models are available. Wintel is by far the most deployed inmate telephone in CenturyLink's network due to their combination of quality and durability.

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This means fewer out of service conditions and less disruption to GDC operations due to technician repairs. The installation of WinTel sets also has the added benefit of spare parts inventory throughout our national operations.

MS3: Contractor shall demonstrate its ability to best meet GDC's needs for the carts, dollies or other portable mechanisms as required in Section 4.4 of the Scope of Services for portable telephones. Contractor shall provide specifications with a visual aid of the proposed cart(s) such as a picture, diagram, photograph, etc.

 CenturyLink Response: Accept and comply.

CenturyLink proposes the Wintel 4-Wheel Phone Cart. Features and specifications are listed below:

- Powder Coated Black Paint
- 14-Gauge Steel Construction
- 4-4" Lockable Wheels
- Dimensions •
  - Base: 24" X 24"
  - Floor to Top: 51"
  - Base to Top: 44"
- Telephone Keypad Center Height: •High: 40" from
  - Low: 30" from Floor
  - Variation depending on phone type
- Weight: 95 pounds (w/o shipping material)
- Various Heavy Duty Cord options available



MS4: Describe how Contractor proposes to meet this requirement for portable mini inmate telephones, including flat cords for the handsets, in Section 4.5 of the Scope of Services, and provide specifications and a visual aid of the proposed portable mini inmate telephone(s) such as a picture, diagram, photograph, etc.

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☀ CenturyLink Response: Accept and comply.

CenturyLink will provide Wintel rolling pedestals as shown above and shown to the right. Regarding the portable phones designed to fit through cell door flaps and allow for closure of the flaps, no standard phone is manufactured to those specifications today. However, we have spoken with our vendors and a suitable phone – including 36 inch flat cords – can be custom made to meet these needs.

For applications where cordless phones are needed, we propose the DECT 6.0 Cordless Phone with a submersible waterproof handset.

- ✓ Waterproof casing and floating cordless handset,
- ✓ Submersible handset
- ✓ Disabled re-dial and other features
- ✓ Frequency avoids interference with Agency radios and other wireless networks
- ✓ Eight hours talk time with seven days of standby power
- ✓ Improved range



MS5: Contractor shall describe how its proposed ITS can distinguish between a standard telephone land-line and a cellular telephone in the ITS user application as well as in the CDRs.

☀ CenturyLink Response: Accept and comply.

This is achieved through a standard LIDB validation, which provides a wireless (Y/N) indicator in addition to the Operating Carrier Number (OCN). This information will be available in the CDRs.

MS6: Contractor shall describe the options available in the proposed ITS for the called party to select their preferred language, English or Spanish, when accepting a call from an inmate at a GDC Facility.

☀ CenturyLink Response: Accept and comply.

The Enforcer system is delivered with pre-recorded instructional voice prompts in both English

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and Spanish. Language is selected by the inmate as part of the call setup process. *“For English, press or say 1; for Spanish, press or say 2.”*

Additional languages can be added at the facility’s request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, and Hmong. The called party can choose to assign a specific language when they set up a prepaid account.

MS7: Contractor shall provide a list of the available recordings for why a call is not completed and a description of each.

 CenturyLink Response: Accept and comply.

If a call is not completed for any reason, the inmate is informed of the status by an explanatory announcement. Examples include:

<b>Facility Block</b>	"The number you have dialed is blocked and cannot be called from this facility"
<b>Telco Block</b>	"The number you have dialed is blocked by the telephone service provider"
<b>No Answer</b>	"Your party is not answering. Please try your call again later."
<b>Busy Signal</b>	"That line is currently busy. Please try your call again later."
<b>Invalid Telephone Number</b>	"A dialing error has occurred. Please check your number and try again."
<b>Refused Call</b>	"Your party has refused this call."
<b>Refused &amp; Blocked</b>	"Your party has refused this call and blocked their number from future calls."

Call prompts may be customized to the GDC’s specific requirements.

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MS8: Contractor shall provide information on any security configurations available within the ITS to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator, etc.).

 CenturyLink Response: Accept and comply.

The Enforcer system is configured to only allow outgoing, station-to-station collect calling. All other call types are disabled and therefore, the inmate is prohibited from choosing other calling methods. Upon positive acceptance of a call, the system detects and rejects additional digits pressed by the inmate. This prevents inmates from obtaining secondary dial tone to place additional calls or otherwise forward the existing call.

The Enforcer monitors all calls and prohibits inmate fraud at every step of the call process. The Enforcer provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.
- **Random Voice Overlays:** The Enforcer system can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays limit indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.

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- **Real-Time Call Validation:** CenturyLink's call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists. Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.
- **Continuous System Monitoring:** As an additional fraud prevention tool, CenturyLink proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, CenturyLink can warrant that no inmate telephone shall be capable of receiving an incoming call.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** The Enforcer automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
  - flag the call for investigation;
  - flag the call for investigation, and play a warning message to the inmate and called party; or
  - flag the call for investigation, play a notification to the inmate and called party, and terminate the call.
- The Enforcer monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.

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MS9: Contractor shall describe its process for allowing called parties under the same cellular telephone family/shared plan to set-up a single pre-paid collect account with Contractor to meet GDC's needs as required in Section 6.20 of the Scope of Services.

 CenturyLink Response: Accept and comply.

To accommodate families with a shared cellular plan, called parties may add up to five telephone numbers to be associated with one prepaid account. Called parties may simply add these numbers online through our prepaid account management website or by calling our live-staffed customer service department at any time.

MS10: Contractor shall provide screen shots of the ITS user application's search criteria capabilities to demonstrate Contractor's ability to meet GDC's needs as required in Section 6.24 of the Scope of Services.

 CenturyLink Response: Accept and comply.

The Enforcer system provides full featured reporting capabilities, including but not limited to those described in Section 6.22 of the Scope of Services, allowing facility users to **generate reports immediately and in real time**. The Enforcer's browser-based application allows searching and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface).

The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining their own query based on data of interest – allowing instant access to any report you could ever need.

The Enforcer system provides centralized reporting capabilities that enable facility users to generate both standard and custom reports in real-time, with no intervention necessary from the vendor.

The Enforcer has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**.

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Each call attempt results in the creation of a call detail record. The record includes extensive information about the call that can be queried, including, but not limited to, the following:

- Date of call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

Extensive call detail reports are available to meet the requirements stated. The following screen details the customization options available for call detail reports.

The screenshot displays the 'INMATE PHONE SYSTEM' interface, powered by THE ENFORCER®. The header includes the CenturyLink logo, the system name, and user information: 'Demo User: mhaynes (V 4.1.5-f) Copyright 2005-2014'. A navigation bar contains tabs for Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Investigator, Site Admin, ICS Admin, Tools, and Logout. The main search area includes fields for 'Inmate' (Lastname, First or ID), 'CSN', 'Start Date/Time' (05/11/2014 00:00), 'Last Name', 'Called Number', and 'End Date/Time' (05/18/2014 23:59). A 'Load Search Criteria' dropdown is set to '-- Select Criteria --' with a 'Load' button. A 'More Search Criteria...' button is also present, with a note 'No Criteria Selected.' Below the search area, there are buttons for 'Search CDRs', 'Clear Search', and 'CDRs per page: 100'.

## Call Detail Records – Select criteria for custom query

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:

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The screenshot displays the CenturyLink INMATE PHONE SYSTEM interface. At the top, the CenturyLink logo is on the left, the system name "INMATE PHONE SYSTEM" is in the center, and "Powered By THE ENFORCER" is below it. On the right, it says "Demo User: mhaynes (V 4.1.9-6 Copyright 2009-2014)". A navigation bar contains tabs for Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Investigator, Site Admin, ICS Admin, Tools, and Logout. The main area is divided into search filters and a search criteria panel. The filters include Inmate (Lastname, First or ID, Last Name), CSN (Called Number), and Start/End Date/Time (05/11/2014 00:00 to 05/18/2014 23:59). The search criteria panel, titled "Load Search Criteria: -- Select Criteria --", includes fields for Site, CSN Min/Max, Station Group, Station Name, Station ID, Trunk ID, Secs Min/Max, DNR, End Type, Sup Type, Call Type, Tariff Type, Language, Validation, LIDB Code, Card number, Resp Digits, Cost Min/Max, Location, and Priv. It also has checkboxes for "Show 3-Way only", "Show DTMF only", and "Show Alerts only".

## Call Detail Records – Select More Search Criteria

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By clicking **More Search Criteria** the user is provided with an extended list of call recording search options as shown at right.

Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc.

Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

The screenshot shows a web-based search interface titled "More Search Criteria...". It includes a "Search CDRs" button and a "Search" button. The interface contains various search filters: Site (All), Min CSN and Max CSN (text input), Station Group (All), Station Name (text input with a List button), Station ID (text input), Trunk ID (text input), Min Secs and Max Secs (text input), DNR (All), End Type (All), Sup Type (All), Call Type (All), Tariff Type (All), Language (All), Validation (All), LIDB Code (All), Card number (text input), Resp Digits (text input), Min Cost and Max Cost (text input), Location (text input) and State (text input), and Priv. (All). At the bottom, there are three checkboxes: "Show 3-Way only", "Show DTMF only", and "Show Alerts only".

## Ad-hoc Reporting-Additional Search Criteria

### Exporting CDRs

From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**.

CDRs and call recordings can be emailed, saved to CD, USB, etc, or shared with another authorized user or outside agency. Additionally, call recordings can be forwarded as an email attachment.

As an added feature when emailing recordings, the system prompts the user for the maximum attachment size and automatically splits recordings without further action being needed – for example, if GDC policy allowed a maximum 10 MB attachment, 15 MB of recordings would automatically be split into a 10 MB and a 5 MB email for the authorized user. The file size for a compressed 15-minute recording is approximately 2 MB.

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The screenshot displays the 'Call Detail' section of the Enforcer system. At the top, there is a navigation menu with options: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, Site Admin, Tools, and Logout. Below this, a sub-menu for 'Call Detail' includes Call Alerts, Calling Analysis, and Notes. The main area features search filters for Inmate, CSN, Start Date/Time, Last Name, and Called Number. Action buttons include 'Burn/Save', 'Export call records to file', and 'Email call recordings'. A table below shows a list of call records with columns for Select, Play, Notes, Inmate ID, Off Hook Time, csn, Lastname, Phone number, Call Type, Billed Time, End Type, and Station Name.

Select	Play	Notes	Inmate ID	Off Hook Time	csn	Lastname	Phone number	Call Type	Billed Time	End Type	Station Name
<input checked="" type="checkbox"/>			506552	09/16/2014 09:57:48	56499024	JANKS	1-210-290-0024	Admin Setup	0:00	Time limit	CL1-1
<input checked="" type="checkbox"/>			345888	09/16/2014 09:55:36	56498982	PAEZ	1-210-782-0401	Special Free	2:00	Time limit	1D-2-3 (ANNEX)
<input checked="" type="checkbox"/>		User	09/16/2014 09:52:41	56498930	MCELWRATH	1-210-494-1995	Special Free	2:00	Time limit	BK-3-3	
<input checked="" type="checkbox"/>		Last Access	09/16/2014 09:46:04	56498814	TAYLOR	1-254-690-8289	Prepaid	8:00	Normal	3 B -3 ANNEX	
<input type="checkbox"/>		Integer	09/16/2014 09:44:32	56498802	LOCKWOOD	1-216-321-4244	Prepaid	15:00	Time limit	AE-1	
<input type="checkbox"/>		Close	09/16/2014 09:44:20	56498799	KOHL	1-806-474-2700	Prepaid	15:00	Normal	6A-4 (ANNEX)	
<input type="checkbox"/>			09/16/2014 09:43:28	56498790	GUERRA	1-210-429-1224	Prepaid	6:00	Normal	AA-2	
<input type="checkbox"/>			1011905	09/16/2014 09:43:11	56498787	ALVARADO	1-210-837-9256	Prepaid	15:00	Time limit	BH1-1
<input type="checkbox"/>			565338	09/16/2014 09:41:58	56498771	BERMEA	1-210-912-0728	Admin Setup	0:00	Time limit	CB3-3
<input type="checkbox"/>			681518	09/16/2014 09:41:56	56498770	CHAVEZ	1-210-815-4849	Prepaid	15:00	Normal	CA-1-3
<input type="checkbox"/>			516177	09/16/2014 09:41:31	56498765	KYLE	1-210-978-3512	Prepaid	15:00	Normal	1B -1 (ANNEX)

## Call Detail Records – Manage Records (Burn, Export, Email, Share)

### Standard Reports

The following is a list of the standard reports available in the Enforcer. All reports can be generated online for quick review or exported to PDF or CSV format for further review and data filtering.

Report Name	Description
Admin Setup Only	<ul style="list-style-type: none"> <li>Listing by inmate name of all “admin setup only” (60-second free) calls made during a user-specified date range. Provides inmate name, ID, number, start time, etc.</li> <li><i>Benefit: Tracking fraud attempts and free call “churning”</i></li> </ul>

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Report Name	Description
Attorney Registration Status	<ul style="list-style-type: none"> <li>Counts for attorney phone numbers in Global Number list.</li> <li>Provides quantity, percent of total, and total quantity of attorney phone numbers in the Enforcer by status (approved, rejected, pending)</li> <li><i>Benefit: Quick response to attorney requests + tracking attorney registration process</i></li> </ul>
Attorney Registration Rejects	<ul style="list-style-type: none"> <li>List of all inmates for which a requested attorney has been denied.</li> <li><i>Benefit: Tracking inmates attempting to fraudulently set up non-recorded calls.</i></li> </ul>
Call Detail	<ul style="list-style-type: none"> <li>Completely configurable database search engine (by payment method, minimum length of call, site location, time period, call termination type, etc.) Provides detailed call information (billed start time, dialed number, site called from, recording status, call cost, detected 3-way attempt, alerted calls, etc.)</li> <li>Individual user queries can be saved for future use.</li> <li><i>Benefit: Configurable search capability for site operations, investigative, fiscal, or any other GDC personnel.</i></li> </ul>
Call Record Statistics	<ul style="list-style-type: none"> <li>Summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.</li> <li><i>Benefit: Provides summary of calling trends by site</i></li> </ul>
Frequently Used PANs Summary	<ul style="list-style-type: none"> <li>Lists all allowed numbers by user-specified number of inmates using number. Lists called number, called party, number of instances (calls), and the number of sites.</li> <li><i>Benefit: Provides quick report of potential suspicious numbers used, for example, for coordinating gang activity.</i></li> </ul>
Frequently Used PANs Detail	<ul style="list-style-type: none"> <li>Provides additional detail regarding inmate names and PINs using number.</li> <li><i>Benefit: Additional detail for investigations</i></li> </ul>
Global Number	<ul style="list-style-type: none"> <li>Detailed report for all parameters that are found in the Global Number Table, e.g. all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and alerts.</li> <li><i>Benefit: Summary reports for special number administration – attorneys, Informant Lines, PREA Hotline, Tip Lines, etc.</i></li> </ul>

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Report Name	Description
<b>Global Number History</b>	<ul style="list-style-type: none"> <li>Historical records of all changes made to ANI phone number to include an audit trail for users who made the changes</li> <li><i>Benefit: Summary audit records for GDC operations management</i></li> </ul>
<b>Inmate Alerts</b>	<ul style="list-style-type: none"> <li>Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.</li> <li><i>Benefit: Summary audit records for GDC investigations management</i></li> </ul>
<b>Inmate PANs</b>	<ul style="list-style-type: none"> <li>PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode).</li> <li><i>Benefit: Summary record for number administrators and GDC site staff responding to inmate inquiries</i></li> </ul>
<b>Inmate Status</b>	<ul style="list-style-type: none"> <li>Listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. Can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.</li> <li><i>Benefit: Assists site operations personnel in inmate management and inquiries</i></li> </ul>
<b>Number Alerts</b>	<ul style="list-style-type: none"> <li>Lists all alerts that have been activated for a called phone number: site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.</li> <li><i>Benefit: Coordination between investigations staff</i></li> </ul>
<b>PIN Fraud</b>	<ul style="list-style-type: none"> <li>Listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.</li> <li><i>Benefit: Summary information for investigations and site operations staff</i></li> </ul>
<b>Prepaid Balance Summary</b>	<ul style="list-style-type: none"> <li>Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.</li> <li><i>Benefit: Summary information for responding to friends and family inquiries, if necessary</i></li> </ul>

# Mandatory Scored Response

Report Name	Description
Recording Access	<ul style="list-style-type: none"> <li>• Listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.</li> <li>• <i>Benefit: Important audit tool for GDC system administration</i></li> </ul>
Revenue	<ul style="list-style-type: none"> <li>• Call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type.</li> <li>• Can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format</li> <li>• User-defined date ranges.</li> <li>• Reports can be generated by facility, including number of call attempts vs. completions, total minutes, and revenue breakout.</li> <li>• <i>Benefit: "At your fingertips" summary tool for fiscal staff</i></li> </ul>
Station Activity	<ul style="list-style-type: none"> <li>• Summary of all calls, by site and by station, made for a user-specified date range. Includes site name, station (phone) port, station (phone) name, attempted calls, accepted calls, etc.</li> <li>• <i>Benefit: Site operations - Quick identification of phones out of service. Investigations – identifying phones being dominated by an inmate or group of inmates for some reason.</i></li> </ul>
Station Group Privileges	<ul style="list-style-type: none"> <li>• Listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls), if used by GDC.</li> <li>• <i>Benefit: Summary report for site operations personnel</i></li> </ul>
Inmate Suspensions	<ul style="list-style-type: none"> <li>• Listing of all inmate suspensions. Lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).</li> <li>• <i>Benefit: Summary report for disciplinary</i></li> </ul>
Trunk Usage	<ul style="list-style-type: none"> <li>• Summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls.</li> <li>• <i>Benefit: Primarily used by CenturyLink, and sometimes site, network personnel</i></li> </ul>

# Mandatory Scored Response

Report Name	Description
Volume Users	<ul style="list-style-type: none"><li>• Summary of high telephone volume usage by inmates. Can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).</li><li>• <i>Benefit: Filters suspicious calling activity</i></li></ul>

MS11: Contractor shall provide screen shots of the ITS user application's reporting capabilities to demonstrate Contractor's ability to meet GDC's needs as required in Section 6.26 of the Scope of Services.

 CenturyLink Response: Accept and comply.

The customer and vendor have access to all the same reports, as well as to the Enforcer system's flexible ad hoc reporting capabilities – vendor intervention is never needed in order for the GDC to generate reports of interest.

The Enforcer system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports.

Additionally, a facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. All reports can easily be exported in .CSV format, saved to Excel and printed.

Although it's easy to define your own report parameters in the Enforcer, CenturyLink is happy to assist by creating any new, customized reports that are desired. Both the GDC and CenturyLink have access to the exact same report functionality!

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- Date of call
- Start Time of Call
- End Time of Call
- Call Duration
- Disposition of Call (accepted, denied, incomplete etc.)
- Call Termination Reason
- Call Charges (if accepted)

# Mandatory Scored Response

- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Recording indicator
- Three-way call detect indicator

Call detail records are stored online for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

## Ad-Hoc Reports

The following screen details the customization options available for call detail reports.

The screenshot shows a web application interface for call detail reports. At the top, there are search criteria fields: Inmate (Lastname, First or ID), CSN, Start Date/Time (03/24/2015 00:00), End Date/Time (03/31/2015 23:59), and Called Number. A dropdown menu for 'Search Criteria' is highlighted with a red box and labeled 'More Search Criteria...'. Below the search fields is a detailed list of filter options including Site, Completions, CSN Min/Max, Station Group, Station Name, Station ID, Trunk ID, Secs Min/Max, DNR, End Type, Sup Type, Call Type, Tariff Type, Language, Validation, LIDB Code, Card number, Resp Digits, Cost Min/Max, Location, and Priv. There are also checkboxes for 'Show 3-Way only', 'Show DTMF only', and 'Show Alerts only'.

## Call Detail Report – Select criteria for custom query

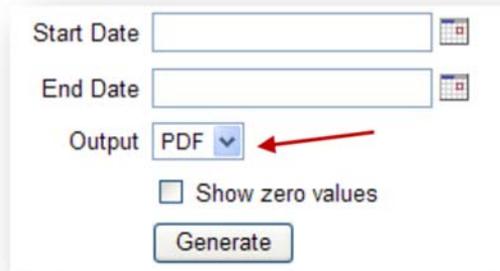
Numerous fields are stored within each call record and can be used to further customize reports and recording searches.

From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**.

# Mandatory Scored Response

CDRs and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

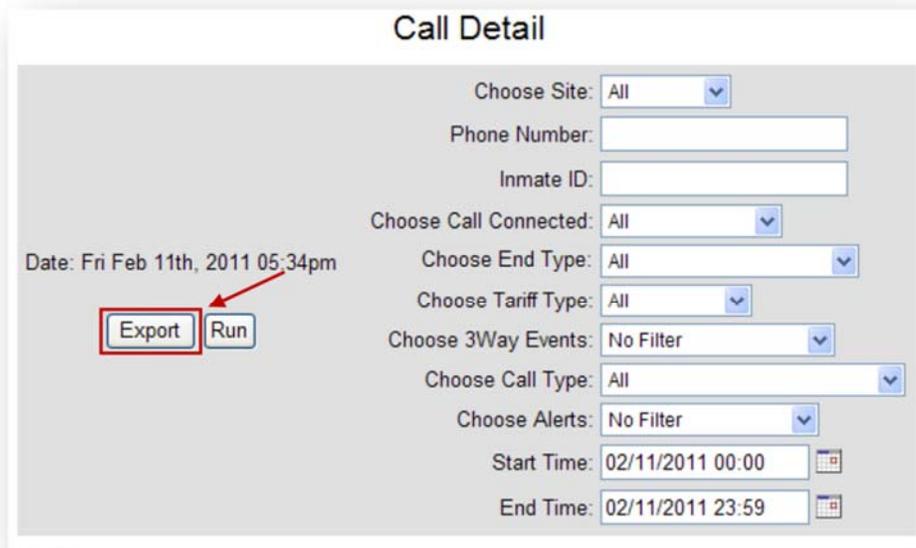
When running a pre-defined standard report in the Enforcer , users may select the output type of either PDF or Excel file formats to print CDR reports.



A screenshot of a web form for generating reports. It includes fields for 'Start Date' and 'End Date', each with a calendar icon. Below these is an 'Output' dropdown menu currently set to 'PDF', with a red arrow pointing to it. There is also a checkbox for 'Show zero values' and a 'Generate' button.

## CDR Report – Output File Type

When running a customized call detail report, users click Export to export the report to a particular file type.



