

**FIRST AMENDMENT
TO
MASTER SERVICES AGREEMENT**

This **FIRST AMENDMENT** ("First Amendment") is effective as of the last date signed by a party ("First Amendment Effective Date") and amends and supplements that certain Master Services Agreement dated October 3, 2007 (the "Agreement") by and between Clinton County Sheriff's Department ("you" or "Customer") and Securus Technologies, Inc. ("we", "us" or "Provider").

WHEREAS, the parties desire and agree to amend the Agreement to add additional services;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. **TERM.** This First Amendment shall commence on the First Amendment Effective Date and shall remain in effect through the Term of the Agreement. Section 4 of the Agreement shall be amended to reflect that the Initial Term shall be extended by five (5) additional years with a new expiration of October 3, 2017. Notwithstanding anything to the contrary, the terms and conditions of this Agreement shall continue to apply to each Schedule for so long as we continue to provide the Applications to you after the expiration or earlier termination of this Agreement.

2. **AUTOMATED INFORMATION SERVICES.** In addition to the services provided under the Agreement, Provider will provide the Automated Information Services (AIS™) as described below.

AUTOMATED INFORMATION SERVICES

DESCRIPTION.

We will provide the Automated Information Services through our third party vendor, Telerus, as described herein. The AIS™ application is designed to automate internal inquiries from detainees and outside calls from friends and family members on one single platform. In addition, the application is designed to allow inmates' friends & families the ability to open or fund a pre-paid telephone account as well as fund an inmate's trust account. The application is accessed through a telephone IVR system that is available to all callers. Once facility staff has uploaded all required information, the system is able to automate information such as:

- Commissary Balances (Pending MIS system data flow)
- Charge Information
- Court Appearance Dates, Times, Locations
- Bond Amounts, Types
- Projected Release Dates
- Visitation Eligibility, Times

Automated Information Services 2.0 is configurable to meet the specific needs of your facility. The standard option includes automation of inmate and facility information to constituents who call your existing main telephone number and to inmates at your facility. You can also choose to add any of the following additional options (check all that apply):

- Automation of inmate and facility information to constituents (standard)
- Automation of inmate and facility information to inmates (standard)
- Ability to open or fund a Securus pre-paid telephone account
- Ability to fund an inmate trust account

The application provides all information automatically without staff intervention 24/7 from any standard day-room or outside telephone with no new wiring required. Facility staff personnel must maintain information on the system. The Customer shall be responsible for any/all integration fees incurred by their JMS/MIS system provider in order for AIS to receive inmate data.

PAYMENT:

AIS™ is free of charge for the duration of your existing inmate telephone contract with Provider on the following conditions:

- a. Customer maintains an Average Daily Population (ADP) of at least 85 for the duration of its existing inmate telephone contract with Provider; and
- b. Customer agrees to both phone and trust funding features; and



c. Customer agrees to a five (5) year extension to the existing inmate phone contract with Provider.

Compensation (Set-up Charge and Monthly Fee) is determined by AIS features chosen. Securus has the right to modify and increase compensation if feature set is modified or changed by the facility after contract execution.

STATEMENT OF WORK:

a. Specifications and Assumptions

The system will contain two primary applications. The first application will automate answering of incoming calls from the public or "friends and family;" the second will automate inmate information requests via existing inmate phones.

i. Outside "Friends and Family" Application

- Speech (Voice) Recognition including inmate identification by first and last name.
- Date of birth "fallback" to inmate name recognition.
- Text-to-Speech.
- Spanish Interface.
- Inmate Trust/Commissary deposits by major credit card.
- Securus Pre-paid Phone account funding by major credit card (available for Securus phone customers only).
- Charges.
- Bond Amounts and Types.
- Court Dates, Times, and Locations.
- Visitation eligibility and times including times by inmate name, housing location.
- Visits remaining for the week.
- Inmate location (if multiple addresses).
- Projected Release Dates.
- Identification of detainers and holds.
- Support for inmate types such as regular, federal, juvenile.
- Blocking of sensitive (sex, child crime charges) inmates.
- General Facility Information including facility location, directions, hours, mailing policies, visitation policies, money deposit policies, medication/prescriptions policies, inmate phone system information, and commonly requested phone numbers.
- Porting of existing facility phone numbers to secure hosting facility. No limit – as many numbers as desired can be pointed to AIS.
- Transfers of exception callers back to facility staff members for personal assistance.
- Queuing with hold music and updates for transferred callers when facility staff members are unavailable.

ii. Inmate Application

- Seamless integration with provider's Inmate Phone System, IE: "Press *11 for Automated Inmate Information."
- Spanish Interface.
- Commissary Balances.
- Charges.
- Court Dates and Locations.
- Bond Amounts and Types.
- Visitation eligibility and times including times by inmate name, housing location.
- Visits remaining for the week.
- Inmate location (if multiple addresses).

