



SECURUS
Technologies™

A PROPOSAL PREPARED EXPRESSLY FOR
JACKSON COUNTY, MI



We exist to
SERVE and
CONNECT
to make our
world safe.

Solution Prepared for:
Jackson County, MI

Presented to:
Sheriff: Gary Schutte
Undersheriff: Chris Simpson
Captain: George Truchan
212 W Wesley St
Jackson, MI 49201

Presented by:
Russell Roberts
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TABLE OF CONTENTS

COVER LETTER	2	
EXECUTIVE SUMMARY	5	
FINANCIAL OFFER	9	
SYSTEM OVERVIEWS	12	
NGSCP	12	
VIDEO VISITSTION	17	
TABLETS	21	
DIGITAL MAIL CENTER	40	
I PRO	43	
TREADS	49	
ICER	50	
AIS	53	
WORD ALERT		56
CLOSING	61	

COVER LETTER

August 9, 2011

Jackson County Sheriff's Office
Attn: Sheriff Gary Schutte
212 W. Wesley St.
XXX, XX 12345

Dear Sheriff Schutte,

Securus Technologies, LLC (Securus) is pleased to submit for your consideration a proposal for our NextGen Secure Communication Platform (NextGen SCP) incarcerated individual communication service, Tablets, Video visitation, investigative software. Over the past 30+ years, Securus has grown to be the industry's premier incarcerated individual communication service provider. Currently, Securus serves more than 3,450 correctional facilities in 48 states nationwide.

No Cost to Jackson County. Securus will provide the Jackson County Jail facilities with a complete turn-key incarcerated individual communication solution at no cost. Securus' solution includes:

- Update current Tablets to the latest upgraded JP6
NextGen SCP Incarcerated Individual Communication Service
- All hardware, software, installation, maintenance, support, and training
- Complete prison control over all incarcerated individual telephone activities
-
- Suite of investigative and crime prevention tools, including Securus' THREADS, IPRO and Word Alert.
- Digital Mail Center
- Best network
- The most incarcerated individual calling products
- The most incarcerated individual account funding options
- 24x7x365 system monitoring and technical support
 - Network Operation Center
 - Technical Support Center
- Industry's largest field service organization
- 24x7x365 family members and friends customer service

We truly appreciate the opportunity to continue our services to Jackson County and look forward to continuing our long term, mutually beneficial relationship.

Sincerely,

Russell Roberts
Chief Growth Officer
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas 75007
972-277-0300

rroberts@securustechnologies.com

EXECUTIVE SUMMARY



Connecting What
MATTERS

Executive Summary

Securus Technologies, LLC (Securus) appreciates the opportunity to submit our proposed Incarcerated Individual Communication System (IICS) solution to Jackson County. The NextGen SCP solution will completely meet or exceed all of the needs previously set forth by the County.

By selecting Securus as its IITS provider, Jackson County will benefit from a number of key Securus metrics:

- **Demonstrated ability:** largest independent provider of incarcerated individual telecommunications services to correctional facilities, serving more than 3,450 correctional facilities and 1.2 million incarcerated individuals in 48 states nationwide.
- **Vendor experience, technology offering, account support team, maintenance:** providing incarcerated individual communications systems for over 30+ years. Securus is the leading technology innovator in our industry, having developed and currently owning more than 250 technology patents with approximately 80+ patents pending with the U.S. Patent Office. Support is available 24x7x365 nationally and locally, with regularly scheduled maintenance upgrades.
- **Detailed project planning, scheduling, and implementation:** vast experience planning installation and implementation of hardware and software at correctional facilities. All installation and implementation is scheduled during lock-down hours for minimal interruption.
- **Financial offering:** best offering arrangement possible based on new FCC call rates, video connect commissions, and diverse funding opportunities.

Advantages and Experience

For the last 30+ years, correctional facilities have relied on the technology that Securus develops to not only provide incarcerated individuals and their family members and friends vital telecommunication services, but to also assist the law enforcement community in solving and preventing crimes. Securus prides itself on being able to deliver its partners the following significant advantages:

- Industry-leading centralized packet-based network platform
- Broadest and deepest product set in the industry
- Industry-best security on our platform
- Technology leadership
- Best economics provided to its partner base
- Largest highly specialized sales and customer service sales force in the industry
- 24/7 Network Operations Center, with data centers in Dallas and Atlanta
- 24/7 Customer Call Center located in the Dallas, Texas, metropolitan area

Securus serves multiple Departments of Correction (DOCs) and other very large facilities that house thousands of incarcerated individuals, including:

- Alaska DOC
- Arkansas DOC
- Connecticut DOC
- Georgia DOC
- Illinois DOC
- Kentucky DOC
- Louisiana DOC
- Missouri DOC
- New Mexico DOC
- North Dakota DOC
- Pennsylvania DOC
- New York City DOC
- Broward County, Florida (Miami)
- Dallas County, Texas (Dallas)
- Denver County, Colorado (Denver)
- King County, Washington (Seattle)
- Multnomah County, Oregon (Portland)
- Orleans Parish, Louisiana (New Orleans)
- Suffolk County, Massachusetts (Boston)

Securus has the expertise and resources to install, implement, and operate incarcerated individual communication systems of any size. We are uniquely equipped to handle any incarcerated individual population and any community population.

About Securus

At Securus, we exist “**To Serve and Connect**” to make our world safe. Our vision is to equip every public safety, law enforcement and corrections agency throughout the world with Securus Technologies civil and criminal justice technology solutions. Securus’ powerful connected technology protects the world and drives continuous innovation with an exceptional focus on solutions that best serve our customers.

PROPOSAL OFFER

Securus' offer **provides industry-leading investigative features and services exclusive to Securus**. The following offer to Jackson County for Incarcerated individual Telephone and Video Visitations Services and additional technologies are fully outlined below.

All listed technologies included in both options.

Continue with all current services and Technologies:

- NGSCP inmate calling system with one year archiving of recordings.
- CORP, Commissary ordering by phone.
- THREADS, Investigative software.
- AIS, Automated information services.
- Video visitation, with remoted paid visits.
- eMessaging
- Law Library, annual fee eliminated
- Inmate Debit
- Advanced Connect single call
- Tablet program, with premium content.
- ICER, reactivate if not in use.

Add the following Technologies:

- IPRO, voice recognition, including two enrollment phones. @ no cost to County.
- GEX DMC, digital mail center. @ no cost to County.
- Word Alert, speech to text tool. @ no cost to County.

Financial Terms:

- UPGRADE ALL TABLETS TO OUR UPDATED JP6 PLATFORM.
- Lower all calling rates to .21 per minute
- Lower eMessaging to .30 per stamp from .50 per stamp
- Lower Remote visitation rates from \$6.95 to \$5.95 for twenty minutes and \$13.95 to \$11.90 for forty minutes.
- Flat annual payment of \$140,000.00

- Five year contract term.

OPTION #1

\$338,000.00 Annual Payment, equal to 90% commission rate

TOTAL YEARLY VALUE:	Commission	\$338,000.00
	I PRO	\$ 35,816.00
	WORD ALERT	\$ 17,905.00
	DMC	\$ 13,140.00
	Law Library	\$ 3,500.00
	THREADS	\$ 35,816.00
	TOTAL	\$ 444,177.00

OPTION #2

\$228,000.00 Annual Payment
Plus a full-time onsite technical support

TOTAL YEARLY VALUE:	Commission	\$238,000.00
	Onsite technical support	\$100,000.00
	I PRO	\$ 35,816.00
	WORD Alert	\$ 17,905.00
	DMC	\$ 13,140.00
	Law Library	\$ 3,500.00
	THREADS	\$ 35,816.00
	TOTAL	\$ 444,177.00

NextGen Secure Communications Platform™ Overview

NextGen SCP™ is a single platform for managing, researching, monitoring, investigating, and exploring information through Securus products and services. Jackson County will benefit from NextGen SCP's fast and efficient access to communication data, increased security, unparalleled control over inmate communications, and real-time alerts.

NextGen SCP, our newest platform, has been designed specifically for the corrections customers who use our products daily. This multi-product technology solution puts information in the hands of our customers when and where they need it.

New technologies at the heart of the platform make NextGen SCP more intuitive, more efficient and much more responsive – and lay the foundation for future innovations. NextGen SCP refines the features Jackson County uses every day and adds new innovative features and functionalities. It's inmate communications management at its highest level.

With NextGen SCP, Jackson County will:

- **Enjoy refinements in the user interface**
 - Easily maneuver with action-based navigation
 - Use Google-like single entry search fields
 - Get more information with less effort in a shorter amount of time
- **Interact with information immediately on the new dashboard**
 - See summary overview of facility communications immediately upon login
 - Gain quick access to BNA and PAN frequency search functionality
 - Access upcoming video visitations
- **Improve your records search experience**
 - Increase the speed from request to data easing the burden of investigative time
 - Get multi-product results with a single search
 - Take advantage of the integrated new backend technologies allow for analysis when data is ingested and stored for faster, more efficient accessing
 - Run reports in the background while you continue to work and be notified when they are ready
- **Step up to the new standard for overseeing inmates**
 - Get comprehensive overview of inmate communications with an activity stream listing past, present and future events
 - Manage settings and suspensions for calls, video and other products independently
- **Manage video visitations in the same platform as calling**
 - Get information about and manage visitors using the new Contact Profile page
 - Set up facility or site level approvals to suit your needs
 - Conveniently approve visits either first visit only, every visit or automatically
- **Upgrade the access and security of users**

- Provide users with only the information they need to see, edit, manage or interact with
- Easily craft custom task-based permissions for users
- Protect your facility access with required strong passwords and enforced regular password updating
- Provide facility affiliated personnel with access to video visitation

Securus Telephone System Overview

NextGen SCP's advanced features provide extremely powerful and flexible tools for controlling Incarcerated Individual calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. The system adapts to your facilities and operations, rather than requiring you to conform to the software.

The Securus development team custom-built NextGen SCP for the corrections industry, creating a fully integrated system of simple-to-use software tools, and computer and telephony hardware for the calling service. The hardware and software components readily adapt to the changing needs of a facility's operations, and can monitor, record, and block/unblock telephone calls, and generate reports in real time.

With software updates provided three to four times per year, Securus will keep Jackson County on the cutting edge of technology without any additional cost for system upgrades. Because the calling service operates on the centralized NextGen SCP, Securus can customize our solution to your specific needs, addressing the specific operating requirements of your department both today and well into the future.