A screenshot of a 'Call Detail' report form. The form contains several dropdown menus for filtering: 'Choose Site: All', 'Choose Call Connected: All', 'Choose End Type: All', 'Choose Tariff Type: All', 'Choose 3Way Events: No Filter', 'Choose Call Type: All', and 'Choose Alerts: No Filter'. There are also text input fields for 'Phone Number' and 'Inmate ID', and date/time pickers for 'Start Time: 02/11/2011 00:00' and 'End Time: 02/11/2011 23:59'. On the left side, there is a date stamp 'Date: Fri Feb 11th, 2011 05:34pm' and two buttons: 'Export' (highlighted with a red box and arrow) and 'Run'.

## CDR Report – Output File Type

# Mandatory Scored Response

## Exporting CDRs

From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**.

CDRs and call recordings can be emailed, saved to CD, USB, etc, or shared with another authorized user or outside agency. Additionally, call recordings can be forwarded as an email attachment.

As an added feature when emailing recordings, the system prompts the user for the maximum attachment size and automatically splits recordings without further action being needed – for example, if GDC policy allowed a maximum 10 MB attachment, 15 MB of recordings would automatically be split into a 10 MB and a 5 MB email for the authorized user. The file size for a compressed 15-minute recording is approximately 2 MB.

The screenshot displays the 'Call Detail' interface. At the top, there is a navigation menu with tabs: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, Site Admin, Tools, and Logout. Below this, a sub-menu includes Call Detail, Call Alerts, Calling Analysis, and Notes. The main area contains search filters for Inmate, CSN, Start Date/Time, End Date/Time, Last Name, and Called Number. A 'Search CDRs' button is present. Below the filters, there are action buttons: 'Burn/Save', 'Export call records to file', and 'Email call recordings'. A 'Share CDR' button is also visible. The interface shows 'Found 17797 call records. Displaying 1-500. Next 500'. Below the buttons is a table of call records with columns: Select, Play, Notes, Inmate ID, Off Hook Time, csn, Lastname, Phone number, Call Type, Billed Time, End Type, and Station Name.

Select	Play	Notes	Inmate ID	Off Hook Time	csn	Lastname	Phone number	Call Type	Billed Time	End Type	Station Name
<input checked="" type="checkbox"/>			506552	09/16/2014 09:57:48	56499024	JANKS	1-210-290-0024	Admin Setup	0:00	Time limit	CL1-1
<input checked="" type="checkbox"/>			345888	09/16/2014 09:55:36	56498982	PAEZ	1-210-782-0401	Special Free	2:00	Time limit	1D-2-3 (ANNEX)
<input checked="" type="checkbox"/>				09/16/2014 09:52:41	56498930	MCELWRATH	1-210-494-1995	Special Free	2:00	Time limit	BK-3-3
<input checked="" type="checkbox"/>				09/16/2014 09:46:04	56498814	TAYLOR	1-254-690-8289	Prepaid	8:00	Normal	3 B -3 ANNEX
<input type="checkbox"/>				09/16/2014 09:44:32	56498802	LOCKWOOD	1-216-321-4244	Prepaid	15:00	Time limit	AE-1
<input type="checkbox"/>				09/16/2014 09:44:20	56498799	KOHL	1-806-474-2700	Prepaid	15:00	Normal	6A-4 (ANNEX)
<input type="checkbox"/>				09/16/2014 09:43:28	56498790	GUERRA	1-210-429-1224	Prepaid	6:00	Normal	AA-2
<input type="checkbox"/>			1011905	09/16/2014 09:43:11	56498787	ALVARADO	1-210-837-9256	Prepaid	15:00	Time limit	BH1-1
<input type="checkbox"/>			565338	09/16/2014 09:41:58	56498771	BERMEA	1-210-912-0728	Admin Setup	0:00	Time limit	CB3-3
<input type="checkbox"/>			681518	09/16/2014 09:41:56	56498770	CHAVEZ	1-210-815-4849	Prepaid	15:00	Normal	CA-1-3
<input type="checkbox"/>			516177	09/16/2014 09:41:31	56498765	KYLE	1-210-978-3512	Prepaid	15:00	Normal	1B -1 (ANNEX)

## Call Detail Records – Manage Records (Burn, Export, Email, Share)

# Mandatory Scored Response

MS12: Describe how Contractor will provide search and query capabilities for the pre-paid accounts to meet GDC's needs as required in Section 6.29 of the Scope of Services.

 CenturyLink Response: Accept and comply.

A critical feature of our Prepaid Collect account process is that it is “closed loop” – no account can be set up anonymously, even those funded through Western Union. During the account setup process, end-user's billing name and address (BNA) is taken and verified against credit/debit card information through a full AVS data dip. For Western Union customers, BNA is taken during account setup and, by contract, verified by the Western Union agent at point of sale.

While this process costs us more to provide, it ensures GDC investigators have access to verified BNA for all account holders. This verified BNA is a standard feature and made available to authorized personnel by simply clicking on the telephone number anywhere within the Enforcer or performing any of the variety of analyses below, and does not require a subpoena or court order to obtain.

Once prepaid accounts are established, the Enforcer offers many options for investigating prepaid accountholder information, including:

- Reporting – create custom queries based on prepaid account user information
- Call Analysis – view, analyze and run reports on the calls made between inmates and called parties
- Data Detective – view and analyze the links between inmates and called parties
- Reverse Lookup - instantly access the called party's address



## Reporting

Users may search and query all information about a call, including end-user prepaid account information. The Enforcer system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time.

# Mandatory Scored Response

The following is a list of the standard reports available on the Enforcer that could assist the GDC with investigations of prepaid account users.

Report Name	Description
<b>Call Detail</b>	<ul style="list-style-type: none"> <li>• Completely configurable database search engine (by payment method, minimum length of call, site location, time period, call termination type, etc.) Provides detailed call information (billed start time, dialed number, site called from, recording status, call cost, detected 3-way attempt, alerted calls, etc.)</li> <li>• Individual user queries can be saved for future use.</li> <li>• <i>Benefit: Configurable search capability for site operations, investigative, fiscal, or any other DOC personnel.</i></li> </ul>
<b>Call Record Statistics</b>	<ul style="list-style-type: none"> <li>• Summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.</li> <li>• <i>Benefit: Provides summary of calling trends by site</i></li> </ul>
<b>Frequently Used PANs Summary</b>	<ul style="list-style-type: none"> <li>• Lists all allowed numbers by user-specified number of inmates using number. Lists called number, called party, number of instances (calls), and the number of sites..</li> <li>• <i>Benefit: Provides quick report of potential suspicious numbers used, for example, for coordinating gang activity.</i></li> </ul>
<b>Frequently Used PANs Detail</b>	<ul style="list-style-type: none"> <li>• Provides additional detail regarding inmate names and PINs using number.</li> <li>• <i>Benefit: Additional detail for investigations</i></li> </ul>
<b>Prepaid Balance Summary</b>	<ul style="list-style-type: none"> <li>• Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.</li> <li>• <i>Benefit: Summary information for responding to friends and family inquiries, if necessary</i></li> </ul>

# Mandatory Scored Response

Report Name	Description
Revenue	<ul style="list-style-type: none"><li>• Call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type.</li><li>• Can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format</li><li>• User-defined date ranges.</li><li>• Reports can be generated by facility, including number of call attempts vs. completions, total minutes, and revenue breakout.</li><li>• <i>Benefit: "At your fingertips" summary tool for fiscal staff</i></li></ul>

## Calling Analysis

The Enforcer is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. With the Calling Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers.

And, as an added convenience, users may now **link directly to Data Detective**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Calling Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

# Mandatory Scored Response

**Inmate Calling Analysis**  
Please Enter Search Criteria

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
<input type="button" value="Find"/>	Min. Additional Inmates: 0		Completed Only: <input type="checkbox"/>	Call Type: Any

**Calling Matrix**

Click this icon to open Data Detective.
Click here to view Call Detail and Recordings.

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMON	1-202-...-3	No	1	6		Show CDRs
29463	EMMANUEL DAMON	1-248-...-3	No	1	1	1 inmate	Show CDRs
29463	EMMANUEL DAMON	1-248-...-9	No	0	1		Show CDRs
29463	EMMANUEL DAMON	1-313-...-4	No	0	5		Show CDRs
29463	EMMANUEL DAMON	1-313-...-7	No	1	6		Show CDRs
29463	EMMANUEL DAMON	1-313-...-9	No	0	2	8 inmates	Show CDRs

Click this number to view other inmates who have called the same number.

## Inmate Calling Analysis feature

The search results display the inmate’s name, all phone numbers called (including attempted and completed calls) and a link to display other inmates who have called the same number. The user may click the “Show CDRs” button to display the call records and recordings associated with that specific phone number. To automatically open Data Detective, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

### Data Detective®

In order to bring the latest in intelligence gathering to client facilities using our payment and calling services, CenturyLink offers Data Detective®, our data mining solution specifically designed for our services. This tool is designed with the investigative nature of the corrections market in mind.

Using Data Detective®, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through the Enforcer system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

# Mandatory Scored Response

## Receiving phone calls

- Depositing funds into an inmate's account
- Participating in any other optional service offered by CenturyLink – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to the Enforcer for monitoring/recording)

Key features of Link Analysis include:

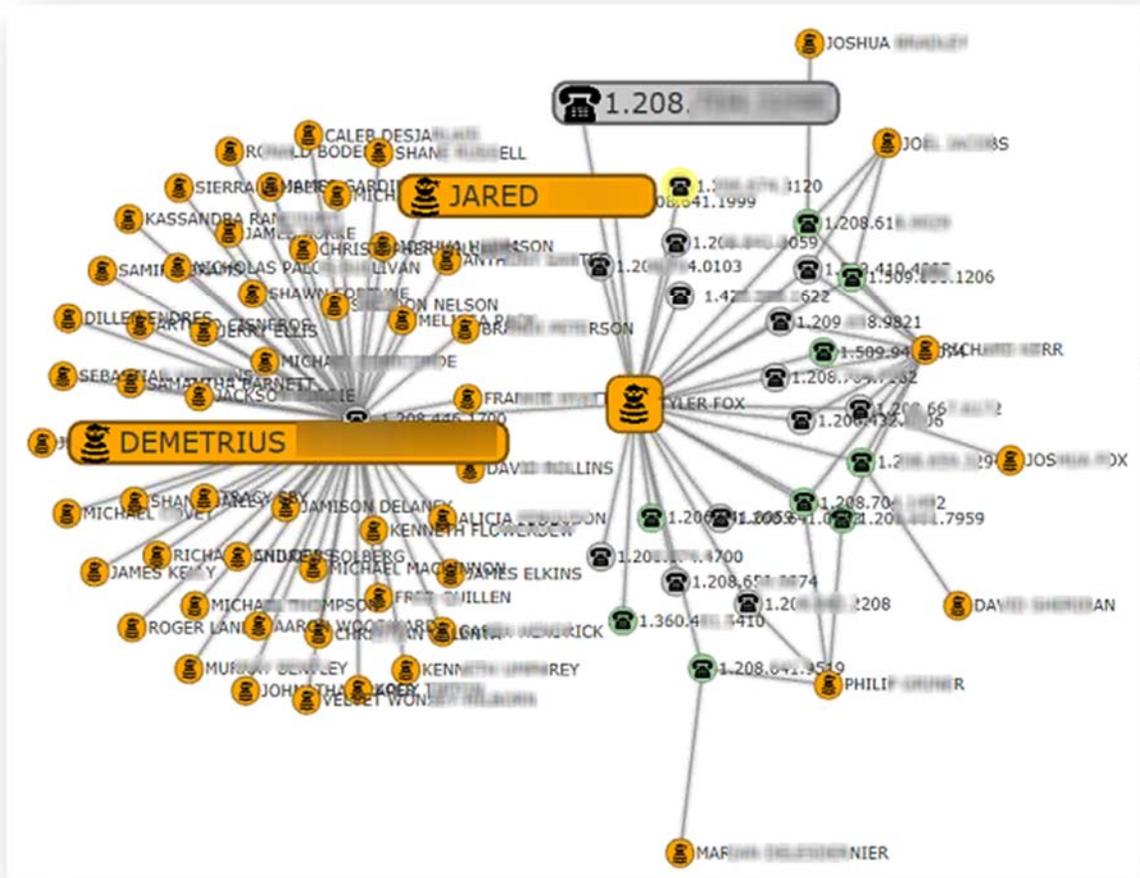
- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Like the Enforcer , Data Detective is a web-based program. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information.

The GDC will have access to Data Detective reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

Below is a sample Data Detective *visual map*. The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.

# Mandatory Scored Response



**Data Detective Visual Map**

## Reverse Lookup

CenturyLink can provide the facility with integrated Reverse Lookup at no cost to the GDC. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. CenturyLink will provide this information for the entire contract term and any extension terms at no cost to GDC.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

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**Personal Allowed/Blocked Numbers (PANs)**

Edit PANs... PAN History

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-618-4-103		N. AMY	ATTORNEY	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	<a href="#">Details</a>
2	1-618-7-81		JOHN	COUSIN	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	<a href="#">Details</a>
3	1-618-5-140		NICK	GIRLFRIEND	GRANITE CITY, IL	Allow	All	04/20/2010 11:19:43	enf	1	<a href="#">Details</a>

Close  
Address: 233 WVE  
C/S/Z: GRANITE CITY, IL  
AR Phone: 1618000003

Select	Play	Notes	Off Hook Time	End Type	Inmate ID	Inmate Seq	Phone Number	Bill Start Time	Call Type	Tariff Type	Talk Secs	Billed Time	Cost	DIME	Result
<input type="checkbox"/>			11/15/2010 10:07:58	Preanswer Hangup		0		11/15/2010 10:07:58	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 10:05:08	No Call	unknown	0		11/15/2010 10:05:08	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 10:01:32	Preanswer Hangup	3278377	1021	1-978-807-4147	11/15/2010 10:01:32	Collect	InterLata InterState	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 09:52:41	No Call	3278377	1021				Lata InterState	0	0:00	\$0.00		No Answer
<input type="checkbox"/>			11/15/2010 09:52:15	Preanswer Hangup		0					0	0:00	\$0.00		No Answer

Close  
JOHN  
1595 Al...  
MAY MORGAN HILL, CA 95037

**The address can be clicked to reveal a map and recent satellite photo of the location.**

1595 Al...  
Morgan Hill, CA 95037

Directions Search nearby more ▼

## Reverse Lookup

MS13: Describe Contractor's capability of auto-enrolling PANs to avoid manual entry. Contractor shall indicate whether the ITS can accommodate a specific timeframe (e.g. quarterly, monthly, every 120 days, etc.) for automatically allowing PAN updates/changes.

☀ CenturyLink Response: Accept and comply.

The Enforcer's PAN module is fully flexible to meet all of GDC's requirements – including bulk import, auto-enrollment, movement across facilities, maintenance of move/add/change history, configurable numbers PANs, and updating rules (quarterly, monthly, etc.).

In addition, the Enforcer can manage "anti-PANs" – blocked numbers individual to a particular inmate (e.g. victims) but that do not count against his maximum PAN allowance.

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In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful “self-learning” feature. Upon assignment of a PIN, the inmate is given a defined time period (usually 24 hours) to enter an allowed call list by dialing the numbers on any inmate telephone. This timeframe can be modified according to GDC requirements.

It is not necessary to complete a call to the number to add it to the list. Once the learning period is over, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.

CenturyLink is fully capable of processing inmate PAN forms electronically, eliminating paper processes at the GDC Facilities. The Enforcer is able to be used as a data input device for most any purpose, including entry of PANs and attorney numbers to reduce paper and provide more thorough audit trails. CenturyLink already successfully performs electronically automated PAN entry and attorney entry/verification at the Nevada Department of Corrections.



The Enforcer system may be configured to require a list of Personal Allowed Numbers (PANs). This is a list of defined telephone numbers that each inmate is permitted to call. Each time the GDC activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate’s list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.

To be added to the PAN list, a call to the telephone number must be accepted by the call recipient. Once the PAN list is full, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process. Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates). PAN lists can be created in one of three ways:

- 1) By letting an inmate call whoever they want to call.** This occurs only if the Inmate PAN feature has been set up in self-learning mode by the facility administrator. Based on a predefined maximum number of phone numbers, each call completed by an inmate automatically adds the called party number to the Inmate PAN List. As long as the inmate is set up to pay for each call using a debit payment or is calling a number that can accept collect or prepaid collect calls, the inmate can call the called party number without restriction. By default, the inmate is able to add 20 numbers to a PAN list; however, the number of numbers can be set to any value on a per-inmate level.

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- 2) **By staff at the facility**, who accesses the PAN List under the Inmate Profile to add approved numbers (or to block a specific number). This method requires a higher administrative workload to manually build and add numbers to the inmate PAN lists. However, some facilities require administrative approval of all called party numbers before they are added to an inmate PAN list.
- 3) **By employing the Inmate PAN Registration feature**, which can be used by an inmate to request the registration (and addition) of a called party number to their PAN list. The inmate makes this request by placing a call to the Enforcer system and following a series of prompts to enter the desired number on the phone keypad. Next, an authorized user at the correctional facility reviews a “request list” (shown below), and then either approves or rejects each called party number that is requested by an inmate for addition to their PAN list. Staff can search for all “Pending” PAN approvals and individually approve or reject the entry, as shown below:

Phone	Requested	Status	Updated	Note	Inmate	Resolution
1-212-555-9876	03/13/2012	Pending Approval	03/20/2012	Show Add	M11698 DARLA HARKER	Approve Reject
1-217-273-8170	03/20/2012	Pending Approval	03/20/2012	Show Add	B28169 HANNAH BOOKER	Approve Reject
1-217-273-8170	03/20/2012	Pending Approval	03/20/2012	Show Add	R16203 DARRON WILLIAMS	Approve Reject
1-217-299-4151	03/20/2012	Pending Approval	03/20/2012	Show Add	B54764 EARNEST PAUL	Approve Reject

## PAN Approval Request Screen

An inmate’s PAN list can be accessed by clicking on the “PANs” quick link at the bottom of the Inmate Profile Screen. As shown below, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate’s calling history for PAN numbers.

# Mandatory Scored Response

**Personal Allowed/Blocked Numbers (PANs)**

Edit PANs ... PAN History

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
2	1-440-787-0357		SMITH, TYRONE	BROTHER		Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
4	1-773-265-1315		HALL, TIMIKO	WIFE		Allow	All	04/20/2010 13:53:37	enf	1	<a href="#">Details</a>
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	3	<a href="#">Details</a>

**PANs (Personal Allowed/Blocked Numbers)**  
 Inmate ID: B70414 GREGORY SMITH

Save Changes Back to Inmate Editor PAN History

(3 digit speed dials must start with a '1' for PANs)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Block	In use	Call Type	Date Updated	Updated By	Detail (+) Delete (-)
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
2	1-440-787-0357		SMITH, TYRONE	BROTHER		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	<input checked="" type="checkbox"/>	1	All	04/20/2010	enf	+ -
4	1-773-265-1315		HALL, TIMIKO	WIFE		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	<input type="checkbox"/>	3	All	04/20/2010	enf	+ -

**PAN History**  
 Inmate ID: B70414 GREGORY SMITH

phone	date altered	user	action	Speed Dial	Name	Relationship	Description	Allow
1-312-301-9014	03/31/2010 05:58:20	enf	UPDATE		GATORS, DEBRA	FRIEND	738 87TH CHICAGO, IL	Allow
1-773-265-1315	03/31/2010 05:58:20	enf	UPDATE		HALL, TIMIKO	WIFE		Allow
1-773-418-6298	05/18/2008 00:00:00	enf	INSERT		STUCKEY, ANGEL	COUSIN	CHICAGO, IL	Allow
1-773-426-6443	05/18/2008 00:00:00	enf	INSERT		STONE, BENJAMIN	FRIEND	CHICAGO, IL	Allow
1-312-301-9014	05/18/2008 00:00:00	enf	INSERT		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow

## PAN Screens

In addition, the Enforcer offers several tools to query and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records
- Display all PAN records having administration blocks
- Display all PAN records having telephone company blocks
- Print reports for the above queries

# Mandatory Scored Response

MS14: Contractor shall provide a detailed description of its proposed method for storing call recordings and CDRs, both online and offline as required in Section 8.7 of the Scope of Services. The Contractor must include a summary of its data redundancy/disaster recovery practices.

 CenturyLink Response: Accept and comply.

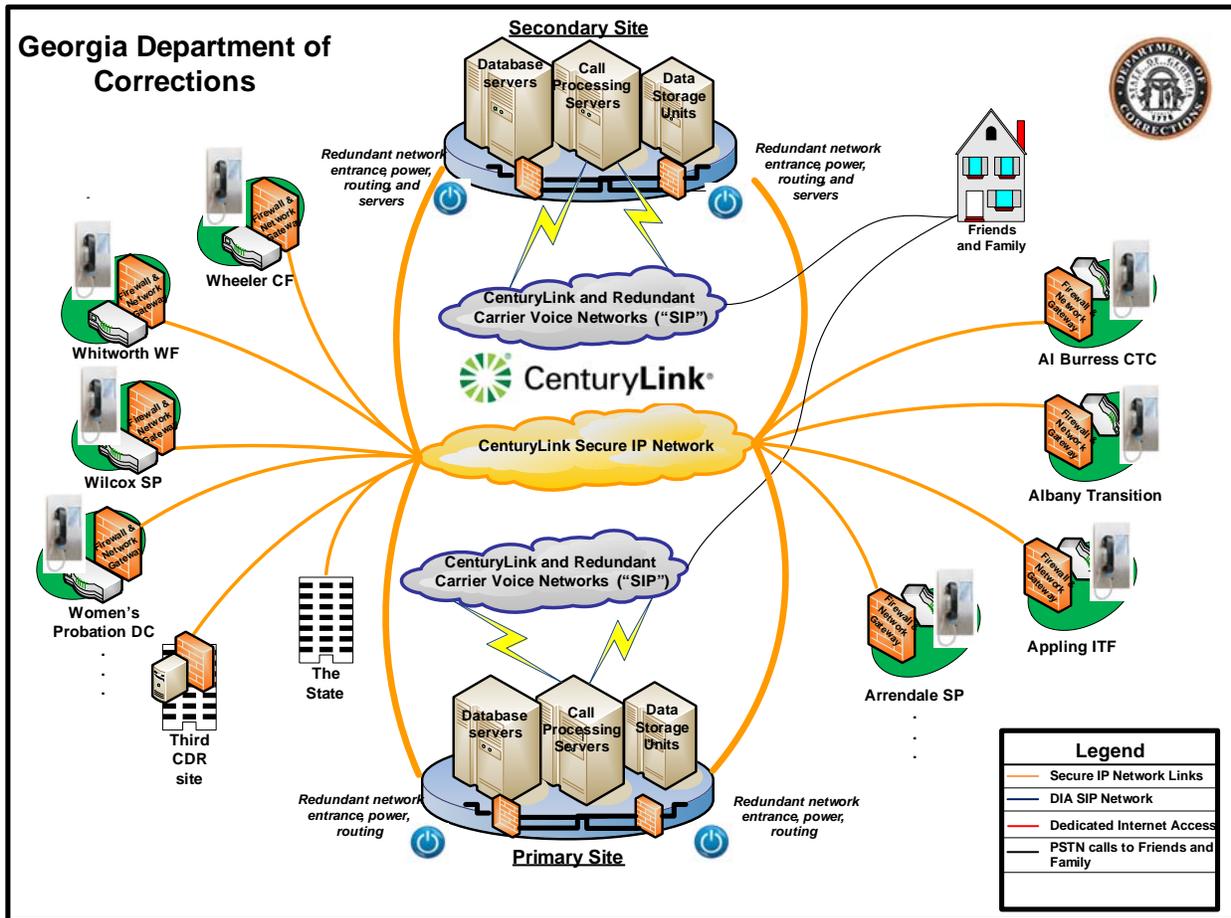
The Enforcer offers fully integrated digital recording capability. **Call recordings are digitally stored on redundant storage arrays and will be available to GDC for immediate access (online, not archived) throughout the contract.** We also offer to provide a leave-behind storage array to store your call data offline indefinitely after contract termination or provide continued online access for a mutually agreed upon timeframe.