- Identification of detainers and holds.
 - Projected Release Dates.
- iii. Overall
- JMS integration for the Outside Application and the Inmate Application will be through flat-file, FTP imports. Imports take place in pre-determined intervals; fifteen minutes is standard. Customer will push Pipe, Comma, or Tab Delimited formatted data to a password protected FTP site.
 - Hosting from Class III data center located in Denver, CO, including features such as multiple power redundancies, climate control, biometric security, and raised floors.
 - Unlimited usage per month included (no cap on minutes).
 - Call Summary and Port Usage Reports emailed or faxed on weekly or monthly basis.
- b. Implementation Overview (timeline, roles, responsibilities):
- Week 1, Project Kickoff Call: Conference call to identify points of contact, review implementation plan, confirm system features, goals, and confirm specific dates of the timeline. Participants: Telerus, Provider, and Facility.
 - Week 2, Configuration Planning: Completion of online survey by facility administrative representative. Review and processing of responses by Telerus. Meeting with technical representation (Facility IT and/or JMS Provider) to discuss data export. Participants: Telerus, Provider, and Facility.
 - Week 3, User Demo Round 1: Based on the responses to the online survey, Telerus drafts and records general information scripts with a professional voice talent. The voice files are demonstrated for facility personnel prior to public access. Participants: Telerus and Facility.
 - Week 4, Lobby Go Live: "Did you Know" signs are posted in the facility lobby advising them of the availability of general facility information by phone. Participants: Telerus, Provider and Facility.
 - Week 5, Data Export: Telerus consults with Facility IT and/or JMS provider to initiate FTP data stream and validate export file contents. Participants: Telerus and Facility.
 - Week 6, QA: Telerus QA staff identifies applicable test cases and simulates calls from the public and inmates. Development and configuration changes are executed as necessary. Participants: Telerus and Facility.
 - Week 7, User Demo Round 2: Full feature demonstration, including inmate specific data lookups for both public and inmates, conducted for facility. Participants: Telerus and Facility.
 - Week 8, Spanish Translation and Recording: With the English scripts finalized for go live, Spanish translation and recording is performed. Participant: Telerus.
 - Week 9, Telecom Integration and Full Go live: With assistance from Facility Telecom and/or appropriate vendor(s), phone system integration is executed. Lobby "Did You Know" signs are updated and inmate side signs posted. Participant: Telerus and Facility.
- c. Equipment. Since the AIS™ solution will be hosted, no new equipment will be installed at the Customer Facility. However, the Customer will be required to push (through secure FTP) flat file imports in 15 minute intervals, which will require resources of a server class machine with a stable and continuous Internet connection.
- d. Service Level Agreements
- Uptime availability: 99%, apart from scheduled downtime, tracked and reset on a monthly basis.
 - Seven days a week, 24 hours/day coverage.
 - 800-number phone/pager and email access to the Provider/Telerus support team.
 - One-hour, or better, response to support calls.
 - Assignment of trouble ticket tracking number to each incident with resolution plan communicated within 24 hours.
 - One-business day, or better, response to support emails.
 - Remote diagnostics and resolution of software issues.
 - Voice file re-recordings not to exceed 1 hour per month.
 - New releases of product documentation.
 - Quarterly system review teleconferences including recaps of all incidents and resolutions.

3. Except as expressly amended by this First Amendment, all of the terms, conditions and provisions of the Agreement shall remain in full force and effect.

EXECUTED as of the First Amendment Effective Date.

<p><u>CUSTOMER:</u> Clinton County Sheriff's Department</p> <p>By: <u>Wayne Kangas</u> Name: <u>Wayne Kangas</u> Title: <u>Sheriff</u> Date: <u>2-15-12</u></p>	<p><u>PROVIDER:</u> Securus Technologies, Inc.</p> <p>By: <u>Robert Pickens</u> Name: Robert Pickens Title: Chief Operating Officer Date: <u>2-21-12</u></p>
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Please return signed contract to:

14651 Dallas Parkway
Sixth Floor
Dallas, Texas 75254

Attention: Contracts Administrator

Phone: (972) 277-0300