The calling service will support Jackson County in safeguarding the community through proactive fraud prevention and advanced investigative capabilities. It allows our customers to operate a smarter and more efficient jail through system interoperability while providing the flexibility to interface with your current operations. The investigative tools permit a higher degree of accuracy and allow investigators to locate calling information more quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

The calling service provides anywhere, anytime access for authorized personnel. All the investigative and administrative resources are available to approved personnel through the NextGen SCP user interface. Users can access calling services features any time from any Windows-based computer with access to the internet, allowing your investigators to follow the leads wherever they may go.

Calling Features

The calling service gives Jackson County control over system features. That means you have complete control to customize the system to your specific needs, even as those needs change. We are committed to using technology to help you safeguard the public and solve and prevent crimes.

Key features include:

- Centralized architecture
- Anytime/anywhere system access using an internet-enabled computer from any location
- Real-time software/system upgrades three to four times per year at no cost to Jackson County.
- Premium digital quality superior to that of analog-based systems, which is especially important for investigative purposes
- Remote monitoring 24x7x365 from Securus' Network Operations Center—we monitor system performance and can recognize and correct problems before you are aware of them.
- Advanced call recording management through a patented technology to safeguard the chain of evidence controls on each recording, backed by free, professional testimony
- User-friendly reporting and self-help capabilities

Investigative Tools

- Monitoring and recording available on all calls that are not marked as 'private'
- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Perma-Block allows called parties to block future calls from the facility
- Covert Alert with Barge-In
- CrimeTip hotline
- Scan Patrol
- Case tracking (call notes)
- Investigative reports, such as frequently called numbers, pattern dialing reports, and more
- THREADS call analytics
- Voice biometrics, including IPRO
- Reverse Lookup

Fraud Controls

- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Dual tone multi-frequency (DTMF) detection to prevent:
 - Secondary dialing
 - Switch hook dialing
 - Black boxing
 - Hacking
- Velocity restrictions

Service Features

- 24x7x365 Network Operations Center monitoring

- You operate around the clock, and so does Securus. We can find and fix most problems before you are aware of them and we are here to help you with your questions and requirements whenever you need us.
- 24x7x365 Technical Support through Securus' in-house Technical Support Center
 - We have the largest employee base in the industry to serve you better and to make sure we continue to lead with enhanced technology.
- 24x7x365 end-user support through our in-house Securus Friends and Family Call Center (SFFCC)
 - Securus is unique among national competitors in that we operate our call center. We do not outsource our customer experience. We find our end-user satisfaction ratings improve 22% when they use our call center. Providing good service to your constituents cuts down on complaints and provides a better experience for all. We are available to serve callers 24 hours a day.
- Ongoing training as well as training for each new software release (typically provided three to four times per year)

Call Completion

- Convenient points of sale and cost-effective terms for prepaid friends and family accounts
- Numerous funding options
- In-house SFFCC
- Lobby Kiosks
- Website funding
- Western Union funding
- MoneyGram funding
- Collect, prepaid collect (AdvanceConnect), prepaid calling cards, and debit options
- Incarcerated Individual PINs
- Incarcerated Individual PANs
 - Like all other features of NextGen SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through integration.
- Patented Automated Operator Services (AOS)
- Customizable call prompts, branding, and overlays
- Multi-lingual call prompts
- Incarcerated Individual name recording

Administrative Features

- Audit and activity tracking of system users
- Multi-level password controls

Call Controls

- Global blocked number lists
- Global allowed number lists

- Calling restrictions, including duration and velocity by dialed telephone number, phone, phone group, customer, or facility
- Automatic or manual system on/off controls
- Emergency Call
- Automatic management of calling restrictions

Securus Video Connect™

Securus Video Connect™ (SVC) is a web-based visual communication system that allows friends, family members, and attorneys to schedule and participate in video sessions with an Incarcerated Individual—from anywhere with internet access—using a smartphone, tablet, or PC with internet access. Remote video communication provides family and friends with limitless opportunities to connect with a loved one by sharing everyday events like celebrating birthdays, reviewing homework, watching cartoons with their kids, attending a concert, and opening presents on Christmas. Many studies show a link between individuals maintaining relationships with their loved ones and reduced recidivism rates.

This advanced solution provides multiple benefits, including:

- Allowing Incarcerated Individual to participate in video via terminal or tablet
- Allowing family & friends to enjoy video sessions in home or other mobile situations
- Allowing more family members to be involved in a video session, providing a much better alternative for children
- Providing additional convenience to stay connected across distance
- Providing more options for video sessions at times that are convenient
- Improving communication with legal representation, bail-bondsmen, family, and any other persons authorized by Jackson County administration
- Increasing Incarcerated Individual and guest morale with increased opportunities to communicate.

Remote Video Sessions

This method allows remote video guests, such as family and friends, bail bondsmen, probation officers, and attorneys to communicate with Incarcerated Individuals from outside the facility via a broadband internet connection on Android and Apple mobile devices.

Remote video guests access SVC services through the Securus mobile application or the www.videovisitanywhere.net website. Remote users need only a tablet, Android or Apple mobile phone, or a computer with a webcam, microphone, and speakers/headset.

Family and friends sign up for a free Securus Online account and add the video product to their accounts. Then, the user requests video access to the facility, which requires submitting their picture and driver's license to the agency for approval.

From the mobile app or website, guests select the Incarcerated Individual with whom they would like to communicate and then can:

- Create, reschedule, and/or cancel a video session
- Pay for the scheduled session with a credit or debit card
- Join a video session—no officer intervention is required



How It Works: Remote Video Sessions

An Incarcerated Individual's family, friends, and others—such as attorneys—can access the SVC service through the mobile app or by going to www.videovistanywhere.net using any standard internet browser on a computer or mobile device. This website allows users to establish an account, schedule and pay for a remote video session, and view account activity.

When a user logs on to the website or mobile app, they select the facility and Incarcerated Individual with whom they wish to see. The system shows the available dates and times from which they can pick; through an integration with the jail management system, the application automatically schedules sessions according to the individual's housing location, available terminals at that location, and available video time slots. Remote video sessions are charged on a per-session basis or subscription rate, and friends and family can pay using a debit or credit card.



How It Works: On-Site Video Sessions

Onsite video allows guests to engage at the facility in a video session at a touch-screen terminal. When the guest arrives at the facility, they are directed to the designated terminal area after passing through security. At the terminal, they enter a PIN unique to that video session to validate the appointment and enjoy a video session with the Incarcerated Individual. The PIN is

provided to the guest when scheduling the session and is also emailed to the guest separately. Video guests can schedule their onsite video session in three ways:

- Securus mobile app: Schedule an onsite session using the Android or Apple Securus mobile app
- Onsite terminal: Schedule using one of the touch-screen terminals configured for scheduling within the lobby
- Securus Online Website: Schedule online at www.videovisitanywhere.com

The facility's needs dictate the scheduling process. By default, onsite sessions are subject to the same scheduling rules as remote video sessions.

When prompted, the Incarcerated Individual identifies themselves on the terminal using single- or dual-password authentication and the session starts automatically, requiring no officer intervention.

Efficiency-Driving Services

The SVC service is just one of many applications available on Securus' ConnectUs platform. ConnectUs is the Incarcerated Individual user interface on the terminals. ConnectUs provides limitless opportunities for Incarcerated Individual's to self-perform tasks that reduce facility involvement and to help automate facility processes. These opportunities include:

- Making phone calls
- Reading PDFs (i.e. Inmate handbook)
- Listening to MP4 videos (e.g. PREA)
- Displaying dynamic facility notifications



Frequent Technology Updates

The SVC service receives regular feature upgrades to keep up with advancements in technology and within the industry. The Video Connect system is accessed through NextGen SCP™, providing the facility control over the system. Securus enables new features and modules through the centralized system, even after installation.

Summary

The SVC platform is a **100%** web-based video communication solution specifically designed for correctional facilities.

Our SVC system provides Securus clients the best video system to facilitate communication between the Incarcerated Individual and their family and friends. Securus maintains the SVC system so family and friends will not be directed to a third-



party site to create or manage their video sessions. The system is operational 24x7x365, so that Jackson County benefits from fast, accessible, and secure service.

Securus Incarcerated Individual Tablet Program: Unity

The Unity Tablet Program is the industry's only comprehensive tablet program built around eight fundamental beliefs:

- **Tablets should be AFFORDABLE:** Securus provides free content and applications that are available to the Incarcerated Individual population through Community Tablets. Incarcerated Individual's subscribing for the low \$5 one-day fee will have unlimited access to their purchased or rented media for the next 29 or 30 days. Premium content is offered at inexpensive rates.
- **Tablets should MAXIMIZE UTILIZATION:** The Unity Tablet Program offers applications and content that are beneficial and accessible by every Incarcerated Individual at your agency. Community Tablets can be used at no cost, allowing access to essential communication, education, self-help, re-entry resources, and functionality that streamlines facility processes. Personal Tablets offer unlimited access to the device, purchased premium content with all the same applications and content that is available on the Community Tablet. Once purchased, premium content can be used without any additional fees for the length of the tablet subscription, keeping Incarcerated individuals occupied for longer periods of time.
- **Tablets should ENRICH THE LIVES OF Incarcerated individuals:** Securus provides programming and resources on all tablets to better the lives of Incarcerated individuals. Incarcerated individuals access applications for education, personal development, mental health, addiction recovery, employment resources and other essential programming for free.
- **Tablets should provide EQUAL ACCESS TO CRITICAL CONTENT:** Securus ensures that every individual has access to critical content by making it available through both Community Tablets and Personal Tablets. By making this content available on Community Tablets, it can be accessed by an Incarcerated individual on



any device, at no cost. Community Tablets allow the entire Incarcerated individual population to have access, including those who are indigent.

