

**RFR FOR A SECURE INMATE CALLING
SYSTEM AND RELATED SERVICES**
COMMBUYS BID NUMBER: RFR-BD-18-1044-EPS17-EPS1-19423

Cost Tables



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

An RFP Solution Prepared for:
The Commonwealth of Massachusetts
RFR for Secure Inmate Calling System
**COMMBUYS Bid Number: RFR - BD-
18-1044-EPS17-EPS1-19423**
November 28, 2017 by 5:00 p.m. EST

Presented to:
Gerard McMahon
Massachusetts Executive Office of
Public Safety and Security
Project Manager
Program Management Office
c/o State 911 Department
151 Campanelli Drive, Suite A
Middleborough, MA 02346

Presented by:
Robert E. Pickens
President
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas
75007

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COVER LETTER

November 27, 2017

The logo for Securus Technologies, featuring the word "SECURUS" in a bold, white, sans-serif font above the word "Technologies" in a smaller, white, sans-serif font, both set against a solid blue rectangular background.

SECURUS
Technologies™

Gerard McMahon
Massachusetts Executive Office of Public Safety and Security
Project Manager, Program Management Office
c/o State 911 Department
151 Campanelli Drive, Suite A
Middleborough, MA 02346

Dear Mr. McMahon:

Securus Technologies, Inc. (hereinafter referred to as "Securus"), appreciates the opportunity to submit our cost proposal to RFR – BD-18-1044-EPS17-EPS1-19423 related to Inmate Calling System and Related Services for the Commonwealth of Massachusetts Department of Correction ("MADOC").

With the details of this proposal, Securus is providing the most valuable selection of low calling rates and commissions, combined with the best-in-class service, video visitation and technology solutions, especially those focused on investigative capabilities. Our proposed solution far exceeds the current technology solutions provided to MADOC by adding new security and investigative resources and capabilities, as well as the best voice biometrics system to positively identify inmates on phone calls. We have added other capabilities to assist with call monitoring and investigative staff. And, we will meet the Supplier Diversity Program (SDP) goals as set forth in the RFR. And, we will provide a robust, Massachusetts-based service and support team for your facilities so that we can improve your service levels and ensure that you have certified, qualified technicians available as we transition to new technologies in your facilities.

By selecting Securus for your inmate communications and investigative services requirements, you will be blazing a new trail of technology advancement and innovation for MADOC. You will be able to easily deploy new technologies that have been developed since your last award, but have been denied to you by the limitations of your incumbent vendor. You will enable the deployment of industry leading security and investigative capabilities to enhance the productivity and efficiency of MADOC administrators and investigators.

We sincerely thank you for this opportunity to offer our response and look forward to participating in the next steps of the procurement process. The response submitted herein will remain in effect until there is a contract award and a contract has been finalized.

Please note that I am authorized to legally bind the company.

Sincerely,



Robert E. Pickens

President

Securus Technologies, Inc.

4000 International Parkway

Carrollton, Texas 75007

972-277-0300

bpickens@securustechnologies.com

COST TABLES

Securus is proposing the following to the Commonwealth of Massachusetts:

- Transition and implementation of the Secure Call Platform (SCP) with the following:
 - RFR-directed telephones at multiple DOC locations, including inmate, TDD/TTY and the exclusive Securus sPhones to facilitate video visitation and video relay services
 - Life-of-contract online inmate telephone call recording storage with full off-site backup
 - Real-time, “Anywhere access” to SCP’s web-based administrative and investigative tools with secure user authentication
 - **Securus’ JLG Investigator Pro Continuous Voice Identification Biometric** – Industry leading *continuous voice identification* biometric system – proven to not only detect multiple offender voices on a call, but also to identify the offender voices, regardless of the offender PIN in use – now with the **added benefit** of tagging and identifying called party voices in inmate recordings, as well
 - **Securus Video Visitation (SVV) with the ConnectUs platform** – the industry’s most powerful, flexible and effective application to facilitate inmate-family visual communication, increase information-delivery channels from MADOC to the inmate population and provide inmate self-service applications
 - **Securus’ Video Relay Service (VRS)** – an industry-leading system to aid in the effective communication between hearing-challenged inmates and their friends and families using American Sign Language via secure video connections
 - **Securus’ exclusive THREADS data analytics investigative platform** – a data warehousing and analysis tool to generate focused, more productive leads
 - Automated interface to the necessary systems as mutually determined with MADOC
 - **ICER offender inter communications evaluation and reporting** – Uncovers when offenders are communicating with one another through offender calls
 - **Automated Information Services (AIS)** – the industry’s first and only hosted, interactive voice response (IVR) system that automatically provides general facility information and offender-specific information to detainees and outside callers over the phone.