The Enforcer enables immediate, online retrieval of any recording at any time with no change of storage media, and utilizes a fault tolerant call storage server, built-in arrays of mirrored hard disks for redundant long-term recording storage.

This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings are stored online for the full contract term. Storing your call recordings – as well as the call data – online for the life of the contract ensures that you will always have quick access to all of your call recordings and data.

Most important, storage arrays have built-in software and hardware redundancy within each data center AND are geographically redundant across multiple data centers. The same is true for call control functionality – as a result a catastrophic event at one site CenturyLink would still be able to provide both access to calling data and inmate calling function.

# Mandatory Scored Response



## Disaster Recovery Summary

CenturyLink's management team recognizes the importance of maintaining an effective Disaster Recovery Plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption. Our internal planning covers:

1. Disruption or disaster at a client facility
2. Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation)
3. Disruption or disaster at a CenturyLink data center
4. Loss of key personnel

Each separate plan identifies a primary and back-up Incident Commander (IC).

# Mandatory Scored Response

## **Type 1 – Onsite Equipment Disruption**

Please note that the calling system is fully centralized, with most critical system components located offsite in redundant, geographically separate data centers. Onsite equipment is limited to just the phone instruments themselves, UPS backup power, and Integrated Access Devices (IADs) that connect the phones to the offsite call processors.

CenturyLink installs multiple IADs at each facility. In the event that one of our IADs fails, the inmate phones will be automatically routed to the next available IAD, without any interruption to inmate calling. While extremely remote, in the event of a catastrophic failure of all IADs, all of our field service technicians maintain spare components and gateways and will be immediately dispatched to the facility to replace the defective IADs. In the event of an onsite disaster that damages most or all of the onsite equipment, the following procedure will be initiated.

For a Type 1 disaster the primary IC will be Debra Lambe (GDC Program Manager), with Barry Brinker (Director of Service Operations) as the back-up. Each will be closely acquainted with DOC staff and procedures. They will be alerted by our 24/7/365 Technical Services Center and will:

1. Immediately coordinate a visit from themselves or our local technician to assess the damage and put the Technical Support Team on notice.
2. They will then determine the extent of the damage and the need for replacement parts, as well as the availability of space, and if needed, a network access point for communication services, and present a plan to the facility to restore all services.
3. Technical Support team will ship the new system components
4. Ms. Lambe or Mr. Brinker will join a member of the Engineering team and our local technicians for onsite equipment installation, including new wiring as necessary.

## **Type 2 – Network Connectivity Disruption**

Please note that, for each supported facility, CenturyLink obtains network service from two different network carriers, (each network is sized to carry the full network load) so that if one carrier experiences an outage, service will instantly fail over to the second carrier.

While the following plan will be initiated anytime a network service outage is detected, phone system access will continue to operate normally except in the highly unlikely event that a disaster should impede service of both network carriers simultaneously.

# Mandatory Scored Response

For a Type 2 disaster the primary IC is Chris Walton (Engineering/Network Manager) and the back-up is Kevin Osterhaus (Network Supervisor). Type 2 incidents may also require a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams.

The IC will be notified by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will:

1. Immediately notify the network provider and our Network Specialists and Engineering team leaders, who will begin diagnostics and re-route traffic
2. Determine based on the severity of the incident whether or not to form a full Crisis Response Team including CenturyLink' Management (if so, Chris Walton (Engineering/Network Manager) and Kevin Osterhaus (Network Supervisor) will take charge
3. Notify GDC
4. Determine whether to involve CenturyLink Management
5. Present a plan to re-route all traffic and/or restore normal service
6. Make our Network carriers aware of SLAs and escalate as entitled under our service contracts
7. Coordinate operational response from our carriers and NetOps and Engineering teams to re-route traffic, restore normal service
8. Share progress and resolution with GDC

Third-party validation sources have built-in redundancy and have proven over the years to be reliable. Any risk of loss regarding third-party support is believed to be minimal since key vendors already have redundancy and failover mechanisms in place. Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and CenturyLink' third-party services are also distributed among multiple vendors.

Any network outage should be diagnosed from our primary data center and Network Operations Center (NOC) in San Antonio. In the event of a third-party utility outage such as a cut power line, Mr. Walton, Mr. Osterhaus, or the most available backup IC would coordinate directly with local utility.

# Mandatory Scored Response

## Type 3 – Data Center Disruption

CenturyLink currently maintains two data centers. Our primary call processing data center is located in a secure CenturyLink datacenter in Atlanta, Georgia. Our secondary call processing data center is located 900 miles away in San Antonio, Texas.

Each office serves as a back-up site for the other. Source code for all applications supported from a location is spooled weekly to a server at the other location. Call data is transmitted instantly to both data centers, ensuring backup copies of all investigative data are always available. GDC facilities would experience a disruption to these services only in the very unlikely event that disasters should impact both data centers. Regardless, Type 3 incidents will be initiated as outlined below, anytime a service disruption is detected at either data center.

For a Type 3 incident Barry Brinker (Director of Service Operations) will be the primary IC, with Chris Walton (Engineering/Network Manager) as the secondary IC, if Mr. Brinker is not immediately available. A Type 3 incident will be detected immediately by CenturyLink's staff and system monitoring applications. For any Type 3 incident, a Crisis Response Team will be formed with Mr. Brinker or Walton coordinating Engineering and Operations teams at the remaining data center.

- Core Technology: CenturyLink maintains nightly off-site backups of all source code and compiler tools to enable recreation of the support environment virtually anywhere within a few hours.
- All other systems such as reporting, accounting, etc. are backed up nightly and could be restored quickly onto "off-the-shelf" hardware. Our staff can build a new server stack from readily available hardware and install it at an unaffected co-location to restore redundancy in short order.

In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), CenturyLink has a nationwide procurement and inventory management system that can be used to quickly procure replacement equipment. An Engineering team can be mobilized to assemble, load, and test a server stack and related systems for installation in a near-by commercial facility, if a prolonged downtime at one of our data centers is expected.

CenturyLink's Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected. The CenturyLink Team has installed over 200 centralized calling platforms, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

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## Type 4 – Loss of Key Personnel

Any company is vulnerable to the loss of key personnel, and CenturyLink's management is diligent in cross-training and knowledge transfer among our departments in order to minimize the disruption caused by the loss of a key individual. Specific personnel backup designations have been established to assist in contingency planning. Each key staff member has a backup.

All of CenturyLink's disaster response and business continuity plans are subject to an annual internal review by our Executive Management team, who have more than 60 years of experience managing the reliable provision of services to correctional agencies nationwide. Dry runs testing the ability of IC and secondary staff to identify and evaluate disruptions are held at least annually.

The timely delivery of parts and supplies is tracked and measured constantly to be sure our supply chain is providing the parts needed to provide or restore service in a timely fashion for all of our clients. The performance of all network and network service providers is monitored constantly, and their adherence to SLAs, uptime, and reliability standards is measured and reported monthly.

MS15: Describe in detail Contractor's ITS alert application. Description should include, at a minimum, what methods of communicating alerts are available (such as cellular telephone, pager, SMS text, email, etc.), and what types of alerts (such as transfer to cellular telephone) are available. Contractor shall detail any "barge-in" capabilities as well as any alert access security features.

 CenturyLink Response: Accept and comply.

The Enforcer provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The Enforcer alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.

# Mandatory Scored Response

Dialed Phone Number 12105818100 x Find/New

Name or Comment Search Find Speed Dial Number Search Find

Show All Numbers Show All Blocked Numbers Show All Speed Dial Numbers Show All Wildcard Numbers

### Global Number Edit

Number: 1-210-581-8100 Speed Dial: Name: Test

Description:

All Sites Add Site

Call Type: All Category: undefined

Block: Not Blocked

Passive Acceptance

Greeting Off

PAN Override

Do Not Record

Privileged

Free Video

Email Alert(s): investigator@doc.gov Attach

Page Alert(s)

Monitor Alert(s): 605-858-7457, 605-890-3871

Payment Alert(s)

General Alert

Dial pattern: Rate File:

Hide Recording  Hide CDRs

Max Duration (minutes): Ignore DTMF Digits: 0 Time frame (secs): 0

Default is 15  Ignore Silence Seconds: 0

Notes:

Delete Cancel Changes Save Changes

5:10 By: Isteiger

**Payment Alerts are triggered when a number is dialed.**

**Alerts can be sent by email – to multiple email boxes if desired – with the option to automatically attach the call recording.**

## Alert Settings on a Specific Phone Number

Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed\connected from any inmate phone regardless of which inmate dialed the number. The alerts available with the Enforcer are described in detail below.

### Monitoring Alerts

The Enforcer can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an Enforcer monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

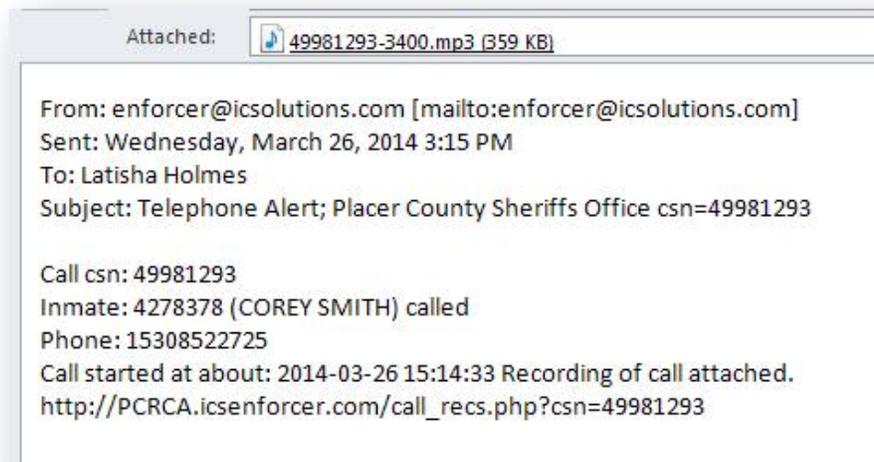
Investigators can set the Enforcer to automatically transfer calls to them for monitoring wherever they may be by using CenturyLink unique “Find Me, Follow Me” service. “Find Me, Follow Me” – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator

# Mandatory Scored Response

answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

## Email/SMS Alerts

The Enforcer can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.



## Information Contained in an Email Alert

### Pager Alerts

The Enforcer can issue numeric messages to paging services to alert an investigator that a call is in progress.

### Funding Alerts

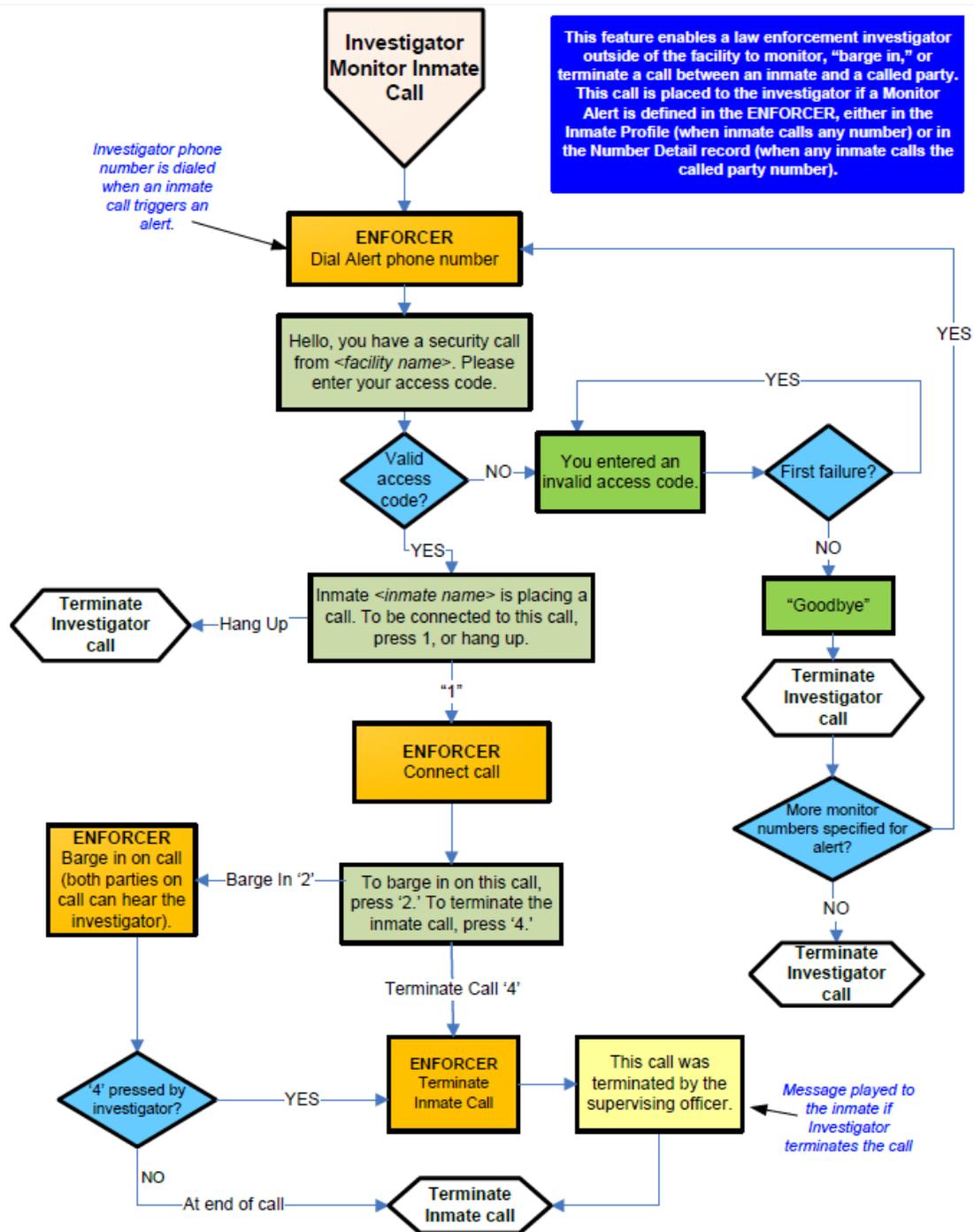
The Enforcer allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email.

Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier's check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.

# Mandatory Scored Response

## Monitoring Alerted Calls

Once an investigator is patched into an Enforcer monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad, as shown in the call flow below.



# Mandatory Scored Response

MS16: Contractor shall describe its copying process as required in Section 8.16 of the Scope of Services, and indicate whether the copying/burning capability is built into the ITS user application or whether the ITS uses an external application/software.

 CenturyLink Response: Accept and comply.

From any Call Detail Report, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats with virtually no loss in quality. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**. CDRs and call recordings can be emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB. All recordings are date and time stamped to ensure admissibility in court. The copying/burning process is built into the Enforcer. No external application / software are required.

Writing selected recordings to a CD-R/W device is as simple as clicking the Write CD button. The system requests a blank CD, and writes the recording(s) to the media in standard audio file format or MP3 format for playback on any standard CD player. Exported recordings are encoded with a date and time stamp.

From any Call Detail Report, selected calls may be quickly and easily exported or downloaded in MP3 or other audio formats. Users may save call detail and recordings locally so that the call data can be emailed, as well.

The Call Detail results screen has a column at the left in which you can select any recording or group of recordings, and options at the top to “Burn Audio CD-R,” “Burn Data CD-R,” “Save Calls Locally” (use this select a drive with a USB or zip drive or your PC), and, “Export Call Records to file.” The last option lets you choose a particular audio file type (wav, MP3, Speex etc.) in which to save the recordings.

# Mandatory Scored Response

Select	Play	Notes	Off Hook Time	End Type	Inmate ID
<input checked="" type="checkbox"/>			06/14/2013 13:40:28	Normal	01736860
<input checked="" type="checkbox"/>			06/14/2013 13:37:21	Normal	01736860
<input checked="" type="checkbox"/>			06/14/2013 12:46:05	Preanswer Hangup	
<input checked="" type="checkbox"/>			06/14/2013 12:39:53	Preanswer Hangup	4278375
<input checked="" type="checkbox"/>			06/14/2013 12:39:48	Preanswer Hangup	
<input checked="" type="checkbox"/>			06/14/2013 12:39:26	Call Disconnected	4278375

## Select Call Records to Export

Load Search Criteria: -- Select Criteria --

Inmate: 23456 CSN: Start Date/Time: 02/29/2012 00:00

Last Name: Called Number: End Date/Time: 03/07/2012 23:59

## Export Options – Burn Audio, Data CD, Save Calls and Export Calls

The Firecracker application within the Enforcer optimizes the process of burning and saving call recordings. Personnel have the option to download files in either the default speex (.spx) or mp3 format, move the recordings to different discs and perform multiple burns. From the Call Detail page, authorized personnel need only select the **Burn/Save** button.

Load Search Criteria: -- Select Criteria --

Inmate: CSN: Start Date/Time: 06/13/2013 00:00

Last Name: Called Number: End Date/Time: 06/14/2013 23:59

Found 93 call records.

Select	Play	Notes	Off Hook Time	End Type	Inmate ID	Inmate Seq	Phone number	Bill Start Time
<input checked="" type="checkbox"/>			06/14/2013 13:40:28	Normal	01736860	435640		06/14/2013 13:40:28
<input checked="" type="checkbox"/>			06/14/2013 13:37:21	Normal	01736860	435640		06/14/2013 13:37:21
<input checked="" type="checkbox"/>			06/14/2013 12:46:05	Preanswer Hangup		0		06/14/2013 12:46:05
<input checked="" type="checkbox"/>			06/14/2013 12:39:53	Preanswer Hangup	4278375	1934	1-210-477-7327	06/14/2013 12:40:09
<input checked="" type="checkbox"/>			06/14/2013 12:39:48	Preanswer Hangup		0		06/14/2013 12:39:48
<input checked="" type="checkbox"/>			06/14/2013 12:39:26	Call Disconnected	4278375	1934	1-217-477-7327	06/14/2013 12:39:41

## Exporting Multiple Calls to MP3 Format from the Call Detail results screen

# Mandatory Scored Response

Once selected, the Enforcer opens the Firecracker application window. From the application window, personnel have the option to:

- Burn recordings to CDs or DVDs, which provide much larger storage capacity
- Download files in either mp3 or speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save mp3 or speex files to your local computer

The screenshot shows the Firecracker application window. The main pane displays a list of downloaded files with columns for file ID, date, and name. A status bar at the bottom left indicates "The disc is not empty. Please insert an empty disc." The right-hand side of the window contains several control panels: "Optical Disc Drive" with a dropdown menu set to "D:\DVD RW AD-7240S", "Current Disc Type" set to "DVD-RW", and an "Eject when done" checkbox; "Audio File Type" with radio buttons for "mp3" and "speex"; a "Progress" bar with a green fill; and a "Disc(s)" table showing the current disc's name and fullness percentage. Below the table are "Add", "Rename", and "Burn" buttons. A "Save Calls Locally" button is at the bottom right.

**Media-In-Drive Information**

**Select File Type**

**Select, Add, Rename or Burn Disc**

**User Notification Messages**

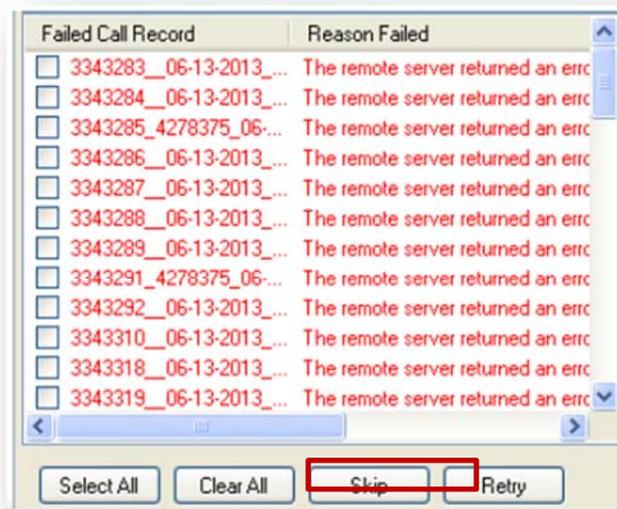
**Downloaded Files**

- Monitor File Download Progress
- Move/Copy Files to Multiple Discs
- Retry or Skip Failed Downloads

To burn to multiple discs, the user first selects all the recordings they wish to download. Once the first disc is full, the system automatically prompts the user to load another disc. There is no need to put recordings in a separate folder, as Firecracker automatically detects when the disc is full and completes the burn process before prompting for another disc.

If any download errors are encountered, Firecracker displays the file names in red in a separate sub-pane in the lower right corner of the Downloaded Files pane.

# Mandatory Scored Response



For these flagged recordings, the user has the option to either skip or retry burning the call recordings by clicking the checkbox and selecting either option. This feature allows burning to continue without restarting the process each time there is a download error.

CenturyLink provides by far the highest call quality in the industry due to our experience integrating with voice biometrics applications. CenturyLink has always used less compression and more advanced Codecs for digital voice transmission than any other vendor. Voice traffic including inmate calls and audio streaming to investigators will be prioritized on the network.