- **Tablets should INCREASE COMMUNICATION:** Both Community Tablets and Personal Tablets provide access to communication applications, such as phone and eMessaging, increasing the number of devices that can provide these services at your agency. Incarcerated individuals have increased opportunities to communicate with loved ones through the Unity Tablet Program.
- **Tablets should IMPROVE AGENCY EFFICIENCY AND SAFETY:** The Unity Tablet Program provides applications that can improve agency efficiency and safety of both staff and Incarcerated individuals. Through Unity Tablets, Incarcerated individuals can submit forms and grievances, use a law library, and access available resources from their cell or housing unit. The agency can distribute documents and send communication through tablets. By using Unity Tablets for these purposes and more, the amount of the movement within the facility can be reduced.
- **Tablets should be EASY TO ADMINISTER:** The Unity Tablet Program was designed with ease-of-use in mind while allowing staff to maintain control over tablets in the hands of Incarcerated individuals. Tablet subscriptions can be activated from any Community Tablet without staff interaction. The Officer Tablet puts tools like Availability Restrictions and Behavior Modification directly in the hands of staff. Securus can automate the level of inventory for your agency to ensure that Community Tablets are always available to Incarcerated individuals.
- **Tablets should have FLEXIBLE DEPLOYMENT OPTIONS:** Securus developed the Unity Tablet Program to be flexible to meet the needs of multiple agencies. Community Tablets and Personal Tablets provide valuable applications and resources. The agency can create a schedule that allows selected applications to be either available or unavailable at certain times. The ability for the agency to add their own content to the devices, such as a handbook or policies, is also available.

Our turnkey solution requires minimal facility administration and allows for the expansion and customization of content and capabilities without risking security. Best of all, by using the Command & Control Officer Tablet, authorized staff control what content each Incarcerated individual tablet can access.

Unity Tablets are provided to the facility with each of the applications already on the tablet and ready for use.

Community Tablets enable Incarcerated individuals to use communication applications, access critical self-help programming, practice their religious beliefs, search for employment following incarceration, improve their lives through educational programming and more, all without incurring any additional costs. For a small fee, Incarcerated individuals can use the “Make Mine” feature to easily convert any Community Tablet into their own Personal Tablet, providing access to premium content as well as the free and critical content available on all Community Tablets.

The Unity Tablet offers agencies the flexibility of a safe and secure personal device for Incarcerated individuals to assist in re-entry programs, job search, law library requirements, communication with family, and education. All these applications, plus religion, mental health, and premium content options, keep your Incarcerated individual population occupied in a way that is positive. This allows your staff to focus on important security issues and save time by reducing the need for the risky and expensive movement of Incarcerated individuals to provide the same services.

“

Before the tablets, I would walk past a unit and there would be 5-6 guys acting up; yelling, spitting, and pushing each other around.

After the tablets, I walked past the same unit and it was so quiet I didn't think anyone was in there. Everyone was quietly sitting around with the tablets.

They are doing very well in my facility.

”

Major – Fort Bend County, TX

One of many benefits of our Unity Tablet Program is the streamlining of how Incarcerated individuals communicate not only with friends and family, but also with correctional officers.

Many of the applications available on Unity Tablets, such as, Education, Forms & Grievances, Commissary Ordering, eBooks, Law Library, and Document Viewer can replace many traditionally manual paper processes. These features reduce the need to use paper to submit grievances, make requests, order commissary, or even to read such items as the Incarcerated individual handbook or religious materials.

Unity Tablet software, network, servers, and content have the highest levels of security and have even been field-tested by

cybercrime experts to ensure your protection.

Types of Tablets

The Unity Tablet Program is flexible and provides the accessibility of free Community Tablets while maximizing premium content and usage through Personal Tablets. Only Securus offers Command & Control Officer Tablets that allow your authorized staff to control the tablets within your agency.

UNITY FUNDEMENTAL - FLEXIBILITY

FREE COMMUNITY TABLET	PERSONAL TABLET	COMMAND & CONTROL OFFICER TABLET
Provide equal access to critical content and applications	Allows constant access with unlimited usage of premium media options	Agency staff has complete control over the tablet program

Not a "One Size Fits All" Solution

Community Tablet

With free Community Tablets, Incarcerated individuals have equal access to critical content and applications such as communication applications (like Phone and eMessaging), education, mental health, commissary ordering, Incarcerated individual forms and grievances, and much more. Incarcerated individuals log in and begin using the tablets at no cost. Unlimited usage of these critical applications drives operational efficiencies, safety, and user betterment. Community Tablets are wiped of all downloaded content each night.

FREE COMMUNITY TABLETS – THE PURPOSE OF FREE TABLETS

Free Community Tablets allow the incarcerated population equal access to critical content and applications. Simply log in and begin using the tablets at no cost.



- Increase **Communication**
- **Improve processes** at your facility
- Provide access to **education** and **enriching content** for all residents
- Available for any user or assigned to a specific user
- Easily **distribute information** to each incarcerated individual

ALL for FREE

Assigned/Unassigned Community Tablets

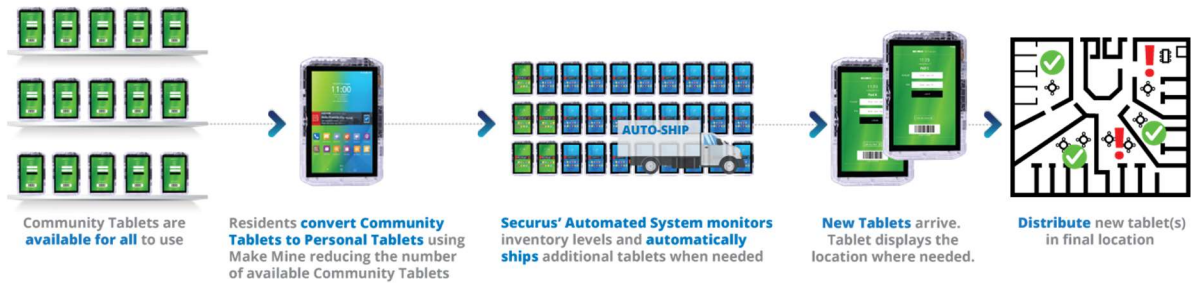
Community Tablets can be assigned or unassigned, and are differentiated by different wallpaper colors:

- Unassigned Community Tablet: Any Incarcerated individual can access an Unassigned Community Tablet. This allows any individual to log in and use the tablet. The wallpaper will be green.
- Assigned Community Tablet: Only the assigned Incarcerated individual can access an Assigned Community Tablet. No other Incarcerated individual can access this tablet. This can be used to provide specific individuals with access to the features on a Community Tablet. The wallpaper changes to orange to indicate the tablet is assigned.



Maintaining Tablet Inventory

Securus automatically maintains inventory levels of Community Tablets. With just-in-time shipping, Securus ensures there are always enough Community Tablets on site to supply Incarcerated individuals with equal access to critical applications and content with no need to store many tablets. When the threshold of Community Tablets goes below a predefined amount, Securus automatically ships additional Community Tablets to the site.



Personal Tablets

In addition to the assigned or unassigned Community Tablets, Incarcerated individuals can subscribe to a tablet for their personal use.

Securus allows users to instantly rent their own Personal Tablets at \$5.00 for the first day and receive an additional 29 days at no additional cost.

Make Mine Feature



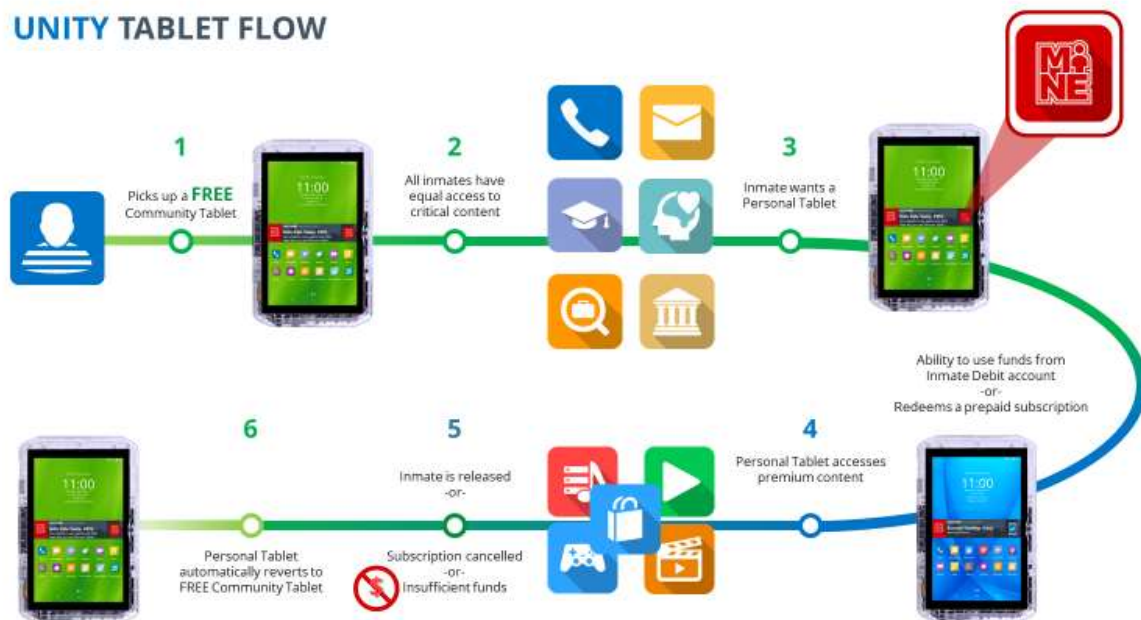
The “Make Mine” feature allows the Incarcerated individual to immediately convert a Community Tablet into a Personal Tablet. This feature benefits facility staff by eliminating the task of distributing tablets to Incarcerated individuals. This will allow an Incarcerated individual to start their subscription to access premium content on their own or through a friend or family member. After the Incarcerated individual successfully completes the “Make Mine” process, all premium applications are automatically downloaded to the tablet.

TABLET SUBSCRIPTIONS

Convert a Community Tablet to a Personal Tablet:



UNITY TABLET FLOW



The Make Mine process is simple:

1. Securus will deploy Free Community Tablets to meet the needs of all users throughout your agency to ensure equal access to essential applications.
2. An Incarcerated individual can easily log in to any free Community Tablet by entering their credentials.
3. The Incarcerated individual presses the “Make Mine” banner and selects the option to purchase a tablet subscription.
4. Securus’ Make Mine feature automatically checks the user’s account balance to ensure there are funds to pay for the subscription.

5. The device automatically converts from a Community Tablet to a Personal Tablet. All premium applications are automatically downloaded without any involvement from agency staff.

Should the subscription end after 30 days or upon release, the Personal Tablet automatically reverts into a Free Community Tablet with no agency staff involvement.

PERSONAL TABLET RETURNS TO FREE COMMUNITY TABLET



From a Personal Tablet, users have unlimited access to critical applications and content, in addition to premium media. Subscribing to a Personal Tablet allows the user to purchase premium media, including the latest releases in Music and Movies. Games are available as long-term rentals. Once purchased or rented, the user has unlimited access to their premium content on his or her Personal Tablet.