Securus Commission Offers:

As specified in RFR section 9.2.13 and the response to Question #71, Securus is providing multiple calling rate and commission offers to provide the best value to the Commonwealth. In an effort to do this in the most efficient manner possible, the information below clearly delineates the three Cost Table options with regards to calling rates and commissions. All three options provide the DOC with the same technology and capabilities as detailed above. Additionally, Securus is providing individual cost tables on the following pages that correspond to each of these offers.

Securus RFR Offer #1: Call rates as specified in the RFR Section 9.1.1

**Monthly
Commission Percentage**

7	6	.	2	0
---	---	---	---	---

Securus RFR Offer #2: Call rates - \$0.057 per minute for all domestic calls

**Monthly
Commission Percentage**

5	5	.	0	0
---	---	---	---	---

Securus RFR Offer #3: Call rates - \$0.08 per minute for all domestic calls *(Estimated \$2.4Mil in annual commissions)*

**Monthly
Commission Percentage**

6	8	.	0	0
---	---	---	---	---

International calls for all offers will be connected at \$0.40 per minute

COST TABLES FORM

The Bidder shall complete all of the following Cost Tables. The Inmate Calling System and Related Services shall be provided to the Massachusetts Department of Correction (DOC) at no cost to the DOC. Costs in these Cost Tables will be the Commission Percentage paid to the Commonwealth for all inmate calls made through the system. The Bidder may not propose any additional financial compensation to the DOC other than the commission percentage outlined in the Cost Tables.

The Bidder shall include the Inmate Calling System and Related Services according to the RFR specifications for all goods and services. Any and all costs shall be entered in U.S. currency.

These cost tables shall be provided in your response.

The following shall be completed by the individual identified in the Contractor Authorized Signatory Listing.

I am authorized by the Bidder to provide these costs and commission fee schedule in response to this RFR.

Bidder Name:	Securus Technologies, Inc.
Signature:	
Name:	Robert E. Pickens
Title:	President
Date:	11/27/2017

SECURUS OFFER #1 COST TABLES

Cost Table 1.0 Call Commission Fee Schedule

The following stated percentage is the figure used to calculate the monthly Commission paid to the DOC for all accepted telephone calls placed through the Inmate Calling System. This percentage will be based on monthly Gross Revenue attributed to the Inmate Calling System for ***all call traffic (collect, debit, pre-paid, and pre-paid collect)***.

The Bidder shall provide a commission rate that includes a figure to the 1/100 position (as in the example below) to ensure that no ties will be possible from proposing Bidders.

Example:

1	2	•	3	4
---	---	---	---	---

The Bidder shall not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

Bidder Name:	Securus Technologies
Date:	November 27, 2017

Monthly Commission Percentage	7	6	•	2	0
--	---	---	---	---	---

Commission Impact

The Commonwealth has requested an indication of the impact to commissions for the inclusion of several non-inmate-telephone capabilities. The following denotes any relevant commission impact:

- Inclusion of the equipment as stipulated in RFR specification 5.2.1 has a commission impact of 2.6% in year-one only
- In response to the Commonwealth's answer to Question #70, the inclusion of more than one Video Visitation unit per facility does not impact the proposed commission to the Department, as the Securus Video Visitation system is self-sustaining

Note: Securus RFR Offer #1 includes call rates as specified in the RFR Section 9.1.1

(Remainder of page left intentionally blank.)

- **Cost Table 2.0 Video Visitation**

The following stated percentage is the figure used to calculate the monthly commission paid to the DOC for video visitation services.

The Bidder shall provide a commission rate that includes a figure to the 1/100 position (as in the example below) to ensure that no ties will be possible from proposing Bidders.