CenturyLink's process that has been implemented to confirm authenticity mandates that the MD5 checksum created by the AU comp program be recorded in a secure location. At the time of the authenticity test, the "expert" can use the MD5 Sum program on the recording and compare the resulting checksum to the checksum retrieved from the secure location.

If the checksum comparisons are equal, this will confirm that the recording has not been tampered and is therefore authentic.

# Mandatory Scored Response

MS17: Contractor shall describe all of the types of pre-payment/deposit methods available to called parties for debit accounts (e.g. Visa, Master Card/debit card, money order and etc.) and inmates. Additionally, Contractor shall describe its process for accommodating real-time refunds associated with debit accounts.

 CenturyLink Response: Accept and comply.

## Family direct funding of inmate debit accounts

CenturyLink offers our “Call Center Debit” program, which allows friends and family to deposit funds into an inmate’s Debit calling account using the same method as Prepaid Collect. Also like Prepaid Collect, verified account information is stored in the billing system for later investigative use. Deposits can be made via the phone or web using a credit or debit card, Western Union, or by mailing in a check or money order.

## Real-time debit refunds

This is very simple to do with the proper system infrastructure, which is simply a basic release data file (in any format) and a release banking program to easily provide the refund to the inmate.

At GDC, CenturyLink would set up an automated release file data transfer from the Offender Management System – once the data is received confirming an inmate’s release, the Enforcer would freeze his/her debit account. From there, we would send an account balance file to the JPay debit release card system to add the appropriate unused funds amount this process would either be in two steps, with the refund going to the inmate’s trust account to then be “cashed out” on the release card, or directly to JPay as desired by GDC. A separate cash settlement process would then reconcile the funds owed to either JPay or the State.

MS18: Describe how Contractor’s TDD telephones work with its proposed ITS. Include in the description how TDD calls can be recorded/monitored via the ITS, how call controls are configured and how TDD calls are billed.

 CenturyLink Response: Accept and comply.

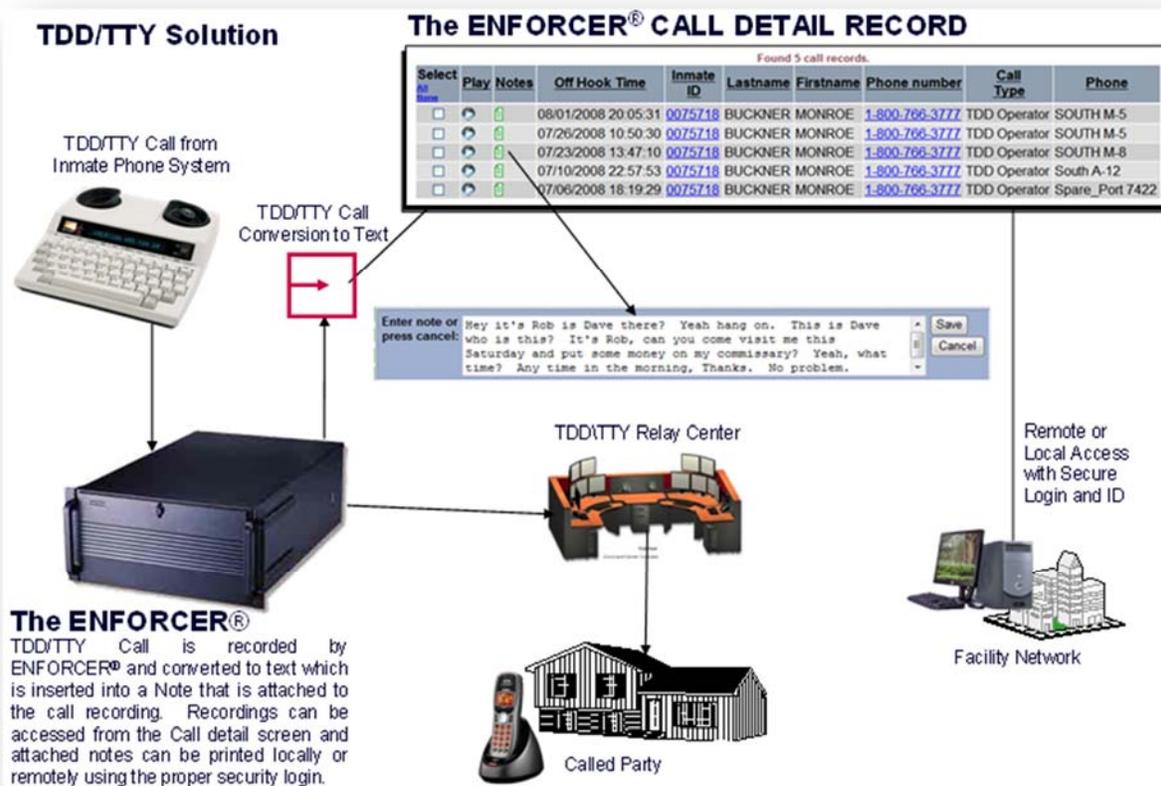
## TDD Call Recordings

As a feature built especially for Kansas DOC, each TDD/TTY call is recorded by the Enforcer and converted to text, which is inserted into a Note and attached to the call recording.

# Mandatory Scored Response

In this way all security features can be maintained through the system.

Recordings can be accessed from the Call Detail Screen, and attached Notes can be printed locally or remotely by users with appropriate security credentials.



## Call Restrictions

The Enforcer can be configured to require the inmate to enter their Inmate ID\PIN and the destination number using the TDD device keyboard, prior to establishing the data connection to the Relay Center. The Enforcer will capture the entered information and will validate this information against the inmate's call restrictions (including PANs, blocked number lists, time of day restrictions, etc.) before establishing the connection to the Relay Center.

CenturyLink registers the caller ID of each facility with the appropriate Relay Center with instructions to restrict communications to the specific dialed number that is delivered as part of the set-up connection.

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As such, CenturyLink can ensure that all call restrictions applicable to that inmate or called number are preserved and enforced for inmates using the deaf relay service, just as they would apply to inmates placing standard voice calls.

## Billing

TDD calls are typically connected as a toll-free call to the state-contracted Relay Center and as such are connected by CenturyLink at no cost to the inmate or the called party. Based on individual state policy, the state-contracted Relay Center may assess a charge to the called party. CenturyLink is also able to bill these calls using GDC-mandated rates to these Relay Center Numbers.

TDD to TDD calls do not involve third parties and are billed like any standard inmate telephone call.

## Supercom 4400 TDD/TTY

CenturyLink proposes the Supercom 4400 TDD/TTY. The unit is compact, lightweight, portable and easy to use. Loaded with advanced capabilities, the Supercom 4400 is the most sophisticated non-printing TTY available.

Ultratec



- E-Turbo for simplified relay calling\*\*
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer™
- GA/SK and arrow keys

# Mandatory Scored Response

## Video Relay Services

Although our TDD/TTY solution is industry-leading, we are also in the beginning phase of developing and deploying Video Relay Services (VRS). This eventual VRS solution includes recording both audio and video from these calls as well as the ability to playback and review all calls. CenturyLink would deal directly with each VRS vendor and be the single point of contact for all inmate phone and VRS communications issues.

Currently we are working with Purple Communications along with third party recording partner Televideo Networks at the Idaho Department of Corrections for the implementation of a recorded VRS solution. These are the only partners for which we have a current solution in development.

Our development plan also includes access to the database for searching and paying back VRS recordings from the Purple/Televideo system directly from the Enforcer Inmate Phone System GUI. Because the Enforcer uses an open architecture, we are able to link to a trusted third party site specific to a particular agency – for example we do this today at Kansas DOC for investigating money transfer data.

Of course, CenturyLink recognizes the importance of this emerging technical need and intend to extend our work to other VRS vendors. The primary issue is that in order to qualify for funding, VRS providers are strictly prohibited from recording audio and video; as a result they must work with a third party, in addition to inmate communications providers like CenturyLink, to provide the recording capability.

MS19: Contractor shall describe how the ITS adjusts the duration of the call or excludes the pre-recorded announcements identified in Section 11.6 of the Scope of Services from the cost of a call.

 CenturyLink Response: Accept and comply.

The Enforcer can play randomly interjected voice prompts, known as overlay messages. The content of these overlay messages, including the frequency of the messages and the announcement volume, is completely programmable.

# Mandatory Scored Response

Because the Enforcer uses 4-channel audio isolation, the speaking and system prompt channels of both parties are separated during the setup, administration, and recording of a call. One benefit of this technology is that when a system prompt is playing, neither party is able to speak AND the call timer is automatically turned off. This ensures that called parties and inmates are not charged for time spent listening to system prompts or announcements.

MS20: Contractor shall specify the method used to detect three-way calls identified in Section 11.7 of the Scope of Services if the called party is utilizing a cellular telephone to place the three-way call.

 CenturyLink Response: Accept and comply.

Given the different protocols used by different communications technologies, CenturyLink employs a multi-pronged approach to detecting both 3-way calls (calls forwarded to/conferenced with a third party number after call setup) and remote call forwarded calls (calls forwarded to/conference with a third party number prior to call setup). These multi-pronged approaches are industry leading, employed for both landline and cellular telephones, and detailed below.



## Three-Way Call Detection

### Approach 1: Call Sensing

Call Sensing is the traditional method of 3-way call detection. Like other systems, the Enforcer automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation.

Call sensing uses a combination of 3 factors: sensing of call progress, DTMF tones from either party on the call, and extended silence periods during the call. The success of this DTMF or extended silence, detection is very reliable. However, it does not always indicate call-forwarding or three-way call set up.

Many correctional facilities with full-channel recording have found that a Three-Way Call Deterrent Policy – at least for those calls flagged through Call Sensing – is much more effective. With such a policy, the deterrent to making three-way calls is the inability for inmates to make future calls.

# Mandatory Scored Response

Unlike the old methodology, which only blocked or cut off the called party, the inmate was still able to call back to the called party and try numerous ways to exploit the system until they succeeded.

The sensitivity of detection settings is also configurable so that parameters can be set to optimize performance.

When a three-way call attempt is detected, the system can:

- Flag the call for investigation
- Flag the call for investigation, and play a warning message to the inmate and called party
- Flag the call for investigation, play a notification to the inmate and called party, and terminate the call

The Enforcer will be programmed to take whichever action GDC prefers from the list above. This action is also configurable by called number, for example, not taking action on attorney calls (which may be transferred from a receptionist).

CenturyLink highly recommends allowing the call to proceed, because valuable investigative data can be found by reviewing calls that were flagged as three-way attempts. When the system is configured to terminate a call upon detection of fraudulent use, such as three-way call attempts, a voice prompt is played to both parties on the call upon "sensing" a usage violation.

This voice prompt typically informs the parties that fraudulent use has been detected and disconnects the call. The resulting call record is then flagged with this detection and termination for future query and reporting purposes, as shown on the following screen:

# Mandatory Scored Response

The screenshot shows a web-based search interface for call detail records. On the left, there are input fields for 'Inmate' (Lastname, First or ID), 'Last Name', 'CSN' (Called Number), and 'Start Date/Time' (01/14/2014 00:00) and 'End Date/Time' (01/21/2014 23:59). On the right, there is a 'Search CDRs' section with various filters: Site (All), CSN Min/Max, Station Group (All), Station Name, Station ID, Trunk ID, Secs Min/Max, DNR (All), End Type (All), Sup Type (All), Call Type (All), Tariff Type (All), Language (All), Validation (All), LDB Code (All), Card number, Resp Digits, Cost Min/Max, Location, and Prv (All). At the bottom of the search section, there are three checkboxes: 'Show 3-Way only' (checked and highlighted with a red box), 'Show DTMF only', and 'Show Alerts only'.

## Call Detail Screen – Report on Suspected 3-Way Calls

Standard three-way activity reports from the System can facilitate investigations into suspected three-way call attempts. The Three-Way Attempts Report lists all three-way call attempts detected, along with all associated call detail information. The Top 25 three-Way Destination Numbers shows the top 25 called numbers that triggered three-way call detection.

Found 1381 call records. Displaying 1-200. Next 200

Select	Play	Notes	Off Hook Time	Pin	Lastname	Phone number	Billed Time	Cost	Trunk ID	Station Name	End Type	3-Way
<input type="checkbox"/>			06/14/2010 15:40:06	20100001331953	MUNETT	1-304-988-4225	5.00	\$1.80	1105	C - RIGHT	Normal	
<input type="checkbox"/>			06/14/2010 15:37:46	20100006112964	VERAGHEN	1-304-988-1119	3.00	\$2.25	1124	F - LEFT	Normal	3-Way
<input type="checkbox"/>			06/14/2010 15:34:53	20100011836255	BENTLEY	1-304-988-4178	15.00	\$1.80	1107	G - LEFT	Normal	
<input type="checkbox"/>			06/14/2010 15:33:43	20100009560418	NASH	1-800-988-4627	15.00	\$5.00	1109	C POD 3	Normal	
<input type="checkbox"/>			06/14/2010 15:33:33	20100001331953	MUNETT	1-304-988-4225	6.00	\$1.80	1110	C - RIGHT	Normal	
<input type="checkbox"/>			06/14/2010 15:33:10	20100002501029	COTTON	1-304-988-4653	1.00	\$1.80	1105	D POD 2	Normal	
<input type="checkbox"/>			06/14/2010 15:29:29	20090009372195	FORD JR	1-304-988-4689	15.00	\$1.80	1101	E - LEFT	Time limit	3-Way
<input type="checkbox"/>			06/14/2010 15:27:22	20100008549487	BAKER	1-304-988-4113	5.00	\$2.25	1124	ENROLL WALL BOOK	Normal	
<input type="checkbox"/>			06/14/2010 15:25:49	20100009950921	ROE	1-304-988-4601	15.00	\$2.25	1103	C - LEFT	Time limit	3-Way
<input type="checkbox"/>			06/14/2010 15:24:55	20090024992121	GREEN JR	1-304-988-4689	2.00	\$2.25	1107	H - LEFT	Normal	
<input type="checkbox"/>			06/14/2010 15:24:16	20100010462424	LAWSON	1-304-988-4603	1.00	\$2.25	1105	B POD 2	Normal	
<input type="checkbox"/>			06/14/2010 15:21:49	20100010280069	MORIN	1-304-988-4655	2.00	\$1.88	1110	D POD 4	Normal	
<input type="checkbox"/>			06/14/2010 15:21:28	20100012201187	MULLAN	1-304-988-4443	2.00	\$2.35	1107	C POD 4	Normal	
<input type="checkbox"/>			06/14/2010 15:18:32	20100002501029	COTTON	1-304-988-4653	10.00	\$1.80	1108	D POD 2	Normal	

## 3-Way Column in the Call Detail Results screen

# Mandatory Scored Response

***Approaches 2 and 3 address the specific issue of inmates using the telephone system for inmate-to-inmate 3-way communication – an obvious and major security issue.***

## **Approach 2: Inmate Inter-Communications Evaluation & Reporting (ICER).**

CenturyLink is pleased to offer GDC the ICER™ - Inmate Inter-Communication Evaluation and Reporting system. We are partnering with JLG Technologies, a leading voice biometric analysis technology company. After developing its Investigator Pro voice identification and crime investigation system now in place in 176 correctional facilities throughout the country, JLG furthered its research as a result of requests from corrections investigators to develop an automated way of identifying inmates who are illegally communicating with other inmates using the inmate telephone system. The result of this research and development effort is ICER.

### **The Threat**

Inmates have been, and continue to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world.

Until now, ITIC (short for Inmate-to-inmate phone communications) has essentially gone undetected because there was neither practical technology nor uniform networking capability to identify such communications. Following are highlights of the ITIC threat:

- Through a variety of methods, inmates are circumventing the inmate phone system at a particular facility to communicate with another inmate whether the other inmate is in a neighboring POD or in a facility in a different state and using a different inmate phone system.

Inmates exploit conference bridges, services such as Skype, Google Voice and other kinds of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or even put two speaker-phones in proximity to one another, so that inmates can talk to other inmates

- Until recently, ITIC incidents were only found when accidentally stumbled upon by correctional staff and incidents are now known to occur with much wider frequency than previously known. ICER has already identified more than 1,000 of these events.
- These ITIC communications have involved criminal activities including coordinating gang-related murders, drug trafficking, racketeering, as well as inmate disturbances at multiple correctional facilities around the country.

# Mandatory Scored Response

## ***Technology, Cooperation Between Inmate Telephone System providers, and Participating Nation-Wide Corrections Administrations are Joining to Reduce the Threat***

Every day we learn from the news about instances of major crimes being solved because of the increasingly cooperative efforts of state and federal agencies that are now beginning to share case-critical data around the US and the world.

In the world of inmate phone calls, we are offering a new technology based on voice biometric analytics and a dedicated cooperative network provided through a consortium of inmate telephone system providers\* and JLG Technologies.

This combined effort will enable all participating corrections administrations throughout the country to receive specific and detailed information on a call-by-call basis when their inmates are using their phone systems to talk to each other – whether the calls are connected between different inmate telephone systems, between PODs in the same facility, or between inmates in facilities from Florida to California.

The more agencies that take part in the ICER network and share ICER data, the more ITIC calls that will get caught in the net and be reported.

### **How ICER Works**

ICER uses advanced voice analysis technology to generate a “call signature” — a representation of the call that does not involve any of the original audio — for each completed inmate telephone call.

Call signatures are then automatically encrypted and transmitted to the central data center at JLG Technologies headquarters in Framingham, Massachusetts for analysis. Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings.

Under normal operations, call signatures are created, transmitted, and received at the data center within seconds of each completed call. Upon arrival, the call signature is immediately analyzed and checked against other call signatures.

If an ITIC event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report.

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To protect certain elements of inmate data from being displayed to participating agencies, on-line consent by both parties must be gained before details of the full report are made available. The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

The above is a sample report showing data which investigators in two participating agencies will see once mutual viewing acceptance is granted.

Until mutual viewing acceptance is granted, investigators will only be able to see inmate call data for their own facility (either the right or left sides of the report) plus limited data on the inmate from the other facility.

Where inmates are calling each other within their own facility (not shown), all data for both inmates will be displayed automatically.

While we view ICER as a significant contribution to detecting inmate inter-facility communication, participation of your administration and facility is voluntary and will be provided at no cost to your facility. The cost of this technology is born by the consortium of inmate telephone providers and JLG Technologies. We would be pleased to discuss ICER further with GDC during contract discussions.

We have included a copy of the user's license that would grant permission to GDC to participate in the nationwide ICER operations at the end of this Item response. The only prerequisite is completion of the JLG Technologies standard license form contained herein.

Where the ICER Network is Currently Operating?

**JLG Technologies**  
Voice Biometrics to Identify Every Inmate on Every Call™

**ICER** INMATE INTER-COMMUNICATIONS EVALUATION AND REPORTING

### ICER Event Report

Event Identified On: Mar 11, 2014  
10:14 pm (EDT)

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

Inmate	WILLIAMS, LAURIE	SMITH, DAVID
Agency	Russ County Detention Center	Russ County Detention Center
Site	45678	24781
Inmate ID	0041996789	0042797568
Called Number	17024463043	17022141399
Station Name	OPEN AREA MALE - 26	OPEN AREA MALE - 27
Call ID	4631857072	4318321735
Call Start Time	Mar 11, 2014 10:12 pm (EDT)	Mar 11, 2014 10:13 pm (EDT)
Time into Recording (H:M:S)	04m:21s (261 sec)	03m:30s (210 sec)
Duration of Event (H:M:S)	01m:22s (82 sec)	01m:22s (82 sec)

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ICER is currently operational in these states: California, Florida, Kansas Maryland, New Hampshire. Upon completion of the license agreement, GDC facilities will automatically be added to the network.

ICER™ – is a registered trademark of JLG Technologies

Please see the ICER End User License Agreement at the end of this response.

## Approach #3: Simultaneous Call Detection

This final approach is a newer feature that relies solely on network data for 3-way call detection. Simultaneous call detection addresses the increasing issue of call merging, which is not detectable with traditional 3-way detection methods (there is no silence, line energy, or DTMF tone to detect). An example of this is the “merge call” feature on iPhones.

To combat this problem, the Enforcer checks for a current active connection to the same number during call setup. All numbers in the Global Numbers table (e.g. attorneys) are exempt from this feature by default, but can be configured if desired. Most customers, however, want to allow these calls and mark them for investigative purposes.

Today the Enforcer is able to refuse these calls prior to setup. To be completed in 3rd quarter 2015, the Enforcer will be enhanced to allow the call to complete but detect and mark for follow-up. In addition, the system will count all current connections to a number to let authorized users know how many inmates were connected on the same call.

## Remote Call Forwarding (RCF) Detection

### Approach #1: Call Validation

A first line of defense for RCF Detection can occur at call validation – this is the typical approach we understand is taken by providers who provide call forwarding detection.<sup>1</sup> CenturyLink has identified specific operating carriers (that we identify by their Operating Company Numbers “OCNs”) known to primarily provide, or are primarily used by call forwarding services such as Vumber, Google Voice, Conscallhome, etc.

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<sup>1</sup> Some providers also check billing address against the called party number at the time a prepaid collect account is established (all call forwarding services require use of prepaid collect billing). CenturyLink does not take this approach due to the risk of human error and potential need to refund accounts.

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Combined with our knowledge of these services' updating rules for the Line Information Database (LIDB) unique billing name and address verification (BNA) process for prepaid collect customers, this information provides rules-based methods for blocking call forwarding services.

*Critical Note: blocking of any telephone numbers must occur in partnership with the Agency as law enforcement; although we believe some providers do block without explicit consent of / direction from law enforcement this policy risks adverse action by the Federal Communications Commission.*

## Approach #2: ICER

In addition to 3-way calls that are forward post-setup, ICER is also able to detect inmate-to-inmate calls that are connected through remote call forwarding methods. ICER is explained in detail earlier in the response to this Section MS20.

## Approach #3: Network querying

Our final RCF method is network querying. Like most modern call control systems, the Enforcer employs state-of-the-art Session Initiated Protocol (SIP) for network signaling and control. During call setup and disconnection, messages are passed across the SIP network – one such message is Message 181 which indicates whether a call is being forwarded.