The Purpose of Personal Tablets:

- For a low-monthly rental fee, Incarcerated individuals can access premium media that's always available without ongoing per-minute usage charges or expensive monthly subscription fees
- Reduces conflicts by not forcing Incarcerated individuals to share a device
- Maximizes opportunities for Incarcerated individuals to access communication applications and use premium media
- Reduces the incentive for Incarcerated individuals to hide or dominate tablets
- Maximizes the amount of time an Incarcerated individual can spend on a tablet
- Allows premium media to reside on the physical device while providing the best user experience
- Eliminates the wait time to access premium media content, unlike shared-only models
- Eliminates the wait time for content to be downloaded to the device each time it is used

- Unlimited access to purchased and downloaded content for the duration of incarceration

PERSONAL TABLETS – WHY PERSONAL TABLETS?

Combines access to critical applications with an ability to access premium media

- Low-monthly rental fee gives access to **Premium Media**
- **One Resident** per device. Not having to share reduces the need to hide or dominate the tablet
- **Maximize Opportunity** to use premium media with no waiting for content to download
- Purchased music and games are stored on device for **Unlimited Offline Usage**



UNLIMITED ACCESS

Personal Tablet Applications

The following list provides a summary of the applications and content available on Personal Tablets:

- **Phone** – Allows the tablet to function as a fully-integrated extension of the Securus' NextGen SCP™ platform. All features and restrictions of NextGen SCP will still apply.
- **eMessaging** – Two-way, corrections-grade digital messaging platform with facility regulated monitoring and control capabilities, as well as intelligence gathering opportunities.
- **Digital Mail Center** – Physically scanned mail delivered through tablets, reduces contraband entering the facility through the mail.
- **Media Store** – Modern premium media and entertainment options available at affordable prices.
- **Music** – Millions of songs available in multiple genres of music, such as, Country, Gospel, Rock, Pop, and more.
- **Games** – 850+ games and growing – a wide selection of titles at a low cost to Incarcerated individuals.
- **Movies** – Non-explicit content only and many popular movies and TV shows available.
- **Newsstand** – Digital news subscription service allowing access to information on current events.
- **eBooks** – The largest library available with access to over 50,000 titles.
- **KA Lite** – Self-paced preloaded educational platform with access to thousands of videos and exercises providing the complete education experience.

- **Lantern** – Full-service Learning Management System (LMS) that offers blended learning experiencing through interaction with educators and content providers.
- **Mental Health & Addiction Recovery** – Dozens of resources designed to assist with anxiety relief, depression assistance, guided meditation, thriving after addiction, alcoholism, opiate addiction, twelve-step programs, and much more.
- **Religion** – Access to Holy Books, sermons, teachings, and practices for a wide range of faiths and beliefs.
- **Job Search & Prep** – Daily updated job postings allow Incarcerated individuals to begin their search for employment following release. Additional programming is available to teach Incarcerated individuals important skills for finding employment.
- **Law Library** – Provides Incarcerated individuals with up-to-date legal information allowing them to perform comprehensive legal research.
- **Commissary** – Provide access to commissary ordering (with vendor agreement).
- **Forms and Grievance** – Fully automate the process of Incarcerated individuals submitting requests/forms via an easy-to-use interface with real-time access to both current and past forms and updates.
- **Viewer** – Display all facility documents and videos (e.g. Handbooks and PREA).
- **TYRO** – The Securus exclusive TYRO application provide access to programming that focuses on maintaining family bonds, life skills, and additional topics that assist in the re-entry process.
- **Services** – A staff to Incarcerated individual communication tool that allows administrators to post real-time notices, policies, procedures, and messages to one, a group of, or all tablets within the agency.
- **FM Receiver** – Provides the ability to listen to local corrections broadcasted audio.
- **Chasing the Dragon Movie** – A documentary developed as a resource to educate Incarcerated individuals on the dangers of opiate addiction and how it destroys lives.
- **Clock**
- **Calculator**

Upgrades and Updates

Securus designed the Unity Tablet Program to be hassle-free with over-the-air updates. Software updates are automatic and on-going to ensure that the Incarcerated individual maintains access to the latest applications and content.

OVER THE AIR (OTA) UPDATES

Seamless and Systematic

- All updates are OTA – connected to Securus Wi-Fi
- All software updates and tablet upgrades are automatic OTA
- No need to download content every session
- No staff involvement
- No shipping tablets for fulfillment and repairs



Easy Tablet Replacement

The Personal Tablet replacement process is immediate, easy and hassle-free. Using an authorized Officer Tablet, facility staff approve a replacement tablet. The Incarcerated individual picks up an available Community Tablet, enters his or her credentials, redeems the replacement, and regains access to previously purchased or rented content.

PERSONAL TABLET REPLACEMENT PROCESS



Command & Control Officer Tablets

Securus' unmatched Command & Control officer tablets enable facility staff to easily control who gets a tablet, what is on the tablet, and when that tablet can be used.

Command and Control Applications



Command & Control Officer Tablets are customizable devices that can be distributed at your agency as needed. Agency staff has the ability to maintain complete control over all tablets at your agency. Staff can control tablet functionality by tablet, group of tablets, or all tablets at the agency in real time. Applications available on a tablet can be controlled at once or on an app-by-app basis. Officer Tablets can be configured for various roles & permissions that allow the appropriate staff the ability to control tablets under their jurisdiction. Securus knows this level of control is critical for a successful tablet program.

Existing Securus Tablet customers have confirmed that the ability to control access to tablets and application activity has provided them with the administrative control necessary to ensure overall safety and security. Command & Control Officer Tablets allow designated agency staff to remove any and all tablet functionality, a capability that can be used for inmate behavioral modification.

Officer Tablets have detailed dashboard views that allow your staff real-time search functionality and analytics. Administrative functionality on the dashboards is comprehensive and flexible. Individual staff can have a customizable level of control based on your desired specifications.

The Command & Control Officer Tablet allows staff to control tablets and applications in an easy, efficient and cost-effective way – all while promoting positive inmate productivity and betterment. Securus continues to demonstrate our commitment to partnering with correctional agencies to modernize incarceration and truly connect what matters.

SubManager App

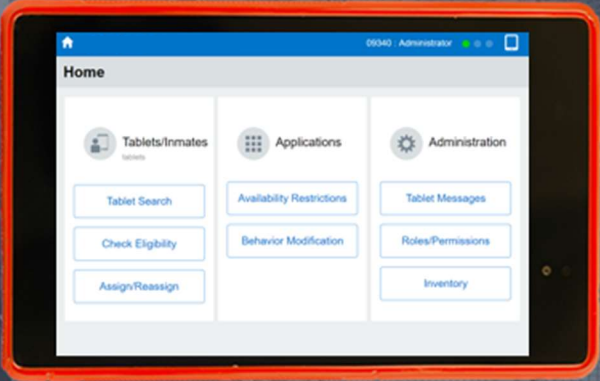
The SubManager Application is used by agency staff for the command and control of tablets deployed at the agency.

SubManager Application

Authorized staff can utilize the SubManager features to maintain Command & Control

Complete Command & Control

- Tablet Lookup
- Check Inmate Eligibility
- Assign/Reassign
- Availability Restrictions
- Behavior Modification
- Tablet Messages
- Inventory



Behavior Modification

Behavior Modification allows authorized staff the ability to turn off or remove inmate tablet applications directly from an Officer Tablet, saving both time and resources. The safety and security of staff is increased by allowing them to control remotely what applications are available, without the need for physical interaction.

Authorized staff can implement or schedule a Behavior Modification by an individual tablet, a group of tablets, or all tablets at an agency.

With Scheduled Behavior Modification, authorized staff can choose to behavior modify an inmate tablet:

- Until manually changed by that staff member or someone else with authorized permission
- For “X” number of hours/days/weeks/months
- Until a selected date and time

Eligibility Check

Eligibility Check allows authorized users:

- The ability to determine if an inmate is eligible for a tablet
- Provides an explanation of ineligibility
- Provides the ability to place an inmate on the eligibility or ineligibility list

The screenshot shows a web interface titled "INMATE ELIGIBILITY/STATUS". It contains the following information:

- Inmate ID:** 9996 (with a "Look Up" button)
- Inmate Eligibility:** Bob Harley (Inmate ID 9996, Location Pod A, Housing Pod A). Status: "This inmate is eligible for a tablet." (green background)
- SecureView Status:** "This inmate has not been marked ineligible by Securus" (green background)
- Facility Status:** "This inmate has not been marked ineligible by the facility." (green background) with a "Change" button.

Availability Restrictions

The Availability Restrictions feature allows the agency to have complete control over when applications are available to an inmate by creating application schedules that allow selected application to be active or inactive based on:

- Time of Day
- Day of Week
- Time of Day and Day of Week

Availability Restrictions can be set and activated for:

- Specific housing location(s) of tablets
- Entire facility's tablets

Availability Restrictions are customizable to fit the needs of your agency's scheduled events, such as Commissary distribution times, mealtimes, count times, and more.

Add a New Availability Restriction

The screenshot shows a "New Availability Restriction" form with the following fields and options:

- Restriction Name:** "Dinner" (text input)
- Restricted Days and Times:** A calendar grid with "Su" through "Sa" buttons. Below it, a time range is set from "16:30" to "17:00".
- Active:** A checkbox that is checked.
- Restricted Apps:** A list of checkboxes for "All apps", "Phone", "eMessaging", "Media Store", "Music Player", and "eBooks", all of which are checked.
- Restricted Areas:** A list of checkboxes for "All areas", "Correctional Facility", "Pod A", "Pod B", and "Pod C", all of which are checked.
- Buttons:** "Cancel" and "Save" buttons are located at the bottom of the form.

View Availability Restrictions

ACTIVE	RESTRICTION NAME	BLOCKED (DAYS/TIMES/AREAS)	APPS
YES	Education Only Time	Mo Tu We Th Fr 09:00 - 10:45 All Areas	Media Store Music Player Newsstand + 4 more
NO	All Apps Disabled	Su Mo Tu We Th Fr Sa 00:00 - 23:59 All Areas	All Apps
YES	Morning Restriction	Su Mo Tu We Th Fr Sa 00:00 - 07:00 All Areas	All Apps

Messages

Using the Officer Tablets, staff can send messages and notifications to a single inmate tablet, a group of tablets, or all tablets within an agency. All communications are automatically tracked and logged. Authorized users have the ability to review critical information and notifications regarding the status of all tablets.

Roles and Permissions Feature

Access to certain functionality on Officer Tablets is configurable to allow for hierarchal support structures. An administrator's tablet can allow or deny certain privileges to other Officer Tablets accordingly.

Predefined Roles and Permissions, or the creation of customized facility Roles and Permissions, make it even easier to assign certain privileges to designated staff Officer Tablets.

Roles and Permissions can be set agency-wide or based on the area of supervision of the Officer Tablet user.

Customizable Roles and Permissions

ROLE NAME (15 ROLES)	PERMISSIONS	APPS
Admin	Apply Locked Behavior Mod Apply Behavior Mod Remove Locked Behavior Mod + 10 more	All
App Scheduling	Manage App Availability Schedules	All
Assign Tablet	Assign Facility Tablet Assign Officer Tablet	All
Authorize Replacement	Replace Tablet	All
Behavior Mod	Apply Behavior Mod Remove Behavior Mod	All
	Apply Locked Behavior Mod Apply Behavior Mod	

Customizable Roles

Role Name
Must start with a letter, be at least 3 characters long and contain only A-Z, a-z, 0-9, and -

Custom Role

CUSTOM ROLE

- SEND TABLET MESSAGES
- VIEW TABLET MESSAGES
- MANAGE APP AVAILABILITY SCHEDULES
- MARK ELIGIBLE
- MARK INELIGIBLE
- APPLY BEHAVIOR MOD
- REMOVE BEHAVIOR MOD
- APPLY LOCKED BEHAVIOR MOD
- REMOVE LOCKED BEHAVIOR MOD

What permissions should be assigned to this role?

- Behavior Mod
- Locked Behavior Mod
- Eligibility

Over what applications should this role have authority?

- All apps
- Phone
- eMessaging
- Media Store
- Music Player
- eBooks

Tablet Inventory

Securus automatically manages and maintains inventory by location. From the Inventory Page in SubManager, staff can see the number of tablets by location and tablet type.

When Community Tablet inventory goes beneath a predetermined threshold, Securus can automatically ship additional Community Tablets to the facility. The shipment date will be noted on this page.

The Inventory feature allows facility staff to view current tablet inventory levels by facility, site or location. Incoming Community Tablet replenishments can also be seen. Securus automatically maintains this inventory.

Tablet Inventory provides information such as:

- Total Number of inmate tablets
- Number of Personal Tablets
- Number of Unassigned Community Tablets
- Number of Assigned Community Tablets
- Date and quantity of the last tablet shipment from Securus
- Details of subscriptions pending redemption

All information can be viewed by facility, site and/or locations at each site.

Tablet Inventory

	All	Personal Subscription	Unassigned Community	Assigned Community	Last Shipment (QTY)	Pending
● T-30124	83	48	35	0	03/11/2020 (12)	2
● Correctional Facility Site A 99501	83	48	35	0	03/11/2020 (12)	2
● Locations						
● Pod A	59	26	33	0	03/11/2020 (11)	1
● Pod B	24	22	2	0	All Tablets	1

Pending Subscriptions

Auto Restock Enabled: If inventory is low, Securus will automatically send you more tablets.

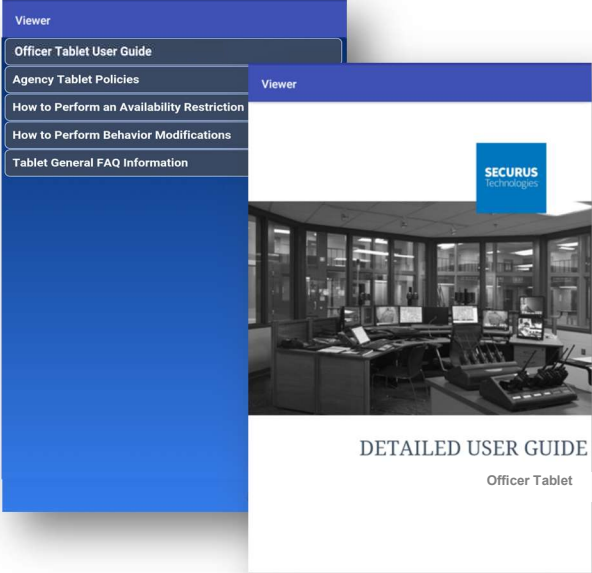
	All	Personal Subscription	Unassigned Community	Assigned Community	Last Shipment (QTY)	Pending
⊖ T-30124	83	48	35	0	03/11/2020 (12)	2
⊖ Correctional Facility Site A 99501	83	48	35	0	03/11/2020 (12)	2
⊕ Locations						
⊖ Pending						
	<i>William Hoboken</i>	<i>ID - 3339</i>			<i>Location - Pod A</i>	
	<i>Ace Spades</i>	<i>ID - 9995</i>			<i>Location - Pod B</i>	

Viewer



The Viewer application allows custom PDF documents and MP4 videos to be published on Officer Tablets. By publishing electronically, the Viewer app can save both time and paper costs.

An agency can load documents or videos for an officer to access via his/her tablet. Some examples of this are agency tablet policies, schedules, and the Officer Tablet User Guide.



Securus' Digital Mail Center Overview

Contraband is one of the many items that plague today's correctional facilities. Ensuring that contraband stays outside of facility walls allows for a safer environment for both facility staff and inmates. With Securus' Digital Mail Center solution, facilities help prevent contraband introduction through the postal mail delivered to your facility.

Converting physical postal mail into electronic communications creates measurable results:

- Eliminates contraband entering through postal mail
- Eliminates operational burden on corrections staff from processing postal mail
- Removes risk of drug, Disease, and/or chemical exposure to agency staff
- Immediate notifications to staff and investigators when particular inmates receive mail creates timely intelligence
- Reduction in staffing costs or ability to relocate staff to other critical areas

The Securus Digital Mail Center eliminates contraband entering correctional agencies through the postal service by scanning physical mail and delivering it electronically to inmates through Securus' ConnectUs inmate terminals and Tablets. The Securus Digital Mail Center Dashboard provides the authorized provider staff or correctional agency staff with the following capabilities and information:

- Ability to view, approve, reject, delete, and manage scanned mail
- Ability to set alerts when specific inmates receive mail
- Audit logs of activity associated with the Securus Digital Mail Center for increased administrative oversight
- Ability to place and remove mail suspension or "holds" on the delivery of mail to select individuals

After the mail has been scanned and reviewed, Digital Mail Center delivers a scanned copy of the mail electronically that can then be delivered to and viewed by the incarcerated individuals through ConnectUs phone terminals and/or Tablets.

Digital Mail Center is also flexible in its configuration, allowing it to be deployed in one of two ways:

- **Securus Managed:** Processing of physical mail can be automated by forwarding all inmate mail to Securus' Missouri-based processing center where certified investigative staff then open, scan, and electronically send mail to inmate terminals running ConnectUs inmate terminals and Tablets for inmates to retrieve.
- **Agency Managed:** Alternatively, agencies can choose for Securus to deploy the software only, allowing existing agency mailroom staff to scan and electronically deliver mail to inmate terminals running both ConnectUs inmate terminals and Tablets.

Regardless of which mail management system is chosen, all mail is received within the Digital Mail Center Dashboard. The Digital Mail Dashboard provides facility staff with a full suite of capabilities:

- View, approve, reject, delete, and manage all scanned mail.
- Ability to create text and email notifications when specific inmates receive mail.
- Full audit logs of all activity for increased administrative oversight.
- Easily configurable to automatically release scanned mail to inmates, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for inmate-specific mail.
- Manual Transcription creates a database of all messages that can be searched for specific words or phrases. NOTE: Manual transcription can be performed by agency staff, however, it will not be performed by Securus staff.
- Custom Watch Word List automatically identifies when content is inappropriate. NOTE: Custom Word Watch List is active only if agency uses Manual Transcription feature

Process Details

1. The Agency continues to receive '*privileged*' mail at the existing location/address. Examples of privileged mail are:
 - a. Legal
 - b. Financial
 - c. Medical
2. Securus will establish P.O. Boxes for appropriate facility mail to be directly sent in the Securus' Processing Center, while the facility will provide updates for outward facing mailing instructions with new addresses.
3. The Facility will need to update outward facing mailing instructions stating that inmate non-privileged mail should be mailed to the new Digital Mail Center P.O. Box address.
 - a. Any non-privileged mail that arrives at the facility may be sent to the P.O. Box for processing.
 - i. Any envelope that contains traditional 8.5 x 11 paper sizing can be processed. Manilla legal style envelopes are included with this as well. We will receive and scan most mail packaging as long as the packaging can be

scanned and is not comprised of cardboard or other rigid parchment incapable of running through our scanner. For example, USPS postal rigid express envelopes that lay flat but do not bend without creasing would not be accepted and magazines will not be accepted.

- b. Mailing costs will be the responsibility of the facility.
4. Securus processing center receives mail
5. Within 48 hours of receipt, the processing center will open the mail and inspect for contraband or any suspicious material.
 - a. If contraband is found: Suspicious material will be given to local law enforcement and mail will not be scanned. The Agency will be notified by Guarded Exchange that contraband was found. If contraband was discovered after mail is scanned, then the letter will be “revoked”, and a notification will be sent to the agency.
6. Approved mail, including envelope and content, will be scanned into the DMC system
7. Contents of mail will be placed back in envelope to be stored for a period of 30 or 60 days, after which the mail will be returned to the agency. The agency may also elect to have the mail destroyed after a period of 30 days.

Storage and Contraband

All information associated with the letter, including sender name, time, date, address, and content, are stored for the life of the contract. This creates permanent investigative intelligence that is impossible to achieve through standard physical mail processing. The facility may also determine whether physical mail that has been processed will be returned back to the facility or destroyed. Contraband will be delivered to local law enforcement for processing and facilities may request that a case be opened for senders of contraband material.

Protecting Privileged Communications

If mail originating from an attorney’s office or other private/privileged establishments is received, it is immediately sent back to the correctional agency for physical delivery in order to ensure attorney/client privilege is maintained.

Investigator Pro

Investigator Pro™ (IPRO) is the most powerful voice biometrics solution in the corrections industry. It is currently installed at several hundred state, county, and local agencies across the United States. IPRO was initially developed by JLG Technologies, which Securus acquired in 2014.

IPro includes a wide range of tools that identify voices by name, deter inmate PIN abuse, and provide leads for investigators to identify and prevent illegal activity carried out over the inmate telephone system.