SIP messages such as 181 are not supported by all carriers, but as SIP is more widely deployed it will become more common. Regardless, if an event is detected the Enforcer is able to take action as mandated by GDC:

- Allow the call to continue and make a notation on the call record
- Allow the call to continue, make a notation on the call record and send an alert to a designated Agency staff member
- Notify the inmate and disconnect the call, making a notation on the call record
- Disconnect the call and make a notation on the call record

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## JLG END USER ICER SOFTWARE LICENSE AGREEMENT

**THIS IS THE EXCLUSIVE LEGAL AGREEMENT BETWEEN YOU AND THE LICENSOR OF THIS SOFTWARE. THIS AGREEMENT GOVERNS YOUR USE OF THIS SOFTWARE. CAREFULLY READ THIS AGREEMENT BEFORE YOU INSTALL OR USE THIS SOFTWARE. BY INSTALLING OR USING THIS SOFTWARE YOU ARE AGREEING TO BE BOUND BY THIS AGREEMENT. YOU HAVE THE OPTION OF ACCEPTING OR NOT ACCEPTING THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT YOU MAY NOT INSTALL OR USE THIS SOFTWARE.**

### END-USER LICENSE AGREEMENT

This End-User License Agreement ("Agreement") is the sole and exclusive agreement between you (herein after "You" or "Your") and JLG ICER Technologies, LLC, its suppliers, and licensors (collectively referred to as "Licensor"). You agree and covenant to the following terms and conditions:

- 1. License Grant:** Subject to Your continued compliance with this Agreement, Licensor grants You a personal, single user, non-transferable, non-exclusive, revocable license to use, install, store, load, execute, and display the Licensor's software, including software fixes, patches, new releases, upgrades, new versions, enhancements and/or portions thereof, in binary code form only, and the accompanying documentation, if any, (collectively the "ICER Software"), for You solely as a single user. You may make one (1) copy of the ICER Software solely for backup or archival purposes provided you reproduce and include all ICER Software copyright and other proprietary legends. You shall only use the ICER Software strictly in support of Your internal business operations and to process Your own data.

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- 2. Term:** This Agreement remains effective until terminated. You may terminate this Agreement at any time by destroying the ICER Software, including all copies. This Agreement shall automatically terminate, without notice, if at any time you fail to comply with all of the terms and conditions of this Agreement. Upon termination for any reason, You shall promptly destroy the ICER Software and all copies or portions thereof in any form and delete all electronic copies.
- 3. Ownership and Confidentiality:** The ICER Software is and shall remain the sole and exclusive property of the Licensor and/or its suppliers and is protected by United States copyright laws and international treaty provisions. All data generated by the ICER Software and never displayed or presented to You

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through normal use including, but not limited to, inmate intercommunication evaluations and to report call signature comparisons (“ICER Events”), debugging data, data for new development, data for testing, data produced as an intermediate step of computation, data produced for cache/performance optimization, statistics, voice models, electronic files, analysis, analyzed data, data structures, and algorithms (collectively referred to as “Internal Data”) is and shall remain the sole property of Licensor. Viewable output data generated by the ICER Software expressly including user action audit data, suspicious scores, detection scores, confidence scores, voice scores, model scores, voice capture scores, re-scoring, statistical computations, subsets, mathematical and other transformations, ranking of data, system generated rankings, system generated scores, system generated indexes, call event activity detections i.e. such as voice change events, including any subsets derivatives, or graphical representations of the foregoing (collectively referred to as “Output Results”) is and shall remain the sole property of Licensor. Together the Internal Data and Output Results are referred to as “Proprietary Data”. For the duration of this Agreement, Licensor grants You an internal use (except as otherwise expressly set forth below), royalty-free, non-exclusive, non-assignable, non-transferable license to use the Output Results (but, not the Internal Data) as required in the operation of your business including, without limitation, sharing the Output Results with external law enforcement and related government agencies on an as needed basis. It is an express condition of this Agreement that title to, ownership of, and all rights in patents, copyrights, trade secrets and any and all other intellectual property rights in and to the ICER Software and Proprietary Data, including any copy or part thereof, is and shall remain in the Licensor and/or its suppliers. Licensor reserves the right, at its sole option, to modify, update, revise, or discontinue the ICER Software or any portion thereof. You shall not remove, destroy or obscure any proprietary, trademark or copyright markings or confidentiality legends placed upon or contained on or within the ICER Software or any related materials.

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- 4. Terms Governed by Contract with Supplier:** You agree and acknowledge that additional terms and conditions including, but not limited to, support, service, fees, and payment terms may be governed by one or more separate agreements between You and the supplier of the ICER Software, other software, computer system, and/or computer network. You further agree and acknowledge Licensor is not a party to any other such agreement. In the event of a dispute between You and any such supplier, You agree to look solely to the supplier for relief. In no event shall Licensor be responsible for or incur any liability for any claim, dispute or lawsuit related to or resulting from any agreement or contract between You and any supplier or other third party.
- 5. Warranty:** YOU ACKNOWLEDGE THAT THE ICER SOFTWARE IS SUBJECT TO FALSE POSITIVE AND FALSE NEGATIVE READINGS. YOU ACKNOWLEDGE AND AGREE THAT THE OCCURRENCE OF SUCH FALSE POSITIVES AND FALSE NEGATIVES ARE NOT A FAILURE IN THE SYSTEM AND DO NOT CONSTITUTE A BREACH OF WARRANTY. THE SOFTWARE IS

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- 7. Limitation of Liability:** YOU UNCONDITIONALLY AGREE THAT IN NO EVENT SHALL THE AGGREGATE LIABILITY OF LICENSOR, ITS MEMBERS, MANAGERS, DIRECTORS, OFFICERS, EMPLOYEES, LICENSEES, DISTRIBUTORS, OR SUPPLIERS EXCEED \$100.00, PRORATED OVER THREE YEARS BEGINNING FROM THE DATE YOU PAID THE LICENSE FEE, FOR THE PERIOD GIVING RISE TO ANY CLAIM. YOU SHALL NOT USE THE SOFTWARE IN ANY CASE WHERE SIGNIFICANT DAMAGE OR INJURY TO PERSON, PROPERTY OR BUSINESS MAY OCCUR IF ANY ERROR OCCURS. YOU EXPRESSLY ASSUME ALL RISK FOR SUCH USE.
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- 9. Governing Law:** The validity, construction, and performance of this Agreement shall be governed by the laws of the Commonwealth of Massachusetts, exclusive of its rules regarding conflicts of law. You

## Mandatory Scored Response

unconditionally and irrevocably agree any legal action, proceeding or controversy with respect to this Agreement shall be brought in Massachusetts and such courts shall have exclusive jurisdiction and consent to personal jurisdiction exclusively in Massachusetts. English shall be the governing language of this Agreement. Section headings are intended for convenience only and shall not be used to interpret this Agreement. Any dispute, claim or cause of action You believe You may have against Licensor must be filed in the appropriate court in Massachusetts within one (1) year of the event giving rise to any such action or You unconditionally agree You are forever barred from bring any such action. In the event You file or bring any claim against Licensor that is inconsistent or contrary to this Agreement, Licensor shall have the right to recover all attorneys fees and costs (including in-house attorneys fees). You and Licensor waive all rights to a jury trial.

- 10. Voice Recordings:** You agree and acknowledge that by using the ICER Software, Licensor will have access to Your voice recordings. You own the voice recordings. You expressly and unconditionally grant Licensor a perpetual, irrevocable, royalty-free, non-exclusive right to use, install, store, load, execute, copy, non-publicly display, create derivative works, manipulate, and otherwise utilize, any and all of Your voice recordings created as a result of Your use of the ICER Software. Licensor will not copy or remove Your voice recordings from any of Your computer systems, except in the performance of services provided by Licensor to You under this Agreement without Your consent. Licensor shall have the right to utilize Your voice recording for software development, product testing, or for any other purpose as determined solely by Licensor other than product demonstrations. Some jurisdictions may provide certain privacy, confidentiality or other rights or laws regarding voice recordings and all such recordings shall remain subject to such laws. You expressly covenant that your use of the ICER Software is subject to You, now and forever, unconditionally waiving any and all such rights, including without limitation, any and all results relating to voice recordings processed or analyzed by the ICER Software. You are solely responsible, now and forever, for verifying Your use of the ICER Software and Licensor's use of Your voice recordings is not in violation of any law or regulation in Your jurisdiction.
- 11. General Terms:** This Agreement is the complete and exclusive agreement between You and Licensor regarding this subject matter and supersedes all prior agreements and all communications, whether written or oral, between the parties. This Agreement may only be amended, changed, or revised by a written agreement signed by a duly authorized representative of Licensor and acknowledged by You. No third party, including but not limited to, any supplier, distributor, sales representative, service provider, or government employee has the authority to modify, alter or otherwise revise this Agreement on behalf of Licensor. You agree to indemnify, defend, and hold Licensor and Supplier harmless for any and all claims and/or liabilities arising from or related to this Agreement unless You are prohibited from providing such indemnification by a pre-existing contractual obligation. Any waiver of a violation or failure to enforce any provision of this Agreement by Licensor shall not constitute a waiver of any Licensor right. All terms and conditions of this Agreement are severable. If any term or provision, or any portion thereof, of this Agreement is held to be invalid, illegal or unenforceable, the remaining portions shall not be affected. Sections 3 through 12 of this Agreement shall survive the expiration or termination of this Agreement. You agree to comply with all applicable laws and regulations. The export and re-export of the ICER Software is subject to applicable U.S. export regulations, and other applicable laws and regulations and shall be Your sole responsibility.

# Mandatory Scored Response

**YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.**

Accept		Do not accept
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MS21: Describe in detail the voice biometrics technology that is integrated in Contractor's ITS and detail how Contractor will manage the voice verification enrollment process. Describe Contractor's current voice biometric tools and reporting capabilities available through the ITS. Provide at least two (2) sample reports.

 CenturyLink Response: Accept and comply.

## The Verifier<sup>SM</sup> Voice Biometrics

At no cost to GDC, CenturyLink will install The Verifier<sup>SM</sup>, the Enforcer's real-time inmate voice verification module. The Verifier<sup>SM</sup> matches an inmate's "voice print" created during the intake process with his/her voice when initiating a phone call.

The Verifier<sup>SM</sup> requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in the Enforcer.

The Verifier<sup>SM</sup> can be set up for either Manual Enrollment or **Auto Enrollment** of each inmate voice. With Manual Enrollment, the inmate must complete an initial *enrollment* process in order to store his/her voice model in the Enforcer system prior to placing any calls. Pre-recorded prompts guide the inmate through this enrollment process. With Auto Enrollment, the Enforcer samples previously recorded inmate calls to build the voice model for each inmate. **Auto Enrollment saves facilities the step of having the entire inmate population enroll their voices manually upon deployment of The Verifier.**



The Verifier<sup>SM</sup> offers the ability to report on:

**Enrollment Status** – provides a listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment

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passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.

**Verification Activity** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities according to a specified date range.

The screenshot shows a web interface titled "Verifier Enrollment Status". It features a header with the title, a date and time stamp "Date: Mon Jun 08th, 2015 01:34pm", and three dropdown menus: "Choose Site:" (set to "Correctional Center, VA"), "Choose Enroll Filter:" (set to "All"), and "Choose Enroll Sort:" (set to "Inmate ID"). Below these are two buttons, "Export" and "Run". At the bottom of the interface, there is a text prompt: "Enter any parameters and click RUN."

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**Verifier Enrollment Status**  
**Facility: County Sheriffs Office**  
**Enroll Filter = Not Enrolled - Exclude Disabled/Deny; Enroll Sort = Location**

Facility	Inmate ID	Name	Location	Overall	Recent	Pass	Reject	Last Call	Last Enroll	Mode	Status	Last Result
	659	WARD,	DORM 2			0	0	2015-04-23	Never	Enabled	Not Enrolled	
	332	REED,	DORM 2			0	0	2015-03-29	Never	Enabled	Not Enrolled	
	660	JOHNS	DORM 2			0	0	2015-03-30	Never	Enabled	Not Enrolled	
	662	SIRLS,	DORM 2			0	0	2015-05-04	Never	Enabled	Not Enrolled	
	319	WILLI	DORM 2			0	0	2015-05-24	Never	Enabled	Not Enrolled	M
	410	SANTL	DORM 2			0	0	Never	Never	Enabled	Not Enrolled	
	513	PARKS	DORM 2			0	0	2015-03-29	Never	Enabled	Not Enrolled	
	480	TUTT,	DORM 2			0	0	2015-04-06	Never	Enabled	Not Enrolled	
	301	EDDIN	DORM 2			0	0	2015-05-20	Never	Enabled	Not Enrolled	

## Verifier Enrollment Status

Date: Mon Jun 08th, 2015 01:36pm Choose Site:

Choose Enroll Filter:

Choose Enroll Sort:

Enter any parameters and click RUN.

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**Verifier Enrollment Status**  
**Facility: County Sheriffs Office**  
**Enroll Filter = Enrolled; Enroll Sort = Location**

Facility	Inmate ID	Name	Location	Overall	Recent	Pass	Reject	Last Call	Last Enroll	Mode	Status	Last Result
	664	CARTE	C BLOCK	76%	50%	214	66	2015-06-08	2015-05-28	Enabled	Enrolled	FR
	590	BARRE	C BLOCK	77%	85%	125	37	2015-06-07	2015-05-06	Enabled	Enrolled	FFP
	419	WILLIA	C BLOCK	66%	67%	2	1	2015-05-30	2015-05-18	Enabled	Enrolled	
	663	MILLEP	C BLOCK	100%	100%	2	0	2015-05-21	2015-05-21	Enabled	Enrolled	P
	437	OGDEE	C BLOCK	95%	96%	22	1	2015-06-07	2015-06-02	Enabled	Enrolled	P
	570	LOPEZ,	C BLOCK	96%	98%	110	4	2015-06-07	2015-04-30	Enabled	Enrolled	
	660	HARRIS	C BLOCK	97%	98%	198	6	2015-06-07	2015-04-30	Enabled	Enrolled	
	496	BEARD	D BLOCK	97%	95%	40	1	2015-06-07	2015-04-30	Enabled	Enrolled	FP

MS22: Contractor shall describe its upgrade and notification process, as well as any other proactive methods to meet GDC's upgrade and performance process needs as required in Section 14 of the Scope of Services.

 CenturyLink Response: Accept and comply.

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## Upgrade Process

CenturyLink updates system software on a quarterly basis to ensure new features and functionality are available to all customers. The Program Manager will review detailed release notes with key GDC personnel and provide training as needed. Once all parties are ready to move forward the upgrade will be scheduled

New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to the system are predominantly driven by market demand and specific client requests. This will ensure the GDC inmate telephone system remains state of the art throughout the life of the contract.

## Ongoing Quality Assurance Program

CenturyLink's Project Team has over 250 years of combined telecommunications experience in complex implementations and account management. We have demonstrated the ability to understand our customer's issues and creatively adapted our approach to meet their needs.

Led by the Program Manager, customer satisfaction will be ensured through five separate programs:

- 1) The trouble ticket process which ensures that every problem is identified, worked, tracked, and recorded for future review, and that no service ticket is closed without the concurrence of the impacted GDC personnel.
- 2) A weekly conference call is held by the Program Manager with the field operations team to discuss outstanding tickets, chronic problems, and customer concerns.
- 3) A weekly conference call is held by the Program Manager with Enforcer platform vendor personnel to discuss any tickets opened in the previous week that have not yet been closed.
- 4) The ongoing quality Preventative Maintenance Program (PMP), which ensures service standards are maintained. The PMP plan touches upon every facility, inmate phone, Enforcer workstation, and completed call on a regular basis (weekly, monthly, or quarterly, depending on the service element). The PMP plan ensures that all relevant operational data concerning all aspects of the contract (sales support, installation, project coordination, technical support, field service and maintenance, etc.) is obtained, documented, distributed, and acted upon as necessary.

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- 5) Periodic service reviews (typically conducted at customer's location quarterly) to review trouble ticket statistics, identify any chronic or major problems, discuss any future additions, deletions, or modifications (new phones, new workstations, new sites, etc.), and resolve any operational, financial, or contractual concerns held by the customer. Service reviews ensure that feedback from the customer is obtained, documented, and addressed.

## Operations Team

A total of five (5) Field Service Technicians and four (4) On Site Service Administrators will be hired to provide onsite maintenance and repair of the new inmate calling platform. CenturyLink is willing to hire existing Field Technicians and On Site Administrators to minimize the impact to GDC staff. In addition to the dedicated resources listed above, CenturyLink has access to 12 additional existing technicians throughout the state of Georgia that can be used as backups to dedicated GDC resources.

## Customer Service Policies and Procedures

The CenturyLink operations team will respond promptly to all service and maintenance situations, and is available to GDC on a 24/7/365 basis. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site.

Should technical roadblocks or system issues prevent a trouble condition from being resolved within the timeframe contractually permitted, the issue will be immediately escalated to the Program Manager who will discuss the situation with GDC as appropriate. Once a resolution to the issue is achieved, acceptance testing is completed before any trouble ticket is closed.

CenturyLink recognizes that an effective service program addresses all three key stakeholders: GDC staff, the inmates and the inmates' friends and family members.

- Customer Service.

Our service team has many years of experience in the industry, is dedicated to gaining a deep understanding of each customer's unique issues, and is committed to delivering the most effective solutions possible. Our Program Managers provide oversight and management of the day-to-day operations of the account.

Customer service representatives in long-established, U.S.-based call centers. Many of our competitors are only now on-shoring their call centers. From experience we know that call center migrations are difficult and prone to operational failures. In short, GDC can expect significant and immediate improvement in customer service operations.

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Our blocking and unblocking rules for collect calls are clearly defined and uniformly applied to all customers, thereby reducing complaints to GDC staff.

Significantly lower than industry average customer service account fees. While others in the industry use billing fees as commissioned profit centers, our philosophy is very different: provide multiple convenient no-cost options to end-users, and charge fees only when customers choose specific high-cost funding options (e.g. choosing to fund an account with a live representative rather than an automated method). This results in less customer complaints and higher call volumes.

- Calling platform management The ITS platform is engineered with maximum redundancy to ensure peak performance and minimize troubles. Further, the Network Operations Center proactively identifies potential problems by real-time central monitoring of hardware, software, and system performance.
- No loss of data and minimal transition time. Over the last four years the CenturyLink Team has successfully transitioned hundreds of facilities housing tens of thousands of inmates – most recently in Alabama, Idaho and Utah DOCs with current transitions occurring at West Virginia and Arizona DOCs. Every cutover has incurred minimal (typically off-hours) down time and had no loss of data.
- No lost Call Detail Records (CDRs) or recordings. We have processed hundreds of millions call detail records (CDRs) and audio recordings with the proposed Enforcer platform. Not a single CDR or audio recording has been lost to date.
- Rate and audit accountability. As a division of a Sarbanes-Oxley compliant company, CenturyLink completes monthly audits to verify billing accuracy. Moreover, a unique feature of the Enforcer system platform is its on-line real-time direct rating of each call, for immediate and unalterable on-line visibility to call detail records and billing records.
- Payment options.
  - Collect calling with extensive billing and collections arrangements with incumbent local exchange companies (ILECs) and competitive local exchange companies (CLECs).
  - Prepaid calling with a best-in-class process to direct otherwise collect-unbillable called parties to prepaid, our solution identifies unbillable parties and transfers them to live representatives during call setup, to ensure all end-users are presented with billing options in real-time. This is especially important given the growing number of cell phone and IP-based phone users, whose carriers do not offer collect calling options to ITS providers.
  - Debit calling through a variety of flexible options.

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## **Preventative Maintenance**

Our Operations Team will perform hands-on preventative maintenance inspections on the Enforcer system calling platform and all inmate phones on a regularly scheduled basis. A trouble ticket will be established to document the preventative maintenance process, and additional trouble tickets will be opened and tracked as necessary if the need for additional repairs is identified.

Extensive preventative maintenance inspections are completed on a routine basis. Through remote access, verification of telephone and trunk usage is completed prior to arriving on site to ensure quality repairs. The inmate telephone dial pads and handsets are checked for functionality, usability, appearance and voice quality. All backboards, telephones and wiring are checked.

The circuit interfaces are checked for errors to ensure that all connections are clean and secure. Routine traffic analysis for stations and trunks are conducted to determine failing telephones or lines to provide proactive maintenance and reduce downtime for the phones. Ongoing remote and onsite assistance is available to all ITS users.

## **Additional Staffing**

In addition to the field operations support team, CenturyLink will hire a dedicated Program Manager who will reside within the state. Debra Lambe will act as the interim Program Manager during the hiring process and have a strong back office support team, with system development skills, exceptional financial accounting and reconciliation abilities, and comprehensive network knowledge.

This team has been together for many years, and will be ready to support our system implementation for GDC.