Investigator Pro is a Securus solution and Securus manages the solution roadmap. It is fully integrated with the Securus communications platform and is hosted in Securus' data centers. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

Investigator Pro Advantages

Investigator Pro provides these advantages for the agency and its investigators:

- ✓ A choice of inmate enrollment methods - supervised or covert - with the ability to mix the two or change from one to the other at any time.
- ✓ Real-time initial pre-call PIN check voice biometrics to reduce PIN theft.
- ✓ Continuous voice biometrics throughout the call to identify inmates by name no matter how many inmates are on the call or whose PIN was used.
- ✓ Ability to identify called parties by name when they are known to the system, to help find calls to released inmates.
- ✓ Voice search for inmates and called parties on both sides of calls using voice samples taken from either side.
- ✓ Inmate-to-inmate communication reporting through the seamless integration of ICER™, the Inmate Intercommunication Evaluation and Reporting System, into IPro.
- ✓ A call player rich in features such as the ability to skip pauses, control playback speed, mute one side, and learn more about the voices on the call.
- ✓ Ability to add custom gang information and high-interest group labels to inmates and phone numbers, and to search on that information.

Investigator Pro Capabilities

Inmate Enrollment Method Choices

The agency can choose supervised or covert enrollment to create a voice-ID/PIN pair for each inmate. It can switch from one method to the other at any time. It can also choose to enroll existing inmates covertly and new ones through a supervised process.

Supervised enrollment creates a staff-verified voice sample for each inmate ID/PIN. Investigators then have a known audio file of each inmate to play. In covert enrollment IPro learns a voice and associates it with an inmate ID/PIN. There is no staff involved and inmates are not asked to record their voices. Inmates are unaware of when and how covert enrollment occurs.

Pre-call PIN Check Voice Biometrics

IPro's real-time pre-call PIN check feature, which the agency can elect to enable or not, reduces PIN sharing and theft. When an inmate begins a call IPro verifies in real time that the inmate's voice matches the sample associated with the ID/PIN used to make the call. If it does, the call goes through. If not, the call is blocked.

Continuous Voice Identification

Investigator Pro does continuous voice identification throughout a call. It identifies all the speakers on the inmate side of the entire call by name, no matter how many there are, which one started the call, or whose PIN was used. It covers 100% of every call without tipping off the inmate(s) or called party. IPRO constantly "learns" and improves its voice identification accuracy. IPRO identifies called party voices by name when the names are known to the system, as in the case of released inmates.

Voice Search

The investigator can search for calls that have a particular voice on the inmate or called party side of the call. He can do a voice search by inmate name, inmate ID, or a voice sample that he saved from either side of a call in the call player. Search results include facts about that voice on those calls. With just a click the investigator can get a listing of the calls, inmates, or phone numbers involved.

IPro Voice Search

The screenshot displays the IPro Voice Search interface. At the top, there's a navigation bar with 'INVESTIGATOR PRO' and various tool icons like 'QuickFind', 'Advanced Search', 'Suspicious CallFinder', 'NoteManager', 'ReportMaker', and 'Manager'. Below this is a 'VoiceSearch' header with a microphone icon.

The main search area includes a text input field with '1370006 JOSE M COSTA', date range filters 'From 02/01/2018 00:00' and 'To 04/01/2018 23:59', and a 'Search' button. To the right, a 'Saved Voice Samples' box indicates 'No saved voices available.'

Below the search area, there's a navigation menu with 'Current Inmate (Jose M Costa)' and 'Previously Saved Voices (None Found)'. A 'Fast Facts' section provides summary statistics: 5 calls had this person as an inmate, 0 inmates spoke to this person when he/she was a called party, 0 calls had this person as a called party, and 1 phone number had calls with this person on them.

The bottom section shows a table of search results with columns: Select, Voice Score, Play, Notes, csn, Off Hook Date/Time, ID of inmate PIN used, Name, Phone number, Call Type, Talk Secs, Station Name, 3-Way/ Conf, and Susp Index. The table contains 5 records for Jose M Costa.

Select	Voice Score	Play	Notes	csn	Off Hook Date/Time	ID of inmate PIN used	Name	Phone number	Call Type	Talk Secs	Station Name	3-Way/ Conf	Susp Index
<input type="checkbox"/>	95			3059382	02/15/2018 18:27:25	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	721	6A 1 UP		27
<input type="checkbox"/>	95			3064923	02/17/2018 16:04:48	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	655	1A 4		22
<input type="checkbox"/>	95			3089939	02/23/2018 15:20:32	1370006	Jose M Costa	1-865-555-1939	AdvanceConnect	554	1A 3		19
<input type="checkbox"/>	95			3105736	02/26/2018 21:07:26	1370006	Jose M Costa	1-865-555-1939	ScnDebit	900	P2 1		22

Voice search results include facts about the voice and links to the relevant calls, inmates, and called phone numbers.

Identification of Likely PIN Abusers/Imposters by Name

Investigator Pro flags calls that are likely cases of PIN sharing/theft. It names the likely imposters and gives the investigator tools to pursue those inmate names, calls, and voices further.

Inmate-to-Inmate Communication Reporting

IPro detects inmate-to-inmate calls no matter how or where they happen, because ICER, the Inmate Intercommunication Evaluation and Reporting System, is integrated into Investigator Pro. ICER finds these calls whether the inmates are within a facility or in different facilities across the country, and whether the two inmates called the same or different outside numbers to make the connection.

IPro puts ICER information at the investigator's fingertips on the home screen, in the results of call and inmate searches, and in the call player.

IPro Quick Find

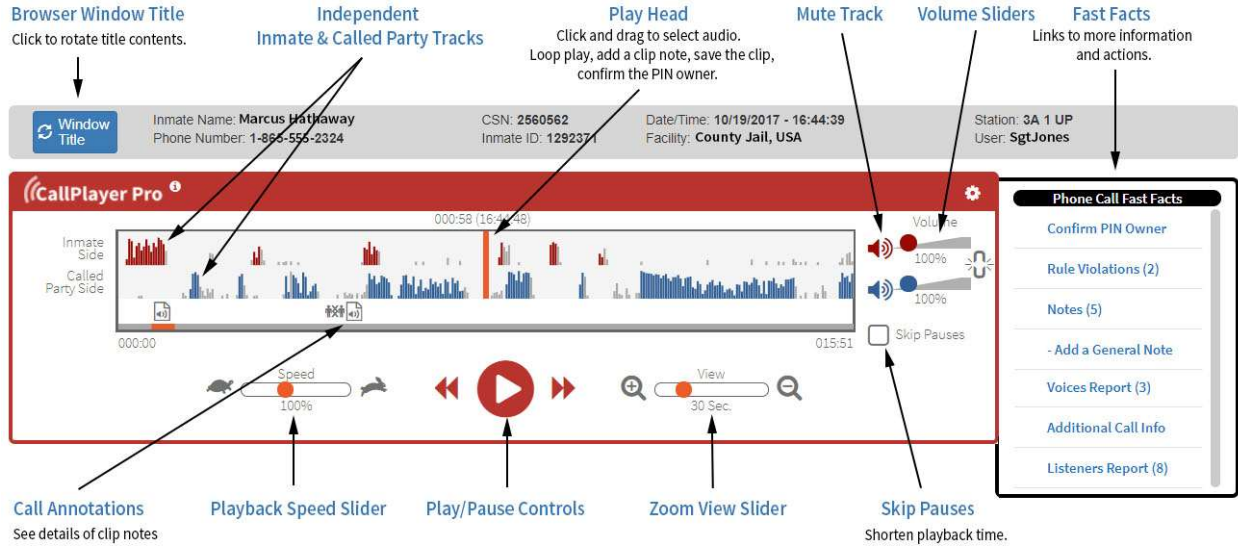
The screenshot displays the IPro Quick Find interface. At the top, there is a navigation bar with the 'INVESTIGATOR PRO' logo and several menu items: 'QuickFind', 'Advanced Search', 'Suspicious CallFinder', 'NoteManager', 'ReportMaker', and 'Manager'. Below the navigation bar is a search bar with the text 'P01009634 Brandy Jackson'. The main content area is divided into two sections. The left section, titled 'Main Search Terms', contains a search box with 'P01009634 BRANDY' and a 'Timeframe' dropdown. The right section, titled 'Fast Facts about Brandy Jackson', lists several statistics: 'About 765 calls were made with Brandy's PIN', '2 of Brandy's calls might have 3-Way activity', '1 call involving Brandy was made to other incarcerated inmates Listed Below', '10 calls were made by Brandy using another inmate's PIN', '3 calls were made by other inmates using Brandy's PIN', '115 different phone numbers were called by Brandy', '607 inmates called the same phone numbers as Brandy', and '41 numbers found common to Brandy and other inmates'. Below the fast facts is a table with 1 matching record. The table has columns for 'Select', 'Play', 'Notes', 'csn', 'Off Hook Date/Time', 'ID of inmate PIN used', 'Name', 'Phone number', 'Talk Secs', 'Station Name', '3-Way/ Conf', and 'Susp Index'. The record shows a call with csn 8965520, date/time 10/01/2018 21:02:08, PIN P01009634, name Brandy Jackson, phone number 1-720-555-5501, talk time 722, station 7D-1-2, and a suspension index of 22. A note is displayed below the table, titled '1 Note See Notes in NoteManager', with the content: 'Conference Inmates from this facility have been conferenced together on this call. Brandy Jackson's PIN dialed 1-720-555-5501 from station 7D-1-2. Marsha Browns's PIN dialed 1-720-555-5501 from station T12.2. Date: 10/01/18. Creator: inv. Clip: 3 Min'.

An inmate search from the home screen gives valuable information, including details about inmate-to-inmate calls.

Call Player

Investigator Pro has a full-featured call player that makes listening to inmate calls quick and easy. Some of the things investigators can do in the call player are: skip pauses, mute either side of the call, slow down/speed up playback, create audio clips, create and distribute call and clip notes with case numbers and category assignments, learn about the voices on the call, save voice samples for later voice searches, and learn about any rule violations on the call.

IPro Call Player



Investigator Pro's call player makes listening easy and efficient. The Fast Facts box beside it has links to more information and actions for the investigator.

3-Way Call Detection

When IPRO suspects 3-Way activity on a call it flags it in the call player and in lists of calls.

Database Search

Investigator Pro has a large database of information about calls, inmates, voices, and telephone numbers. Investigators can search the database by criteria such as inmate name, inmate ID, date range, saved voice sample, custom High Interest Group label, inmate-to-inmate (ICER) calls, 3-Way calls, originating station, and case number.

Custom High-Interest Group Labelling

Investigator Pro lets investigators add their own information to the database and find it in searches later. They can tag inmates and phone numbers with their agency's own custom High Interest Group labels. They can also add notes and case numbers to calls, identify and label imposters' voices in cases of PIN abuse, and confirm the voices of PIN owners on calls.

Custom Gang Data Feeds

IPRO can be customized to automatically import the agency's own gang data, removing the need for investigators to manually add High Interest Group labels to inmates and called numbers.

Management Tools

Investigator Pro has management tools such as role-based access permissions, the ability to see officers' use of individual IPRO features, and the ability to create, organize, search for, and forward notes on calls/call clips.

IPro Management Tools

Main Search Terms

Time Frame: after 8/10/2018

Case: []

Inmate: Inmate Name or ID []

Officer: Show All []

Officer Group: Show All []

High Interest Filter: []

Check any boxes to add a graph, uncheck boxes to remove a graph

Note Related

- Notes written
- Calls accessed with no notes
- Notes deleted
- Useful notes
- Dismissed notes
- Notes pending review
- Notes with: Urgent

Listen Related

- Calls where audio was listened to
- Calls written to cdrom/hard drive/other
- Hours of audio listened to
- High Target calls reviewed
- Hours of High Target Calls Listened to
- H.T. calls marked Further Review then ignored
- Percent of audio listened to
- Listen Speed
- Average Listen Speed

Inmate List

- List all inmates where audio was accessed
- Pin Sharing
- Labeled calls
- Suspicious calls accessed (slow search)
- Search Related
- QuickFind searches
- CallFinder searches
- VoiceSearch searches
- NoteManager searches
- Suspicious CallFinder searches
- Manager Graphs

Calls listened to (50)

QuickFind Searches (51)

Officer Details: User4

<p>Note Creation Summary</p> <ul style="list-style-type: none"> Notes written: 2 Calls accessed with no notes: 1 Created notes deleted: 0 Useful notes: 0 Sent notes dismissed by others: 0 Sent notes pending review: 0 	<p>Call Access Summary</p> <ul style="list-style-type: none"> Calls listened to: 8 Hours: min of audio listened to: 0:13 Percent of audio listened to: 86% Calls written to cdrom/hard drive/other: 1 	<p>High Target Summary</p> <ul style="list-style-type: none"> High Target calls reviewed: 0 Hours: min of HT audio listened to: 0:01 HT Calls marked 'Further Review Needed', then ignored: 0 	<p>Searches Accessed</p> <ul style="list-style-type: none"> QuickFind searches: 0 CallFinder searches: 0 VoiceSearch searches: 0 NoteManager searches: 0 SCF searches: 0 Manager graphs: 0
<p>Product Features Summary</p> <ul style="list-style-type: none"> Imposter calls labeled: 1 Average listen speed: 100% 			

Agency management can readily see any officer's use of the different features in Investigator Pro.

Reports

Investigator Pro can generate many useful reports with data such as pre-call PIN check results, likely PIN abusers, the most common called party numbers, and IPRO's voice learning results.

THREADS

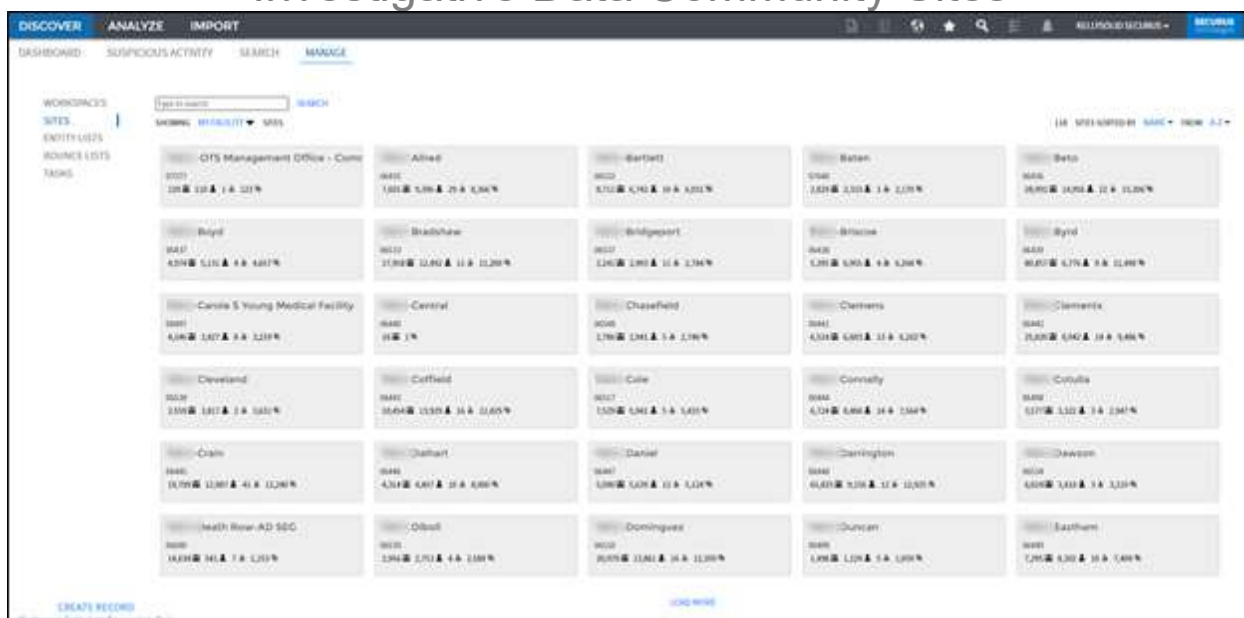
Securus' THREADS investigative software is designed to allow investigators with appropriate permissions to analyze data across multiple customers and correctional facilities, and to share reports and analyses between investigators--including relevant information imported into the system.

THREADS provides a community model allowing investigators and correctional facilities to subscribe to the national THREADS investigative community while still providing security for the information they import. The community model is facilitated through the Securus centralized database which stores all customer data. Users can choose either to share imported data with the community or to keep data private to themselves or other specified users.

In a community where investigative data is shared, the investigator can use THREADS to uncover correlating intelligence across othersites/facilities from the extensive national community data set including, but not limited to:

- More than 79 million communication records
- More than 530,000 current and former inmates
- More than 430,000 contacts (non-inmates)

Investigative Data Community Sites



Inmate Inter-Communication Evaluation and Reporting system (ICER™) Overview

ICER™—Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

Inmate-to-inmate communication (ITIC) is a long-standing problem of which the frequency and severity has been nearly impossible to determine. Correctional facilities understand this problem, but have no means to solve it. Others believe the problem doesn't even exist. The

reality is: **inmate-to-inmate communication is real, happening all over the country, and can now be identified.**

Every day, we learn about instances of major crimes being solved because of the increasingly cooperative efforts among state and federal agencies that are beginning to share case-critical data around the United States. In the world of inmate phone calls, we offer cutting-edge technology based on state-of-the-art, patent-pending, call-matching technology that identifies ITIC even when it's between two different correctional facilities across the country.

Although illegal ITIC events are identified in this scenario and details are provided to each agency regarding their leg of the call, the details of the other agency's event, such as names and telephone numbers, remain confidential unless both correctional facilities agree to share such information on an event-by-event basis. This unique information-sharing model ensures data remains secure while also providing enhanced information when needed. Securus serves more than 1,200 correctional facilities around the country where ICER events can be identified, and we have identified ITIC events within all 1,200 facilities.

Inmates are continually finding creative ways to speak to each other using the inmate phone system, and ICER listens to and identifies all of these illegal communication events. Whether two inmates are calling an accomplice on the outside who is verbally relaying messages, or the accomplice has two speakerphones to coordinate gang conference calls, ICER identifies all of these scenarios and proactively notifies all authorized corrections staff of the event and provides details that can quickly and easily be traced back to a specific call. This call can then be listened to through Securus' industry-leading platform.

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.

Before ICER, ITIC was essentially undetectable due to no practical technology or uniform networking capability to identify such communications.

Highlights of the inmate-to-inmate communication threat include:

- ✓ Inmates use a variety of methods to go undetected when communicating with an inmate, whether that inmate is in a neighboring pod, a separate facility within the same state, or in a different state. Inmates exploit conference bridges, Google Voice™, and other forms of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or put two speaker phones in proximity to one another, so that inmates can talk to other inmates without being detected.
- ✓ Until recently, ITIC events were only found when accidentally stumbled upon by correctional staff. Events are known to occur with much greater frequency than previously known.
- These illegal communications enable criminal activities to occur, including coordinating gang-related murders, human trafficking, drug trafficking, racketeering, and inmate disturbances at multiple correctional facilities around the country.

How ICER Events Occur

ICER events can occur in any of the following ways:

- ✓ Three-way calling

- ✓ Manually bridged calls
- ✓ Automatic bridges
- ✓ Speaker phones
- ✓ Relaying messages in real time
- Using Google Voice

Common Element: Called Party Involvement

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 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 for 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. To protect certain elements of inmate data from being displayed to participating agencies, both parties must provide online consent 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.

ICER Event Report

ICER Event Report

Inmate Inter-Communication Event
identified on

**March 1, 2019 at
09:31 pm EDT**

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of this event follow below.

	Your Facility	The Other Facility
Inmate	Jones Mike	Anderson Sam
Agency	Smith County	Jones County
Site	MRJC	Inverness
Inmate ID	1233455	338412
Called Number	123-456-7890	123-456-7890
Station Name	A31-W	B-34 E
Call ID	8833456	3342235
Call Start Time	03/01/2019 07:36 pm	03/01/2019 08:27 pm
Time Into Recording (H:M:S)	00:12:01	00:02:36
Duration of Event (H:M:S)	00:39:01	00:39:01

Securus' ICER listens to every call to create a uniquely indefinable call signature. It then looks for calls occurring simultaneously or that overlap and using that call signature, identifies if there are any two calls where the same unique call signature is identified. Unlike other vendors, only Securus' ICER™ detects all inmate to inmate communication between separate facilities, which means you are no longer missing half of all of your inmate to inmate call traffic.