The following table details CenturyLink's proposed support organization, and is followed by an organization chart:

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## Staffing Roles and Responsibilities

Name and Title	Location	Manager	Primary Responsibility
Paul Cooper, General Manager	New Century, KS	Bill Cheek, President Wholesale Operations	Contract Execution; Fiscal Authorization; Product Roadmap; Escalations
Barry Brinker, Vice President of Operations and Technology	Salem, OR	Paul Cooper, General Manager	Implementation; Ongoing Maintenance and Operations; Feature Development; Escalations; Vendor Management
TBH - Debra Lambe, Program Manager	Atlanta, GA	Barry Brinker, Vice President of Operations and Technology	Implementation; Ongoing Maintenance and Operations; Program Management; Escalations
Field Service Technicians (5)	TBD	TBH –currently Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations
On Site Administrators (4)	GDC specified locations	TBH – currently Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations
Bryan Osler, Director Sales and Account Management	New Century, KS	Paul Cooper, General Manager	Sales; Customer Contract Negotiation; Ongoing Account Management; Escalations
Victoria Johnson, Sr. Account Manager	Harrodsburg, KY	Bryan Osler, Director Sales and Account Management	Sales; Customer Contract Negotiation; Ongoing Account Management

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Stephen DePasse, Director Installation	Littleton, CO	Barry Brinker, Vice President of Operations and Technology	Implementation
Chris Walton, Director, Engineering and Network	New Century, KS	Barry Brinker, Vice President of Operations and Technology	Implementation; System Engineering; Network
Darlene House, Director Customer Care and Verification	Rocky Mount, NC	Paul Cooper, General Manager	Attorney Verifications; Collect Billing Inquiries
Tammie Saucedo, Commissions and Compliance Manager	Las Vegas, NV	Barry Brinker, Vice President of Operations and Technology	Monthly Commission and Rate Audits
Kristie Dean, Lead Trainer	Apopka, FL	Stephen DePasse, Director Installation	Implementation; Training
Shelia Rafferty, Project Manager	Overland Park, KS	Stephen DePasse, Director Installation	Implementation; Project Management
Tim McAteer, General Manager ICSolutions	San Antonio, TX	Nathan Schulte, President Keefe Group	Escalations; Overall Management
Brendan Philbin, VP Business / Product Development ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Business / Product Development
John Goetsch, VP Technology ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Production Engineering; Development

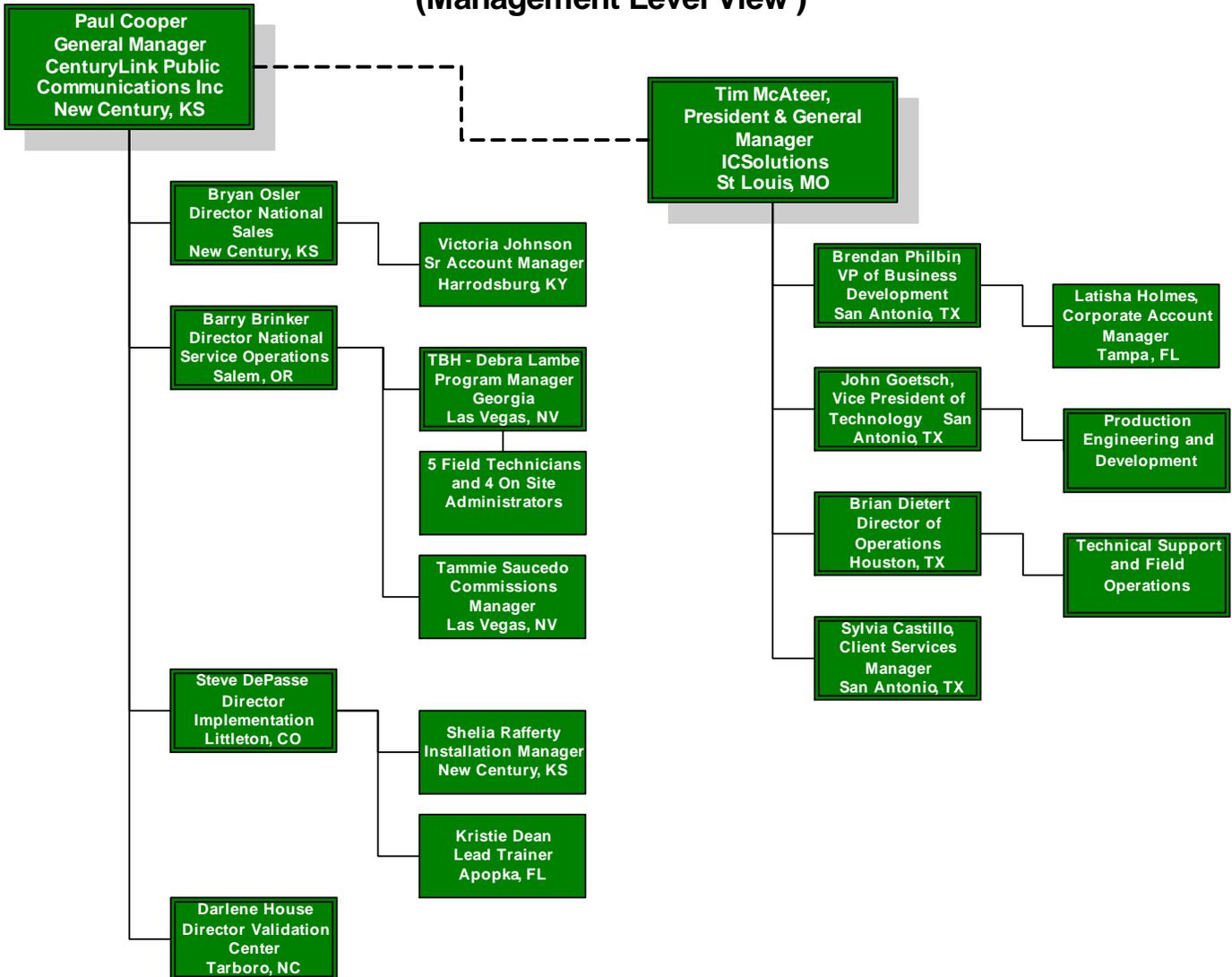
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Brian Dietert, Director of Operations ICSolutions	Houston, TX	Tim McAteer, General Manager	Technical Support; Field Operations
Sylvia Castillo, Manager Client Services ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Call Center Support
Latisha Holmes, Product Manager ICSolutions	Tampa, FL	Brendan Philbin, VP Business / Product Development	Lead Subject Matter Expert for new features; Training

CenturyLink's Support Team organization chart is provided on the next page.

## Georgia DOC Support Team

(Management Level View)



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<b>Value-Added Enhancements / Options Summary</b>		
<b>Feature Name:</b>	<b>Feature and Benefits:</b>	<b>Pricing</b>
"The Communicator" Paperless Inmate Communications	<ul style="list-style-type: none"><li>• Reduced staff time</li><li>• Eliminate paper and form usage</li><li>• Audit trail</li><li>• Staff can respond using text to speech technology, if desired</li><li>• Schedule medical appointments</li><li>• File Grievances</li><li>• Submit PREA or crime tip reports</li><li>• File inmate telephone complaints</li></ul>	Available with no adjustment to pricing

## **The Communicator – Paperless Inmate Communications**

Through standard IVR data entry and response technology, the Enforcer can be used to automate most any transaction that is occurring by paper forms today.

- ✓ Commissary ordering by phone
- ✓ Grievance filing
- ✓ Appointments
- ✓ PREA Reporting
- ✓ Staff to inmate communications
- ✓ Automated inquiries

### **100% Paperless Reporting**

With our paperless telephone process, inmates can file grievances, make PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

Depending upon the type of inmate report, the appropriate facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology or traditional voice messaging, staff can respond to inmate reports via the Enforcer system, and the response will be delivered to a secure voice mailbox for inmate retrieval.

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This improves the efficiency by reducing labor costs as information passing move away from traditional paper ordering as staff spends less time collecting and processing medical forms. Implementation would be a collaborative effort and customized to meet GDC's requirements.



The screenshot displays a web interface for managing communications. On the left, there are filters for Inmate ID, Category (set to 'All'), and status (Submitted, Reviewed, Responded, Listened). A date range filter is set from 06/06/2013 to 06/13/2013. The main table lists communication records with columns for CSN, Category, Inmate ID, Inmate Name, Submitted, Reviewed, Responded, Elapsed, Listened, and Play. Each row includes a 'Reply' or 'View' button.

CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded	Elapsed	Listened	Play
3343316	Doctor request	4228325	TEST_ICD	06/13/2013 14:47:53					Reply
3343312	Grievance	4228325	TEST_ICD	06/13/2013 10:32:53	06/13/2013 14:58:48				Reply
3343311	Doctor request	4228325	TEST_ICD	06/13/2013 10:31:07					Reply
3343307	Information Request	4228325	TEST_ICD	06/13/2013 09:47:47	06/13/2013 09:47:11	06/13/2013 09:49:30	0:01		View
3343300	Grievance	4228325	TEST_ICD	06/13/2013 08:40:55					Reply
3343299	Doctor request	4228325	TEST_ICD	06/13/2013 08:40:10		06/13/2013 08:41:45	0:01	06/13/2013 09:19:47	View

**Communicator Management Screen**

## ***System Capacity Management***

This additional load on the telephone system is easily accommodated by CenturyLink's system "over-provisioning". As part of a Tier 1 network provider, we are able to cost-effectively architect the system to handle multiple times more call volume than simple inmate-to-family calling.

## ***Operational Efficiencies***

Put together, GDC can enjoy significant improvement over existing processes.

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MS23: Contractor shall describe its procedure(s) for handling called party complaints and inquiries. Indicate whether Contractor's customer service center defaults to an Interactive Voice Response ("IVR") or a live customer service representative. Indicate the average on-hold time to reach a live representative.

☀ CenturyLink Response: Accept and comply.

In partnership with CenturyLink's billing agent ICSolutions, toll-free live customer service is available 24 hours a days, 365 days a year.

While the customer service center defaults to an IVR to collect language choice and account number; once entered customers are quickly and easily transferred to a live agent – callers can press "5" at any time to reach a live representative.



English and Spanish called-party & community support at 888-506-8407 or online at [www.icsolutions.com](http://www.icsolutions.com)

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We invite the DOC to place test calls to verify claims customers will be connected to knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more.

Customer service representatives are fully trained on CenturyLink products, services, and billing policies, and receive automatic system prompts for items specific to GDC (for example, transaction fees to purchase prepaid services).

The customer care call center's performance for the last three months is:

- Average Queue Time = 89 seconds
- Resolution Time = 97% resolved on first call, with average talk time of 3 ½ minutes
- Supervisor Access = supervisor available 24/7; immediate transfer upon customer request

## Resolving Customer Issues & Complaints

CenturyLink strives to address end-user issues and complaints proactively by offering 24/7 automated and live operator customer service, complemented by an easy-to-use website. Customer Service Agents have the following tools available to them to respond to customer inquiries and complaints in real time:

- Ability to transfer funds in their prepaid account to another telephone number and/or facility
- Ability to add another telephone number to their prepaid account
- Visibility to all payments made to the prepaid account and the status of these payments
- Ability to provide the customer with the balance on their account
- **Ability to block or unblock their phone number for accidental blocks**

Many customer issues can be resolved in real-time, such as block removals and prepaid account funding. New prepaid accounts that are funded via credit or debit card are available immediately upon payment confirmation and other payments (western Union) are typically set up and ready for calling within 15 minutes of receipt of funds.

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Customers with complaints may call the U.S.-based customer service center 24/7, and they can press “0” at any time to reach an operator. If a customer does not get immediate resolution with a call center agent, he or she is transferred to a supervisor for assistance.

Supervisors are available 24/7 to resolve any issues that require escalation as quickly as possible. If the complaint cannot be resolved during the call, an “investigation” is submitted through the call center agent application.

A U.S.-based escalation team receives those investigations and works to resolve them within 3-5 business days. Billing issues are typically resolved within 1 business day.

Upon resolution, the customer service team contacts the customer to notify him or her of the resolution and updates the call records to reflect such resolution. Again, all customer service centers are located within the United States and offer multi-lingual support.

MS24: Contractor shall provide the hours of availability and the physical location of Contractor’s customer service center for all live customer service representatives. Contractor shall indicate if the Contractor’s customer service center is outsourced, and if so, identify the company providing the customer service center and representatives.

 CenturyLink Response: Accept and comply.

All CenturyLink personnel, including all customer service and technical support centers, are located within the United States and operate 24 hours a day, 7 days a week. CenturyLink does not outsource any of our services to international call centers or other offshore personnel.

The primary Customer Service call center is located at:

1127 Alderson Avenue  
Billings, MT 59102

Seats in this Customer Service call center are provided through NOVO1 and managed directly by staff of CenturyLink’s exclusive technology partner ICSolutions.

Escalations for LEC-billed require required longer handle times and more skilled representatives, and are served by CenturyLink employees in Rocky Mount, NC:

143 N Washington Street  
Rocky Mount, NC 27801

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MS25: Contractor shall provide an escalation schedule for both normal maintenance and emergency outage/service issues.

 CenturyLink Response: Accept and comply.

<b>Priority Level Emergency Outage</b>	<ul style="list-style-type: none"> <li>• 30% or more on any one bank of telephones not operational</li> <li>• Loss of carrier services</li> <li>• Entire System Failure</li> </ul>	<ul style="list-style-type: none"> <li>• Remote diagnostics and repair will begin within 1 hour</li> <li>• Onsite repair will begin within 4 hours if needed</li> </ul>
<b>Priority Level Normal Maintenance</b>	<ul style="list-style-type: none"> <li>• Less than 30% of any one bank of telephones not operational</li> <li>• Technical or Recording Failure</li> <li>• Interface Failure</li> </ul>	<ul style="list-style-type: none"> <li>• Remote diagnostics will begin within 1 hour</li> <li>• Onsite repair will begin within 24 hours if needed</li> </ul>

## Customer Escalation Process

Debra Lambe, the interim GDC Program Manager until a local resource is hired, will report to Barry Brinker, CenturyLink’s Director of Operations, who reports to Paul Cooper, our General Manager. All service and maintenance personnel will report directly to the Program Manager. The following table details the process that will be used for escalation of GDC trouble resolution. Although this escalation describes a clear chain of command, GDC management in their sole discretion may escalate directly to Mr. Cooper in situations they deem critical.

Escalation Plan		
Level	CenturyLink Position	Task/Role

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1	<p>GDC Program Manager Debra Lambe Phone: (702) 244-6762 Cell: (702) 439-7379 <a href="mailto:Debra.D.Lambe@centurylink.com">Debra.D.Lambe@centurylink.com</a></p>	<ul style="list-style-type: none"> <li>• Researches history of problem and identifies personnel involved with the problem resolution.</li> <li>• Notifies personnel and supervisors of strategy for problem resolution.</li> <li>• Keeps GDC and management involved in progress of problem resolution.</li> <li>• Escalates as necessary.</li> <li>• Responsible for seeing problem through to resolution.</li> <li>• Contacts Director Operations within 8 hours of missed performance standard.</li> </ul>
2	<p>Director Operations Barry Brinker Phone: (503) 990-6466 Cell: (503) 269-3018 <a href="mailto:Barry.E.Brinker@centurylink.com">Barry.E.Brinker@centurylink.com</a></p>	<ul style="list-style-type: none"> <li>• Resolves trouble/issue or escalates further if necessary.</li> <li>• Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary.</li> <li>• Keeps GDC informed of ongoing activities involving problem resolution.</li> <li>• Contacts National Account Manager within 24 hours if issue is not resolved.</li> </ul>
3	<p>Sr. Account Executive Victoria Johnson Phone: (888) 375-7318 Cell: (850) 212-8880 <a href="mailto:Victoria.L.Johnson@enturyLink.com">Victoria.L.Johnson@enturyLink.com</a></p>	<ul style="list-style-type: none"> <li>• Resolves trouble/issue or escalates further if necessary.</li> <li>• Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary.</li> <li>• Keeps GDC informed of ongoing activities involving problem resolution.</li> <li>• Contacts Director Sales within 36 hours if issue is not resolved.</li> </ul>
4	<p>Director Sales and Marketing Bryan Osler Phone: (913) 353-7423 Cell: (913) 706-1702 <a href="mailto:Bryan.Osler@centurylink.com">Bryan.Osler@centurylink.com</a></p>	<ul style="list-style-type: none"> <li>• Resolves trouble/issue or escalates further if necessary.</li> <li>• Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary.</li> <li>• Keeps GDC informed of ongoing activities involving problem resolution.</li> <li>• Contacts General Manager within 48 hours if issue is not resolved.</li> </ul>
5	<p>General Manager Paul Cooper Phone: (913) 353-7388 Cell: (816) 305-4764 <a href="mailto:Paul.N.Cooper@centurylink.com">Paul.N.Cooper@centurylink.com</a></p>	<ul style="list-style-type: none"> <li>• Final resolution point</li> </ul>

MS26: Contractor shall provide in detail its Disaster Recovery Plan (“DRP”) and provide its processes, policies and procedures relating to the preparation for recovery of the requirements in this RFP preceding and/or following a natural or human-induced disaster.

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 CenturyLink Response: Accept and comply.

## Disaster Recovery Plan

CenturyLink's management team recognizes the importance of maintaining an effective Disaster Recovery Plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption.

Our internal planning covers:

1. Disruption or disaster at a client facility
2. Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation)
3. Disruption or disaster at a CenturyLink data center
4. Loss of key personnel

Each separate plan identifies a primary and back-up Incident Commander (IC).

### Type 1 – Onsite Equipment Disruption

Please note that the calling system is fully centralized, with most critical system components located offsite in redundant, geographically separate data centers. Onsite equipment is limited to just the phone instruments themselves, UPS backup power, and Integrated Access Devices (IADs) that connect the phones to the offsite call processors.

CenturyLink installs multiple IADs at each facility. In the event that one of our IADs fails, the inmate phones will be automatically routed to the next available IAD, without any interruption to inmate calling. While extremely remote, in the event of a catastrophic failure of all IADs, all of our field service technicians maintain spare components and gateways and will be immediately dispatched to the facility to replace the defective IADs. In the event of an onsite disaster that damages most or all of the onsite equipment, the following procedure will be initiated.

For a Type 1 disaster the primary IC will be Debra Lambe (GDC Program Manager), with Barry Brinker (Director of Service Operations) as the back-up. Each will be closely acquainted with DOC staff and procedures. They will be alerted by our 24/7/365 Technical Services Center and will:

1. Immediately coordinate a visit from themselves or our local technician to assess the damage and put the Technical Support Team on notice.

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2. They will then determine the extent of the damage and the need for replacement parts, as well as the availability of space, and if needed, a network access point for communication services, and present a plan to the facility to restore all services.
3. Technical Support team will ship the new system components
4. Ms. Lambe or Mr. Brinker will join a member of the Engineering team and our local technicians for onsite equipment installation, including new wiring as necessary.

## **Type 2 – Network Connectivity Disruption**

Please note that, for each supported facility, CenturyLink obtains network service from two different network carriers, (each network is sized to carry the full network load) so that if one carrier experiences an outage, service will instantly fail over to the second carrier.

While the following plan will be initiated anytime a network service outage is detected, phone system access will continue to operate normally except in the highly unlikely event that a disaster should impede service of both network carriers simultaneously.

For a Type 2 disaster the primary IC is Chris Walton (Engineering/Network Manager) and the back-up is Kevin Osterhaus (Network Supervisor). Type 2 incidents may also require a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams.

The IC will be notified by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will:

1. Immediately notify the network provider and our Network Specialists and Engineering team leaders, who will begin diagnostics and re-route traffic
2. Determine based on the severity of the incident whether or not to form a full Crisis Response Team including CenturyLink' Management (if so, Chris Walton (Engineering/Network Manager) and Kevin Osterhaus (Network Supervisor) will take charge
3. Notify GDC
4. Determine whether to involve CenturyLink Management
5. Present a plan to re-route all traffic and/or restore normal service
6. Make our Network carriers aware of SLAs and escalate as entitled under our service contract.

# Mandatory Scored Response

7. Coordinate operational response from our carriers and NetOps and Engineering teams to re-route traffic, restore normal service
8. Share progress and resolution with GDC

Third-party validation sources have built-in redundancy and have proven over the years to be reliable. Any risk of loss regarding third-party support is believed to be minimal since key vendors already have redundancy and failover mechanisms in place.

Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and CenturyLink's third-party services are also distributed among multiple vendors.

Any network outage should be diagnosed from our primary data center and Network Operations Center (NOC) in San Antonio. In the event of a third-party utility outage such as a cut power line, Mr. Walton, Mr. Osterhaus, or the most available backup IC would coordinate directly with local utility.

## **Type 3 – Data Center Disruption**

CenturyLink currently maintains two data centers. Our primary data center is located in a secure CenturyLink datacenter in Atlanta, Georgia. Our secondary data center is located 900 miles away in San Antonio, Texas.

Each office serves as a back-up site for the other. Source code for all applications supported from a location is spooled weekly to a server at the other location. Call data is transmitted instantly to both data centers, ensuring backup copies of all investigative data are always available.

GDC facilities would experience a disruption to these services only in the very unlikely event that disasters should impact both data centers. Regardless, Type 3 incidents will be initiated as outlined below, anytime a service disruption is detected at either data center.

For a Type 3 incident Barry Brinker (Director of Service Operations) will be the primary IC, with Chris Walton (Engineering/Network Manager) as the secondary IC, if Mr. Brinker is not immediately available. A Type 3 incident will be detected immediately by CenturyLink's staff and system monitoring applications. For any Type 3 incident, a Crisis Response Team will be formed with Mr. Brinker or Walton coordinating Engineering and Operations teams at the remaining data center.

# Mandatory Scored Response

Core Technology: CenturyLink maintains nightly off-site backups of all source code and compiler tools to enable recreation of the support environment virtually anywhere within a few hours. All other systems such as reporting, accounting, etc. are backed up nightly and could be restored quickly onto “off-the-shelf” hardware. Our staff can build a new server stack from readily available hardware and install it at an unaffected co-location to restore redundancy in short order.

In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), CenturyLink has a nationwide procurement and inventory management system that can be used to quickly procure replacement equipment. An Engineering team can be mobilized to assemble, load, and test a server stack and related systems for installation in a near-by commercial facility, if a prolonged downtime at one of our data centers is expected.

The CenturyLink Engineering Team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected. The CenturyLink Team has installed over 200 centralized calling platforms, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

## **Type 4 – Loss of Key Personnel**

Any company is vulnerable to the loss of key personnel, and CenturyLink’s management is diligent in cross-training and knowledge transfer among our departments in order to minimize the disruption caused by the loss of a key individual. Specific personnel backup designations have been established to assist in contingency planning. Each key staff member has a backup.

All of CenturyLink’ disaster response and business continuity plans are subject to an annual internal review by our Executive Management team, who have more than 60 years of experience managing the reliable provision of services to correctional agencies nationwide.

Dry runs testing the ability of IC and secondary staff to identify and evaluate disruptions are held at least annually. The timely delivery of parts and supplies is tracked and measured constantly to be sure our supply chain is providing the parts needed to provide or restore service in a timely fashion for all of our clients. The performance of all network and network service providers is monitored constantly, and their adherence to SLAs, uptime, and reliability standards is measured and reported monthly.

# Mandatory Scored Response

MS27: Contractor shall describe its process for applying the GDC-approved pre-paid collect fee identified in Section 19.7 of the Scope of Services to a pre-paid collect account which may be associated with calls and fee structures from non-GDC facilities.

 CenturyLink Response: Accept and comply.

This is an often overlooked requirement in RFPs for inmate telephone services. In test transactions we have completed, it is clear that certain other major providers do not distinguish prepaid collect calling accounts by specific agency. As a result, their default fee is charged until (presumably) the consumer actually receives a call from an inmate which links the account to the specific agency.

However, by that time the consumer has been leaving it up to the provider to recognize and appropriate refund due.

The proposed Enforcer system, however, ties the GDC as part of the initial account setup process use. This allows the correct fee amount to be in the initial funding of the account and before the actually received their first call from an inmate at agency.

**❖ KEY FEATURE ❖**

CenturyLink's proposed prepaid collect product ties the consumer to GDC from account initiation through close-out, so

overcharged, process an

consumer to and ongoing charged, even consumer has the particular

If the inmate is moved to another facility within the GDC agency, the consumer would not have to make any changes to their account as their funding would work for any facility throughout the GDC. Should the consumer desire prepaid calling for agencies outside the GDC, those accounts would be separate accounts and associated directly to those other agencies.

Prepaid calling funds can only be used to receive calls from the specific agency in which they are associated to unless through special escalation, where the lowest cross-agency fees would be applied.

MS28: Contractor shall detail its process for applying taxes to the cost of each debit call and meeting GDC's needs as required in Section 19.11 of the Scope of Services.

 CenturyLink Response: Accept and comply.

The Enforcer System contains a mechanized tax collection feature that calculates the taxes applicable for each phone call based on where the call is terminated. These taxes are collected

# Mandatory Scored Response

with the cost of the phone call and are remitted to the appropriate taxing agency. **There is no need for the commissary provider to assess, remit, or otherwise manage taxes on debit purchases**, and this process will be stated in any final written agreement with GDC's on-site commissary provider.

MS29: Contractor shall specify its validation processes as required in Section 21.1 of the Scope of Services.

 CenturyLink Response: Accept and comply.

As part of the real-time validation process for each call attempt, the dialed number is checked against the LIDB (Line Information Database) maintained by the phone companies. This database identifies whether a phone number is a payphone, pager, cell phone number, etc. Call attempts are validated against CenturyLink's proprietary database as well as the LIDB database to prevent placement of calls to blocked numbers.

MS30: Contractor shall specify the process for unblocking a telephone number which was originally restricted for non-payment or exceeding a daily/weekly/monthly collect calling limit ("Collect Call Threshold"). Include the timeframe for removing a restriction once payment is received by the Local Exchange Carrier ("LEC").

 CenturyLink Response: Accept and comply.

CenturyLink does not "block" calls without a customer being given an opportunity to be brought to "current" status. If a LEC/CLEC-billed call comes back to us as unpaid, we place a "soft block" on the line, so that next time the person receives an inmate call, the family member is routed into our call center to pay their bill, be brought to current status, and offered Prepaid Collect to avoid recurrence.

Once the customer is brought into current status, collect calling will be restored within four (4) hours.

The bottom line is that with the Enforcer call routing engine, no customer is ever "hard blocked" – that is, blocked without being given the opportunity to bring their account to clear status to continue receiving calls.



# Mandatory Scored Response

Another billing rule to note is that if the inmate is paying using their debit account and the called party's account is still in bad payment status, CenturyLink will allow that call to go through. This is because the party in non-payment status is the family member, not the inmate paying for the call.

MS31: Contractor shall specify its process for completing calls that would otherwise be blocked because of Local Exchange Carriers ("CLEC"), cellular and unbillable issues.

**❖ KEY FEATURE ❖**

CenturyLink's unique "closed loop" prepaid collect account process not only drives more connected

calls that Competitive telephones

☀ CenturyLink Response: Accept and comply.

Calls that cannot be billed as collect calls are through our validation process and offered our leading Prepaid Collect product.

identified industry-

The account setup process for prepaid collect – which typically accounts for about 70 percent of calling – is an often overlooked requirement.

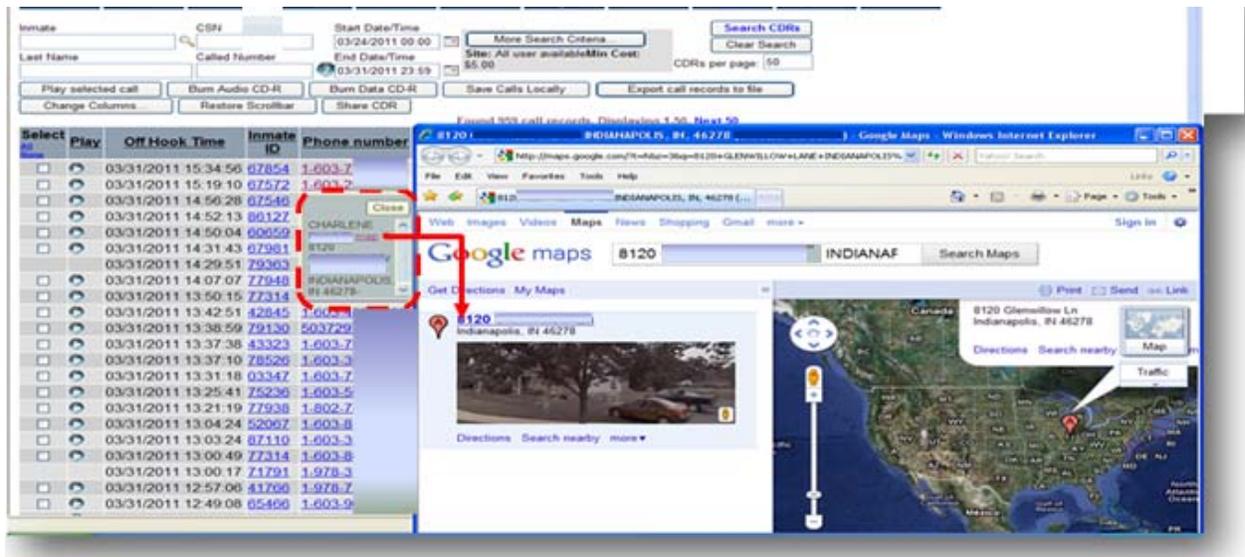
CenturyLink's Prepaid Collect account setup process provides a "high customer touch" experience that not only provides better customer service to family members, but also collects verified billing name and address (BNA) information for use by investigators.



# Mandatory Scored Response

- All prepaid collect accounts – whether established on the phone or online – must provide name and address information, followed by verification with the payment card provider – prior to being established.
  - Anonymous prepaid cards are NOT allowed
- Even cash-only customers paying through Western Union must provide verified photo identification prior to funding the account.
- All BNA information is available by simply dragging over number anywhere in the Enforcer user screens.
- This information can be combined with electronic trust funding (e.g. Access Corrections) information for integrated intelligence

The following illustrates our Reverse Lookup Screen:

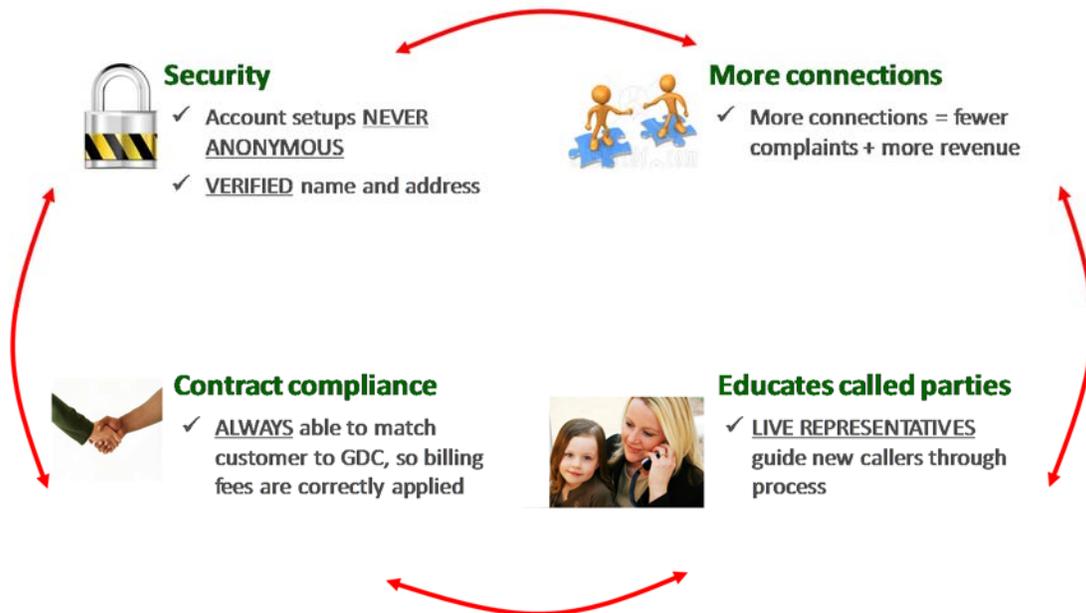


Reverse Lookup Example

# Mandatory Scored Response

This unique account setup process is important for all aspects of Agency operations – not just security as discussed above, but also operations, fiscal, and management:

- ✓ Called party education – live representatives guide called parties through account setup, as well as account refund requests from the previous provider, avoiding complaint calls to Central Office.
- ✓ Contract Compliance – by routing Agency calls to care centers as they occur, we are always able to match that customer to the Agency and apply specific billing fees mandated by the contract
- ✓ More Connections – clearly a main goal of GDC, CenturyLink's account setup program ensures that calls are never blocked due to the lack of a billing arrangement.



MS32: Contractor shall describe in detail what happens when an inmate attempts to place a collect call to a telephone number that is not billable and include details on the steps provided to the called party to setup a pre-paid account or receive calls.

# Mandatory Scored Response

 CenturyLink Response: Accept and comply.

Calls that cannot be billed as collect calls are identified through our validation process. These calls can be completed using the prepaid options described below.

Across our client base, roughly 90% of all calling is processed using some form of prepaid calling.

Upon the first attempt to call a number that cannot receive collect calls, the inmate and called party are connected for a free one-minute call to discuss the situation.

After this free call, the called party is given the option to be instantly connected to a live CenturyLink billing specialist, who can explain our prepaid calling options and set up a prepaid account, so that future calls will be connected.

## Complimentary Call Process

When an inmate places a collect call for the first time, to a number that cannot receive collect calls, and the called party accepts the call he is given the following information:

- *“We are unable to complete this call as a collect call. Please stay on the line for a one time complimentary call provided by CenturyLink. At the end of your call you will be automatically connect to our call center so that you may make payment arrangements allowing you to receive calls from (inmate’s name) an inmate at (facility name).”*
- *“This call will be recorded and is subject to monitoring at any time”*
- *“You may begin speaking now”*

After one minute the call is terminated and the called party is connected to the Customer Care call center to set up a prepaid collect calling account for future calls.

If the inmate calls again in less than 30 minutes he will hear:

- *“The prepaid account for this number has not been funded. Please allow sufficient time for the called party to set up the account. You may not make calls to this number for X minutes”*

If the called party has received a one minute free call in the past but has not yet set up a prepaid collect account when he accepts the call he will hear:

# Mandatory Scored Response

- *“We’re sorry but prior payment arrangements must be made before you receive calls from this facility. Please contact Inmate Calling Solutions at 888-506-8407. Please press or say 0 to be transferred to Inmate Calling Solutions at 888-506-8407.”*

If the Called party presses or says 0, he is transferred, at no charge, to the Inmate Calling Solutions call center.

Among our prepaid calling options are Point of Sale Prepaid Collect (called party prepaid), Call Center Debit, and Integrated Cardless Debit (inmate prepaid) for numbers that may not accept traditional collect calls, such as cell phones, VOIP carriers, etc.

These programs allow payment alternatives, call expense budgeting, and allow calls to more phone numbers, which means more contact with family and friends. These options are described in greater detail below:

## **Prepaid Collect Calling**

Prepaid Collect customers set up a Prepaid account, which allows them to deposit money to fund future **calls to their telephone number only**. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

CenturyLink’s Prepaid program targets those customers whose calls are blocked due to carrier billing limitations. As with collect, the called party pays for these calls. Coupled with a short complementary call, **PSPC** allows short-term inmates to make calls immediately to facilitate their release and provides a communications avenue to friends and families of long-term inmates. **PSPC results in higher revenues and fewer complaints** by allowing calls to telephone numbers that are most likely blocked by your current vendor.

The CenturyLink advantage is **real-time access**. When a call is placed to a number that would be blocked for billing reasons, the called party is provided with the option for **immediate access to our live Customer Care call center** to establish billing arrangements. Typically, an account is established in 15 minutes, and inmate calling access is immediately allowed.

Only CenturyLink’s Prepaid program includes **proactive outreach and account set-up efforts and live Customer Care call center professionals**. This support enables CenturyLink to create more accounts and complete more inmate calls than any other prepaid calling program.

# Mandatory Scored Response

MS33: Contractor shall describe its process for allowing the called party to setup and obtain pre-paid collect account and related information to meet the requirements in Section 21.3 of the Scope of Services. Further, Contractor shall describe additional tools available to the called party for pre-paid collect accounts such as online account access.

 CenturyLink Response: Accept and comply.

CenturyLink offers customer assistance through our live customer representatives, who are available 24/7, and our easy-to-use web-site. In addition, Prepaid Collect customers are given their remaining balance prior to beginning to talk on an accepted inmate phone call.

**Finally, CenturyLink commits to creating a GDC-specific webpage including rules, rates, instructions for setting up accounts and obtaining refunds, and other FAQs to link from GDC's homepage.**

## Setup and Fund Prepaid Accounts Online

A secure website to quickly and easily create, manage, and add funds to their prepaid accounts online. Our Point-of-Sale Prepaid Collect (PSPC™) calling option allows friends and family members of inmates to prepay for calls to a particular phone number. PSPC™ provides customers that may not be able to accept traditional collect calls, such as cell phone users, with a way to stay in touch with their incarcerated loved one.



The screenshot displays three distinct sections of the CenturyLink website interface. The first section, titled 'Sign In (Existing Users)', contains three input fields: 'Phone Number', 'First and Last Names', and 'Pin Number', each followed by a 'Submit' button. The second section, titled 'Create Account (New Users)', contains two input fields: 'Phone Number' and 'First and Last Names', each followed by a 'Submit' button. The third section, titled 'Support', features a background image of a smiling customer service representative wearing a headset. Below the image are four text links: 'Contact Us', 'FAQ', 'Purchase Payment Options', and '3 Ways to Purchase Prepaid Phone Service'.

We strive to make our calling and funding options as easy to use and convenient as possible. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll Free Customer Service Line or our **user-friendly Website**.

# Mandatory Scored Response

Customers can log in to our secure website at any time to add funds to their prepaid collect account, check their balance information, and view their prepaid account information, such as billing and payment information

Customers can log in to their prepaid collect account or create a new prepaid account at our billing partner ICSolutions' website. <https://icsonline.icsolutions.com/icsonline/Welcome.aspx> where they are prompted to enter their called-to number and their PIN number. The PIN number is required for FCC Customer Proprietary Network Information compliance.

Once logged in, users can easily make payments *and* view their entire payment history, as seen below:

Payment History						
Account Options	Payment History	Products	Make Payment	Log Out		
Billing Number:	(408) 362-4040					
Name:	TEST ICSOLUTIONS					
Display Options:	Only Payments For This Account					
<i>Click on payment to see details</i>						
Payment ID Date Agent ID	Inmate ID Product Agency	Payment Venue Payment Method Reference Number	Amount Fee Tax	Payment Total	Status <sup>†</sup> User Account	
01710578 03/10/2010 02:07PM ICSOLUTIONS	N/A Prepaid Collect Pasco County Sheriff	Online Consumer Credit/Debit Card 1066145945	50.00 .00 7.22	57.22	Approved 00682808	
† Approved	Payment was recieved and is waiting for transmission to Agency.					
Pending	Payment was accepted. Waiting for payment to be made and transmitted to IC Solutions.					
Transmitted	Payment has been transmitted to Agency.					
Posted	Payment has been posted to the Inmate account by Agency.					
Auto Posted	Payment was sent to a facility that does not acknowledge posting					
Adjusted	Payment did not match requested total amount. New payment was created.					
Exception	Discrepancy between Transmitted and Posted data.					
Refund Requested	Refund for payment is pending.					
Refunded	Payment has been refunded.					
Marked as Posted	Payment was manually posted by Agency/ICS.					

## Payment History online

# Mandatory Scored Response

## Customer Service Assistance

Live customer service is available 24 hours a days, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more.



Our customer service representatives can offer multi-lingual assistance, including both English and Spanish. We invite the GDC to contact us anytime at the number or website below to compare CenturyLink's service to our competitors.

Called-party & community support at 888-506-8407 or online at [www.icsolutions.com](http://www.icsolutions.com)

- Toll-free at (888-506-8407) 24 Hours a Day
- User-Friendly Web Site [www.icsolutions.com](http://www.icsolutions.com)

MS34: Contractor shall describe its process for managing Billed Number Screening (BNS) and ensuring Contractor's accuracy of its validation.

☀ CenturyLink Response: Accept and comply.

As part of the validation process for each call attempt, the dialed number is checked against the LIDB (Line Information Database) maintained by the phone companies, which identifies whether any number is a payphone, pager, etc.

Call attempts are validated against CenturyLink's proprietary database, as well as the LIDB database, to prevent placement of calls to blocked numbers. CenturyLink assumes all costs for the validation of calls.

MS35: Specify how collect calls are billed and how taxes and required fees are applied to the total cost of a collect call in preparation for billing.

☀ CenturyLink Response: Accept and comply.

# Mandatory Scored Response

The Enforcer system, which is equipped with a rating engine, creates a CDR at the completion of each call that is stored in the on-board database. Each night, the system automatically generates a data file containing all billable collect call records for that business day and transmits this data file to ILD, our billing clearinghouse vendor.

Upon receipt of the data file at the ILD FTP site, the CDRs are subjected to a rigorous screening process, which incorporates a comprehensive series of data edits and screens including classification, duplicate call, age of toll, message class, high velocity, toll blocking, state/regulatory compliance, along with standard syntax and formatting edits.

These call records are subsequently submitted (outcleared) to the telephone companies for billing collection. As part of our standard operating to ensure quality, the number of outcleared records is to the number of records stored in the database.

In addition to the billed calls, the applicable Federal, Local telecommunications taxes and fees are passed the end user's telephone bill. These taxes and fees jurisdiction and are established by the appropriate taxing/regulatory authority. We do not profit from these taxes or fees; we merely collect them on behalf of the agencies involved.

❖ KEY FEATURE ❖

CenturyLink's unique "closed loop" prepaid collect account process not only drives more connected .. .. .

and procedures reconciled State, and along to vary by

MS36: Describe Contractor's process and ITS capabilities for setting-up and validating pre-paid collect accounts and the account holders to meet GDC's needs as required in Section 21.7 of the Scope of Services.

 CenturyLink Response: Accept and comply.

As described in our response to MS34 above, CenturyLink provides a "closed loop" account setup process for all prepaid collect accounts, including those established with cell phone services. While this is more costly to administer, it provides both better service to called parties and verified billing name and address for investigators.

- All prepaid collect accounts – whether established on the phone or online – must provide name and address information, followed by verification with the payment card provider – prior to being established.

# Mandatory Scored Response

- Anonymous prepaid cards are NOT allowed
- Even cash-only customers paying through Western Union must provide verified photo identification prior to funding the account.
- All BNA information is available by simply dragging over number anywhere in the Enforcer user screens.
- This information can be combined with electronic trust funding (e.g. Access Corrections) information for integrated intelligence

MS37: Contractor shall describe all of the types of pre-payment/deposit methods available to called parties for pre-paid collect accounts (e.g. Visa, Master Card/debit card, money order, etc.) and Contractor's process for accommodating refunds associated with pre-paid collect accounts.

 CenturyLink Response: Accept and comply.

Called parties may purchase prepaid collect services with NO MINIMUM PURCHASE REQUIREMENT, exceeding the requirement of no more than \$25 per Attachment L.

Purchase options are Visa and MasterCard logo'd credit or debit card, Western Union® or by mail using cashier's check or money order.



## Prepaid Collect refunds

Prepaid Collect account refunds are available almost immediately. To do so, called parties simply call our toll-free number and request the refund. If the refund is to be processed to the last credit/debit card used, the refund is processed immediately – typically within 15 minutes.

If the refund is not to be processed to a credit/debit card, a physical check is cut to the consumer within five days. If the consumer does not request a refund within a specified time period (typically one year), the funds will be handled by an escheatment process.

Unlike most major providers who declare funds “expired” after 3 to 6 months of the date of last use, Prepaid Collect balances do not expire and refunds may be requested at any time after the last date of use without charge.

# Mandatory Scored Response

MS38: Contractor shall specify the maximum amount, if any, a called party is allowed to deposit each time a pre-paid collect account is opened/funded.

 CenturyLink Response: Accept and comply.

The maximum deposit amount allowed each time a prepaid collect account is opened or funded can be customized according to GDC requirements. Facilities typically have a maximum deposit limit of \$100 per transaction. However, when funding with a credit card, called parties are restricted to a maximum of \$275 per month. There is no monthly maximum for funding prepaid collect accounts with “guaranteed funds” such as money orders, cashier’s checks, or Western Union.

MS39: Contractor shall describe in detail what happens when an inmate attempts a call to a telephone number associated with a pre-paid collect account that has insufficient funds.

 CenturyLink Response: Accept and comply.

When an inmate places a collect call to a number that has set up a Prepaid Collect account and the prepaid account doesn’t have a balance sufficient to complete the call the called party will hear:

- *“Hello. You have a call from (inmate’s name) an inmate at (facility name)”*
- *“To accept this call press or say 5”*
- *“To refuse this call hang up now”*
- *“To block this call and all future calls from this facility, press or say 9”*

If the call is accepted the called party will hear:

- *“Your account balance is (dollars and cents remaining in their prepaid collect account)*
- *This balance is not enough to allow this call to be completed. Please contact Inmate Calling Solutions at 888-506-8407. Please press or say 0 to be transferred to Inmate Calling Solutions at 888-506-8407.”*

MS40: Contractor shall describe its direct bill payment option as required in Section 21.14 of the Scope of Services.

# Mandatory Scored Response

 CenturyLink Response: Accept and comply.

CenturyLink offers a direct billing option including migration of all current direct billing customers of the incumbent Contractor, ensuring that they are able to maintain a direct bill account without interruption.

Marketing materials will also be distributed prior to cutover including brochures at visitation and a GDC-specific website with FAQs and information about transition. As allowed by GDC and relevant privacy laws, CenturyLink will also proactively contact direct bill customers by mail and/or outbound call.

For these legacy migrated customers in addition to high-volume users such as attorneys, direct billing will be simple and transparent. Direct bills will include call details including time, duration, rated amount, and total charged amount of each call, with a toll-free number for specialized direct billing representatives - (800) 464-8957.

MS41: Contractor shall provide the names, years of service, qualifications, company addresses and telephone number(s) for the Contractor's main point(s) of contact for the Facilities.

 CenturyLink Response: Accept and comply.

CenturyLink offers a seasoned team of professionals to ensure the successful installation and ongoing operation of the ITS. Our main points of contact for GDC will be the four individuals below.