SECURUS Automated Information Services™

Automated Information Services (AIS) is the industry's first hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. AIS can also be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. AIS can be configured to provide callers with the following information:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information, including,
 - Facility location
 - Directions
 - Hours
 - Mailing policies
 - Visitation policies
 - Money deposit policies

AIS retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface. Family members and friends access AIS by calling the facility's normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- Improved efficiency – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- Use of phone system already installed – no need for additional hardware or wiring

AIS Facts

For the year-ending 2019:

- AIS is installed at 200+ facilities
- Over 9 M calls processed
- Nearly 77K phone account funding transactions
- AIS platform automatically answered 80% of all calls received platform wide
- The public obtains information they need in slightly over 1 minute, cutting the average call duration by over 70%.
- \$7.7 million in facility cost savings for handling the public calls

- Answer approximately 90 percent of inmate questions currently answered by corrections officers
- Reduce calls answered by staff by 80 to 90 percent – AIS provides 24-hour access and eliminates most common calls
- Realize a 200 percent increase in answered calls – able to assist callers who might otherwise hang up because of extended wait times
- Reliable system – 99.9 percent uptime service level agreement
- Usage summary emailed to the facility every month
- Increase commissionable revenue by allowing other funding methods

AIS Return on Investment

Most facilities find incoming phone calls to be an administrative burden. Securus estimates that an average facility receives one half telephone call per day, per inmate, with each call averaging four minutes. Inmates ask facility personnel an additional one-half question per day. These activities consume administrative resources and take personnel away from their primary responsibilities.

AIS Cost Savings Calculator		
	ADP	1,300
Public Calls per month	2,600	Assumes 2 calls/ADP/mo
Average Minutes per Call (before AIS)	4	
Total Minutes/month	10,400	
Convert to Hours/month	173	
Hourly Staffing Wage	\$16.00	
Monthly Cost to Answer All Incoming Calls	\$2,773	
Monthly Savings w/ 80% Public AIS automation	\$2,219	

AIS Voicemail

AIS Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. This provides a quick and easy way for the inmate’s loved ones to initiate communication or deliver timely information to an inmate. When an inmate calls into AIS, they will be alerted to a new voicemail message. As is the case with all inmate telephone calls, AIS Voicemail is recorded and monitored for investigative purposes.

Family members and friends will pay a \$1.99 fee for each voicemail they leave, and a 20 percent commission is paid to the facility. AIS Voicemail is not subject to any other compensation.

Additional AIS Voicemail benefits include:

- Enables communication at times other than scheduled telephone calls
- Provided at no cost to the inmate or facility
- No approval or scheduling required
- Allows friends and family the ability to initiate communication into the jail.
- An additional revenue source for facility

- Ability for inmate to review and save messages for 60 days from the date it was created
- Records any statements the inmate makes while listening the message

Further, Securus has fully integrated AIS Voicemail into our NextGen Secure Communication Platform™ (NextGen SCP™) to enhance investigative capabilities. NextGen SCP makes AIS Voicemail recordings available to the inmate and easily distinguishes them from other calls.

Personal Allowed Number List Restrictions

If <<client>> would like to restrict who can leave a voicemail for an inmate, the personal allowed number (PAN) list in use at Jackson County Jail's facilities can be used as an allow list for AIS Voicemail. If the friend and family member's telephone number is not included in an inmate's PAN, they will not be able to leave a voicemail for the inmate. Instead, they will receive the following voice prompt: "We're sorry this inmate cannot receive a voicemail at this time. Goodbye." After their number is added to the inmate's PAN list, they can leave a voicemail.

Word Alert™

Securus Word Alert is a powerful speech-to-text transcription and keyword search tool for corrections agency investigators. It automatically transcribes all telephone calls and SVC video sessions to text. Investigators can search the transcripts for words and phrases either interactively or by setting up automated, continuous scans that send them alerts when matches occur.

Word Alert helps investigators quickly zero in on the calls and sessions most likely to have investigative value. Investigators can save time by skimming a transcript or jumping to matching search terms rather than listening to the whole call or session. They can quickly get an English translation of a non-English transcript. They can uncover individuals who are talking about topics of investigative interest. Intelligent analytics reveal topics now being talked about in the facility more than in the past, uncovering problems before investigators know to look for them.

Word Alert is a Securus solution and Securus manages the solution roadmap. It is integrated with the Securus NextGen Secure Communications Platform. No additional hardware is required. The interface for investigators is browser-based and runs on Windows.

Word Alert Advantages

Word Alert provides these advantages for the agency and its investigators:

- A transcript of each telephone call and video session is available in minutes in its original language. *
- An English translation can be requested and displayed in seconds in line with the original language text. *
- Investigators can view a transcript alone or aligned with the audio or video player while the call or session plays. Search term matches are highlighted in the transcript. A button click jumps to the next or previous match in the transcript, moving the player automatically as well.

- Investigators can manage a dictionary of word and phrase search terms, in any language, and create categories of search terms.
- Interactive, ad hoc searches let investigators find words and phrases in past calls and sessions.
- Automated scans constantly search new calls and sessions for target words and phrases and send alerts to investigators when matches occur.
- Snippets of matches in transcripts appear when the investigator's mouse hovers over a list of calls and sessions. Mouse clicks jump to those locations in the player and transcript.
- Integrated audio and video players can control playback speed and volume.
- Search results can be exported to downloadable reports.
- Analytics include search term category frequency graphs and totals.
- Word Alert's intelligent, behind-the-scenes analysis uncovers trending topics of conversation on calls and sessions in the facility. This can reveal illicit activity before investigators realize it exists.

* The supported languages for transcription, and for translation to English, are Bengali, English, French, Italian, Korean, Mandarin Chinese, Polish, Portuguese, Russian, Spanish, and Vietnamese.

Word Alert Capabilities

Word Alert capabilities include the following features:

- Automatic speech-to-text telephone call and SVC video session transcription
- Rapid translation to English
- Transcript aligned with the audio and video player
- Dictionary of search terms
- Interactive searches of past calls and video sessions
- Automated searches of new calls and video sessions with user alerts
- Search results with snippets and highlighted matches
- Integrated audio and video players
- Reports
- Analytics

Automatic Speech-to-Text Telephone Call and SVC Video Session Transcription

Telephone calls and SVC video sessions are automatically transcribed to text within minutes after they end. There is no need to select any for transcription. Each text transcript is in the language the Incarcerated Individual used when starting the call or session. Transcripts are stored in accordance with the agency's call and video session retention policies.

Rapid Translation to English

The investigator can request an English translation of a non-English transcript with just a button click. The translation appears in seconds with each line under the original language line in the transcript. The English translation is stored with the original transcript for future reference.

Transcript Aligned with the Audio and Video Player

A transcript can be viewed alone or aligned with Word Alert's audio or video player. Any search term matches are highlighted in the transcript. The investigator can jump to a section of interest in either the player or transcript and the two will move in tandem to that section. In the transcript they can jump from any search match to the next or previous match, and the player will move to that location.

Dictionary of Search Terms

Word Alert has an editable dictionary of words and phrases that can be used as search terms. Investigators can add terms in any language and create categories of terms. Individual terms, or entire categories, can be used in searches.

Interactive Searches of Past Calls and Video Sessions

Word Alert makes it easy to do one-time, interactive searches of past calls and video sessions using a date range and words, phrases, and categories of terms in any language. The search can be narrowed by Incarcerated Individual name or ID and communication type, i.e., telephone calls and/or video sessions. Results are displayed as a list of calls and sessions, each with clickable icons to show the transcript alone or with the player.

Automated Searches of New Calls and Video Sessions with User Alerts

Word Alert lets investigators set up automated scans that continuously monitor new call and video session transcripts as they come into the system. An alert is sent each time a search term match occurs in a call or session. The investigator configures an automated scan with search terms in any language and optionally with an Incarcerated Individual's name or ID, as well as the communication type. They can also include an end date if they choose.

At any time, the investigator can see the total number of alerts triggered so far by the scan. They can review the calls and sessions that triggered the alerts and can also stop the scan at any time interactively.

Search Results with Snippets and Highlighted Matches

Calls and video sessions with matching search terms are each listed with their communication record information: name of the Incarcerated Individual, dialed telephone number, communication start date and time, and communication duration. Each record also shows a player icon and a transcript icon. Hovering over the transcript icon brings up one or more snippets from the transcript. The snippets show the search term matches in the transcript. The investigator can quickly decide whether to bypass that call or session or investigate it further. They can click on the transcript icon to open the full transcript, or the player icon to see the transcript with the player. The matching search terms are highlighted in the transcript.

Integrated Audio and Video Players

The integrated audio and video players have user controls to regulate playback speed and volume. The audio player also allows the investigator to mute either side of the communication independently. In both players, the transcript and player are aligned when they are displayed together. The investigator can play any portion of the call or session and read its transcript as

they listen. Changing the location in either the player or the transcript changes it in both simultaneously.

Reports

The results of an interactive or automated search can be exported to a report and then downloaded. The report lists calls and video sessions that had matches, with communication record information for each one.

Analytics

Intelligent analytics reveal what people in the facility are talking about on telephone calls and video sessions without investigators having to do searches. In Analytics, the Keyword Categories screen shows how many times, and on which calendar days, words in each of the dictionary's categories occurred. The Top Keyword Trends screen shows additional words that Word Alert discovered on its own that are occurring in calls and sessions more often now than in the recent past. This trend information can uncover problems in the facility before investigators suspect they exist.

CLOSING

COMPANY SUMMARY

Securus Serves	City, County, State and Federal Governmental Agencies
Providing	Civil and Criminal Justice Technology Solutions
For	Public Safety, Investigation, Corrections and Monitoring Professionals
With Products And Services That Provide	Emergency Response Communication Incident Management Information Management Public Information Incarcerated Individual Self-Service Investigation Monitoring Verification Entertainment Trust Funding and more...
Name and Address	Securus Technologies 4000 International Parkway Carrollton, TX 75007
Family and Friends Website:	www.securustech.net
Agency Website:	www.securustechnologies.com
Management:	David Abel, President & CEO Geoff Boyd, CFO Josh Conklin, Sales Vice President Russell Roberts, Chief Growth Officer
Corporate Office Locations	Carrollton, TX; Southborough, MA; Miami, FL; Atlanta, GA
Other Brands Owned	JLG Technologies Satellite Tracking of People (STOP) JPay, LLC Guarded Exchange, Inc. AllPaid, Inc.

Headquartered in Carrollton, Texas, and serving over 3,400 law enforcement and corrections agencies and 1,200,000 inmates across North America, Securus Technologies is committed to serve and connect by providing emergency response, incident management, public information, investigation, verification, communication, information management, inmate self-service, and monitoring products and services in order to make our world a safer place to live. Securus Technologies focuses on “Connecting what matters”. To learn more about our full suite of civil and criminal justice technology solutions, please visit www.securustechnologies.com.