# Mandatory Scored Response

## Paul Cooper



**Title:** General Manager  
**Department:** CenturyLink  
**Address:** 600 New Century Pkwy  
 New Century, KS 66031  
**Office:** (913) 353-7388  
**Cell:** (816) 305-4764

### Experience & Tenure:

- 16 years in Telecom
- 8 years leading CenturyLink
- Variety of functional expertise (finance, network, ops)
- BA & MA (Economics), MBA

### Primary Responsibilities:

- Contract Execution
- Fiscal Authorization
- Product Roadmap
- Escalations
- Overall Performance Management

## Barry Brinker



**Title:** Director  
**Department:** Nat'l Ops & Technology  
**Address:** 1944 Jamison Dr SE  
 Salem, OR 97306  
**Office:** (503) 990-6466  
**Cell:** (503) 269-3018

### Experience & Tenure:

- 17 years in Telecom
- 7 years leading CenturyLink
- BA in Telecommunications

### Primary Responsibilities:

- Implementation
- Maintenance
- Feature Development
- Operations Escalations
- Vendor Management

## Debra Lambe



**Title:** Program Manager  
**Department:** Operations  
**Address:** 6700 Via Austi Parkway  
 Las Vegas, NV 89119  
**Office:** (702) 244-6762  
**Cell:** (702) 439-7379

### Experience & Tenure:

- 15 years in Telecom
- 9 years with CenturyLink
- BA Criminal Justice

### Primary Responsibilities:

- Implementation
- Maintenance
- Program Management
- Operations Escalations

## Victoria Johnson



**Title:** Account Manager  
**Department:** Sales  
**Address:** 1401 Curry Pike  
 Harrodsburg, KY 40330  
**Office:** (859) 734-9424  
**Cell:** (850) 212-8880

### Experience & Tenure:

- 38 years in Telecom
- 38 years with CenturyLink

### Primary Responsibilities:

- Contract Negotiation
- Sales
- Account Management

# Mandatory Scored Response

MS42: Contractor shall detail the use of any subcontractors (installation, on-site support, outsourced customer service, billing, etc.) which will be involved in providing the requirements as specified in this RFP and the awarded contract. Contractor shall provide background of its relationship with the identified subcontractor(s) and define what role they will have from both an implementation and on-going support perspective.

 CenturyLink Response: Accept and comply.

CenturyLink will provide data center infrastructure, network connectivity and transport, account management, field operations and maintenance services, and traditional collect billing support through itself or CenturyLink, Inc. affiliates. Certain other functions will be performed by CenturyLink's exclusive technology partner ICSolutions as described below.

## Technology Partner - ICSolutions

CenturyLink's key partnership is with Inmate Calling Solutions, LLC ("ICSolutions"). ICSolutions is an industry-leading provider of inmate telephone and call control systems, with unmatched end-user call-routing as well as investigative usability and security features.

- **Enforcer System Development and Technical Support.** ICSolutions designs and manages the Enforcer core inmate call control and recording system, including upgrades provided at no cost throughout the contract.
- **Enforcer System Integration.** Data integrations with state and other third party systems, e.g. the Offender Management System. All integrations are written to GDC-defined specifications, not vice versa, and are available at installation and throughout the contract (as systems change or additional integrations are requested) at no cost to the state or inmates/family members.
- **Special Feature Design.** As CenturyLink and ICSolutions have done at other state agencies, custom reporting and features are available upon request at no cost. The dedicated architecture specified in the RFP facilitates custom feature deployment strictly for GCD.
- **Prepaid Collect and Direct Billing Support.** CenturyLink will utilize ICSolutions' leading Point of Sale Prepaid Collect program, which automatically routes consumers with non-billable numbers and/or insufficient Prepaid Collect account balances to live operators for service. ICSolutions also provides customer service for Direct Billing customers.

# Mandatory Scored Response

MS43: Contractor shall complete Attachment M - Reference Form by providing a list of state and/or Federal customers and the length of tenure in providing inmate/detainee telephone service to the listed state and/or Federal customers. Contractor shall also provide on Attachment M – Reference Form three (3) customer references where Contractor provides the equipment and services comparable to the requirements in this RFP. Contractor’s references should include one (1) customer where voice biometric technology has been implemented. The references provided must be currently under contract with Contractor and have been operating under the contract for at least one (1) year. Contractor shall include the following information for each reference: facility name, facility address, contact name, contact title, telephone number and email address, ADP, total number of completed calls each month, contract effective date and number of inmate telephones. Such contact person provided for each of the references must be the individual who utilizes Contractor’s software application.

 CenturyLink Response: Accept and comply.

As required, CenturyLink has completed with all required information Attachment M – Reference Form and uploaded as file name CenturyLink Attcht M – Reference Form.

**DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS ATTACHMENT J – MANDATORY SCORED RESPONSE DOCUMENT.**

# Attachment M

## Reference Form

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### Section 1

Contractor shall provide a list of state and/or Federal customers and the length of tenure in providing inmate/detainee telephone service to these state and/or Federal customers.

All of the accounts listed are current contracted customers:

<u>Customer Name</u>	<u>Installation/Implementation Date</u>
Alabama Department of Corrections	September 2012 (2 years, 9 months)
Arizona Department of Corrections	In-process (approximately June 2015)
Idaho Department of Corrections	October 2014 (9 months)
Kansas Department of Corrections	December 2007 (7 years, 10 months)
Nevada Department of Corrections	April 2008 (7 years, 2 months)
Texas Department of Criminal Justice	March 2009 (6 years, 3 months)
Utah Department of Corrections	January 2015 (6 months)
West Virginia Department of Corrections	In-process (approximately June 2015)
Wisconsin Department of Corrections	March 2001 (14 years, 3 months)

## Section 2

Contractor shall submit three (3) references where Contractor provides the equipment and services comparable to the requirements in this RFP. Contractor's references should include one (1) customer where voice biometric technology has been implemented. The references provided must be currently under contract with Contractor and have been operating under the contract for at least one (1) year.

Contractor shall include the following information for each reference: facility name, facility address, contact name, contact title, telephone number and email address, ADP, average number of completed calls each month, number of inmate telephones and contract effective date. Such contact person provided for each of the references must be the individual who utilizes Contractor's software application.

### Reference #1

<b>Customer/Facility Name:</b> Alabama Department of Corrections	<b>ADP:</b> 23,662
<b>Customer/Facility Address:</b> Robert M. Brantley Asst. Accounting Director 301 S. Ripley St P.O. Box 301501 Montgomery, AL 36130-1501 (334) 353-5561 Robert.Brantley@doc.alabama.gov	<b>Average Number of Completed Calls Each Month:</b> 2014 Average Number of monthly completed calls 117,244  <b>Number of Inmate Telephones:</b> 1099
<b>Contract Effective Date:</b> June 2012	<b>Voice Biometric Technology Implemented (Y/N):</b> No

**Reference #2**

<p><b>Customer/Facility Name:</b> Kansas Department of Corrections</p> <p><b>Customer/Facility Address:</b> Chris Walker Communications Supervisor 301 E Kansas St Lansing, KS 66043 (913) 727-3235 X-57101 Chris.Walker@doc.ks.gov</p>	<p><b>ADP:</b> 9,380</p> <p><b>Average Number of Completed Calls Each Month:</b> 2014 Average Number of monthly completed calls 194,616</p> <p><b>Number of Inmate Telephones:</b> 955</p>
<p><b>Contract Effective Date:</b> December 2007</p>	<p><b>Voice Biometric Technology Implemented (Y/N):</b> No</p>

**Reference #3**

<p><b>Customer/Facility Name:</b> Nevada Department of Corrections</p> <p><b>Customer/Facility Address:</b> Dawn A. Rosenberg Chief of Purchasing 515 East Musser Street, Suite 300 Carson City, Nevada 89701 (775) 887-32319 DRosenberg@doc.nv.gov</p> <p>Venus B. Fajota Chief of Inmate Banking Services 515 East Musser Street, Suite 300 Carson City, Nevada 89701 (775) 887-3234 Email: vfajota@doc.nv.gov</p>	<p><b>ADP:</b> 12,450</p> <p><b>Average Number of Completed Calls Each Month:</b> 2014 Average Number of monthly completed calls 161,664</p> <p><b>Number of Inmate Telephones:</b> 619</p>
<p><b>Contract Effective Date:</b> April 2008</p>	<p><b>Voice Biometric Technology Implemented (Y/N):</b> Yes</p>

### Section 3 Informational Only

The following questions will be utilized by GDC/DOAS in conducting its reference checks:

1. In what capacity do you currently work with this Supplier?
2. Rate your satisfaction with the products, equipment, system, and software provided by the Supplier.
3. Rate how well the agreed upon, planned implementation schedule was consistently met and the Inmate Telephone System (including inmate telephones) was installed on time.
4. Rate the Supplier's overall customer service and timeliness in responding to your service inquiries, issues and resolutions.
5. Rate the knowledge of the Supplier's assigned staff and their ability to accomplish duties as contracted.
6. Rate the accuracy and timeliness of the Supplier's traffic reports, CDRs, call billing information.
7. Rate the Supplier's ability to quickly and thoroughly resolve a problem related to the services provided.
8. Rate the Supplier's flexibility in meeting your business requirements.
9. Rate the likelihood of you/your organization would recommend this Supplier to others in the future.
10. If applicable, rate your satisfaction with your use of Supplier's voice biometric technology.
11. Have you ever had to impose a performance penalty/collect liquidated damages under your current contract with this supplier?
12. With which aspect(s) of this Supplier's services are you most satisfied?
13. With which aspect(s) of this Supplier's services are you least satisfied?

**STATE OF GEORGIA  
DEPARTMENT OF CORRECTIONS  
REVENUE SHARE PROPOSAL  
Attachment L**

Contractor must comply with the calling rates and fees specified below. Additional fees shall be prohibited with the exception of regulatory required charges and taxes which are defined in Section 19 – Revenue Share of the Scope of Services of the eRFP.

**Revenue Share Percentage:** Contractor shall propose a single Revenue Share percentage (%) which shall be applied to all local, intralata/intrastate, interlata/intrastate and international Gross Revenues as defined in Section 19 – Revenue Share of the Scope of Services of the eRFP. Contractor’s Revenue Share percentage of 0% shall be applied to interlata/interstate Gross Revenues as defined in Section 19 – Revenue Share of the Scope of Services of the eRFP.

**MMG:** Contractor shall include a Minimum Monthly Guarantee (MMG) Payment. The first MMG Payment shall be made payable to GDC within 60 days of the execution date of the Contract in conjunction with the phase one timeline of the implementation plan, and all future MMG payments shall be due on the 20th day of each month under the Contract and any renewal terms. Should Contractor complete Facility installations prior to the due date of the first MMG payment, Contractor shall pay GDC Revenue Share on Gross Revenue (as defined) at the proposed Revenue Share percentage for any revenues generated by and through the ITS during such time and follow the payment requirements in Section 24 - Payment and Reporting of the Scope of Services of the eRFP. For all MMG payments, should the Revenue Share due calculated on the Gross Revenue (as defined) exceed the MMG payment received, Contractor shall begin paying GDC Revenue Share on Gross Revenue (as defined) at the proposed Revenue Share percentage. Contractor shall follow the payment requirements in Section 24 – Payment and Reporting of the Scope of Services of the eRFP. If the sum of Revenue Share calculated on the Gross Revenue (as defined) is less than the MMG, GDC shall not be responsible for refunding any portion of the MMG to Contractor.

**Financial Incentive:** Contractor shall include a Financial Incentive in the form of a monetary value due GDC upon execution of the Contract. (i.e. Signing bonus, Technology Grant, etc.)

**Calling Rates:**

Call Type	Collect, Pre-Paid Collect, Direct Billed, Debit, etc.	
	Surcharge	Per Minute Rate
Local	\$0.00	\$0.13
Intralata/Intrastate	\$0.00	\$0.13
Interlata/Intrastate	\$0.00	\$0.17
Interlata/Interstate	\$0.00	\$0.21
Domestic International	\$0.00	\$0.50
International – Mexico	\$0.00	\$0.50
International	\$0.00	\$1.00

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**Fees, Regulatory Charges, and Taxes:**

<b>Fee/Charge Name</b>	<b>Description</b>	<b>Amount</b>
Universal Service Fund ("USF")	Universal Service Fund is changed quarterly by the FCC.	15.5%* *as adjusted quarterly
Pre-Paid Collect Transaction Fee	Fees charged to end-users for funding a pre-paid collect account.	\$4.75
Pre-Paid Collect Minimum Deposit Amount	Minimum amount an end-user can deposit when funding a pre-paid collect account.	\$25.00
All Other Fees	Fees or charges applied by Contractor or a third party for calls processed through the ITS from the GDC Facilities.	\$0.00
Applicable Taxes	All required taxes are allowed.	Varies

**Voicemail Messaging:** Contractor shall identify a per transaction fee to be charged to the end-user for each voicemail message. Contractor shall deduct the transaction fee from the end-user's pre-paid collect account. Contractor shall also provide GDC a Revenue Share for each voicemail message completed by the end user to the inmate. Contractor shall provide the Revenue Share on each completed voicemail message before any deductions are made for unbillable transactions, bad debt, rejected voicemail messages, uncollectible transactions, fraudulent transactions, merchant adjustments, malfunctions, or any other Contractor expenses. Additionally, GDC shall not be liable for any of Contractor's costs including, but not limited to, taxes, shipping charges, network charges, insurance, interest, penalties, termination payments, attorney fees, or liquidated damages.

**Contractor is required to submit its proposal in this specific format and only submit the information required in the table below and the areas highlighted in blue. Contractor shall not deviate from this format or modify or edit the table or add any additional footnotes or text. Contractor's response below will be evaluated and scored.**

<b>Revenue Share Percentage:</b>	<b>81.8 %</b>
<b>MMG Payment:</b>	<b>\$ 508,238.00</b>
<b>Financial Incentive(s):</b>	<b>\$ 750,000.00</b>
<b>Voicemail Messaging Transaction Fee:</b>	<b>\$ 1.00</b>
<b>Voicemail Messaging Revenue Share:</b>	<b>\$ 0.75</b>

**STATE OF GEORGIA**  
**DEPARTMENT OF CORRECTIONS**  
**REVENUE SHARE PROPOSAL**  
**Attachment L**

**Cost Reimbursement Payment for Interstate Calling:** Pursuant to the Federal Communications Commission's (FCC) 2013 Report and Order and Further Notice of Proposed Rulemaking (WC Docket No. 12-375, FCC 13-113), Section III(C)(2)(b) ("Site Commission Payments"), including footnote #203, GDC reserves the right to recoup from Contractor certain administrative and operational expenses (Cost Reimbursement Payment) in connection with the provision of interstate and/or intrastate inmate telephone services (ITS) (or both). Such Cost Reimbursement Payment may take the form of a per-minute rate, flat monthly payment, or other fee structure. The Cost Reimbursement Payment shall be due and payable upon receipt of the invoice by Contractor. GDC may accompany the Cost Reimbursement Payment invoice with a supporting report documenting the administrative and operational expenses incurred by GDC in association with ITS covered by the Cost Reimbursement Payment.

GDC does not require a Cost Reimbursement Payment upon execution of the Contract. In the event GDC wishes to utilize its option to implement the Cost Reimbursement Payment, then, at GDC's request, GDC and Contractor shall negotiate in good faith an Amendment to the Contract, reasonably acceptable to GDC, to document the GDC-imposed Cost Reimbursement Payment. If Contractor and GDC are unable to mutually agree on such a Contract Amendment within thirty (30) days of GDC's request, then GDC may terminate the Contract at its sole discretion and without penalty or liability to GDC.

Should a material change in the rules or policies of the FCC applicable to ITS occur following the execution of this Contract, which change affects: (1) the ITS rates permitted to be charged by the Contractor to inmates under this Contract; (2) the right of GDC to recover its ICS costs; or (3) the ability of GDC to require Contractor to pay to GDC commissions, fees (including but not limited to the Cost Reimbursement Payment) or other ITS cost recovery mechanisms, then, at GDC's request, Contractor and GDC will negotiate in good faith an Amendment to the Contract, reasonably acceptable to GDC, that enables GDC to fully recover its ITS costs in a manner compliant with the change in the FCC's ITS rules or policies. If Contractor and GDC are unable to mutually agree on such a Contract Amendment within thirty (30) days of GDC's request, then GDC may terminate the Contract at its sole discretion and without penalty or liability to GDC.

## Supplier General Information Worksheet

### Supplier General Information

This spreadsheet requests basic information concerning the Supplier and may establish other requirements the Supplier must meet to be considered eligible for award. Read each question carefully and provide all requested answers.

Question #	Description	
<b>1</b>	<b>Provide Company Information:</b>	
	<b>Description</b>	<b>Response</b>
	Company Name (Provide full legal name)	CenturyLink Public Communications, Inc. (CenturyLink)
	Address 1	600 New Century Pkwy
	Address 2	KS00290200-2D351
	City	New Century
	State	KS
	Zip Code	66031
	Authorized Person's Name	Paul Cooper
	Telephone Number	913-353-7388
	eMail Address	Paul.N.Cooper@CenturyLink.com
<b>2</b>	<b>Georgia Based Business/Reciprocal Preference Law O.C.G.A. §50-5-60(b) In which state is your company domiciled?</b>	<b>Supplier's Domicile (State)</b>
	For the purposes of evaluation only, Suppliers resident in the State of Georgia will be granted the same preference over Suppliers resident in another state in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other state to Suppliers resident therein over Suppliers resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a resident Supplier is a Supplier who is domiciled in the State of Georgia.	Florida
<b>3</b>	<b>Small Business: Can your company be classified as a Small Business?</b>	<b>Response</b>
	<p>A <b>Small Business</b> is defined as a Georgia resident business which is independently owned and operated. In addition, such business must have either fewer than <u>300</u> employees or less than <u>\$30 million</u> in gross receipts per year. <b>Georgia resident business</b> means any business that regularly maintains a place from which business is physically conducted in Georgia for at least one year prior to any bid or proposal to the state or a new business that is domiciled in Georgia and which regularly maintains a place from which business is physically conducted in Georgia; provided, however, that a place from which business is conducted shall not include a post office box, a leased private mailbox, site trailer, or temporary structure. (Official Code of Georgia Annotated §50-5-121).</p> <p>Also, the State encourages all companies to sub-contract portions of any state contract to small and minority business enterprises. Suppliers interested in taking advantage of the Georgia income tax incentives provided for by the Official Code of Georgia Annotated Section 48-7-38, relative to the use of minority subcontractors in the performance of contracts awarded by the State of Georgia, should contact the Supplier Relations Administrator:                      Supplier Relations Administrator                      Department of Administrative Services                      200 Piedmont Avenue, S.E.                      Suite 1308, West Tower                      Atlanta, Georgia 30334 9010                      Telephone: (404) 657-6000                      Fax: (404) 657-8444</p>	No
<b>4</b>	<b>Minority Business: Can your company be classified as a Minority Owned Business? Indicate below the percentage of company ownership/control attributable to each of the minority groups listed:</b>	

## Supplier General Information Worksheet

	<p>A <b>Minority Business</b> enterprise means a small business concern which is at least 51% owned and controlled by one or more minorities and is authorized to do and is doing business under the laws of the State of Georgia, paying all taxes duly assessed and domiciled within this state (Official Code of Georgia Annotated §50-5-131).</p>													
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Minority Group</th> <th style="width: 40%;">Percentage of Ownership</th> </tr> </thead> <tbody> <tr> <td>African American</td> <td style="text-align: center;">0%</td> </tr> <tr> <td>Hispanic / Latino</td> <td style="text-align: center;">0%</td> </tr> <tr> <td>Native American</td> <td style="text-align: center;">0%</td> </tr> <tr> <td>Asian American</td> <td style="text-align: center;">0%</td> </tr> <tr> <td>Pacific Islander</td> <td style="text-align: center;">0%</td> </tr> </tbody> </table>	Minority Group	Percentage of Ownership	African American	0%	Hispanic / Latino	0%	Native American	0%	Asian American	0%	Pacific Islander	0%	
Minority Group	Percentage of Ownership													
African American	0%													
Hispanic / Latino	0%													
Native American	0%													
Asian American	0%													
Pacific Islander	0%													
<b>5</b>	<b>Is your company a scrutinized company? Please answer either a, b, or c as described</b>	<b>Response</b>												
	<p>Any Supplier that currently and/or previously, within the last three years, has had business activities or other operations outside of the United States, must certify that it is not a “scrutinized company.” A <b>scrutinized company</b> is a company conducting business operations in Sudan that is involved in power production activities, mineral extraction activities, oil-related activities, or the production of military equipment, but excludes a company which can demonstrate any of the following exceptions noted in O.C.G.A. Section 50-5-84. False certification hereunder may result in civil penalties, contract termination, ineligibility to bid on state contractors for three or more years, and/or any other available remedy. If the Supplier is a <b>scrutinized company</b>, the Supplier shall not be eligible to bid on or submit a proposal for a contract with the State Entity unless DOAS makes a determination in accordance with O.C.G.A. Section 50-5-84 that it is in the best interests of the State to permit the scrutinized company to submit a bid or proposal. Any scrutinized company desiring DOAS to make such a determination should contact both DOAS and the Issuing Officer immediately.</p> <p>Please answer either a, b or c in the response column of this worksheet to indicate your answer:</p> <p>a. I certify my company is NOT a “scrutinized company.”</p> <p>b. I certify my company is a “scrutinized company.”</p> <p>c. I certify I have requested and received written permission from DOAS to submit a response to this Event in accordance with O.C.G.A. Section 50-5-84.</p>	a.												
<b>6</b>	<b>Have you submitted a completed Tax Compliance form?</b>	<b>Response</b>												
	<p>To be eligible for contract award, the supplier must not owe taxes to the State of Georgia. Also, in accordance with Official Code of Georgia Annotated §50-5-82, the State Entity is prohibited from awarding any contract valued at more than \$100,000.00 to a nongovernmental vendor if that vendor or an affiliate of the vendor is a “dealer” failing or refusing to collect sales or use taxes on its sales delivered to Georgia. Each Supplier must submit a completed <b>Tax Compliance Form (SPD-SP045)</b>, which has been provided as a downloadable document by accessing the link below. In the event the Supplier is being considered for contract award (and the contract is valued at more than \$100,000.00), the information provided in the <b>Tax Compliance Form</b> will be submitted by the State Entity to the Georgia Department of Revenue (“DOR”) for a determination as to whether the Supplier is a “prohibited source” or has other tax deficiencies. The State Entity reserves the right to submit the Supplier’s completed form to DOR for review even if the contract is valued at less than \$100,000.00. Download the <b>Tax Compliance form</b> using the link below and upload the completed form as part of your response:</p> <p style="text-align: center;"><a href="http://doas.ga.gov/StateLocal/SPD/Seven/Pages/Home.aspx">http://doas.ga.gov/StateLocal/SPD/Seven/Pages/Home.aspx</a></p> <p>Any Offeror identified as a prohibited source will be ineligible for award. Accordingly, the Offeror is strongly encouraged to check its tax status now and resolve any outstanding tax liabilities prior to submitting this response. Department of Revenue has identified the following source to allow Offerors to check current tax status:</p> <p><a href="http://www.ntax.dor.ga.gov/">http://www.ntax.dor.ga.gov/</a></p>	Yes												