Example:

1	2	•	3	4
---	---	---	---	---

The Bidder shall not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

Bidder Name:

Securus Technologies, Inc.

Date:

November 27, 2017

**Monthly
Commission Percentage:**

0	0	•	0	0
---	---	---	---	---

Cost Table 4.0 International Call Per-Minute Schedule

Bidders shall complete Cost Table 4.0 on the following page. Feel free to make copies for this table for inclusion with your response.

The Cost Table on the following page shall be included in the Bidder's Response. This Cost Table provides the per-minute cost for debit based inmate calling to countries/locations outside of the North American Dialing Plan.

The Bidder shall list all countries/locations to which it can provide collect only or direct dial (debit based) calls. In the appropriate column, the Bidder shall enter the per call surcharge, per minute rate (collect calls) and per minute rate (direct dial).

All rates (with the exception of the per call surcharge) shall be quoted on a per minute basis. No per call minimum will be allowed for international calling.

Please do not leave any spaces empty in the Cost Table on the following page. For example, if you provide direct dial service to the United Kingdom but do not provide access to this country in a collect mode, place "Not Available" in the space provide for "Per Call Surcharge" and "Collect Call Rate".

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Cost Table 4.0 International Call Per-Minute Schedule

Bidders shall complete Cost Table 4.0 and include it in their response. Feel free to make as many copies for this table as required for inclusion with your response.

Country/Location	Per Call Surcharge	Debit Based Per Minute Rate	Collect Call Per Minute Rate	Prepaid Calling Per Minute rate
All Countries	\$0.00	\$0.40	\$0.40	\$0.40

International Destinations

Additionally, all calls to all international destinations are to be billed at a rate of \$0.40 per minute. A chart depicting the available locations is available beginning on page 43 of this Cost Proposal.

(Remainder of page left intentionally blank.)

Cost Table 5.0 Additional Fees, Video Visitation

Bidders shall complete Cost Table 5.0 on the following page.

The Cost Table on the following page shall be included in the Bidder's Response. This Cost Table requires that the Bidder identify all fees and costs associated with the called party's invoice or the inmate's account. This Cost Table shall also be used to identify fees and costs associated with video visitation. Bidders are reminded that they shall comply in all respects with all applicable federal and state laws, regulations, rules, orders, standards, guidelines, and/or tariffs in effect at the time of the issuance of this RFR or promulgated or issued from time to time throughout the term of the contract, including without limitation, FCC and/or DTC inmate calling rate caps, per minute rates for TTY calls, and restrictions on additional and/or ancillary service charges and/or taxes

This Cost Table 5.0 completed by the Bidder will be made an integral part of the Bidder's Contract with the DOC. The Bidder shall list all additional fee items in the column on the left hand side of the table, indicate as to which type of call this fee applies, indicated one-time or recurring and then include the fee in the far right hand column.

The Bidder shall include all fees (even if the fee is based on a percentage).

Please do not leave any spaces empty in the Cost Table on the following page if a cost item has been entered into the far left hand column.

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Cost Table 5.0 Additional Fees, Video Visitation

Bidders shall complete Cost Table 5.0 and include it in their response.

Description of Fee	Charge Type: Collect Pre-Paid Pre-Paid Collect Debit	Recurring or Non-Recurring	Cost
Example			
Automated Payment Fee via phone or website	Pre-paid account funding	Recurring at each funding event	\$3.00
Payment via live agent	Pre-paid account funding	Recurring at each funding event	\$5.95
Paper Bill/Statement Fee	Collect	Recurring on each bill	\$2.00
Return Check Charge	Pre-paid and Inmate Debit	Recurring for each returned check	\$25.00
Video Visitation	Remote Video Visits (No charge for on-site visits)	Recurring for each remote visit	\$12.99/visit

SECURUS OFFER #2 COST TABLES

Cost Table 1.0 Call Commission Fee Schedule

The following stated percentage is the figure used to calculate the monthly Commission paid to the DOC for all accepted telephone calls placed through the Inmate Calling System. This percentage will be based on monthly Gross Revenue attributed to the Inmate Calling System for ***all call traffic (collect, debit, pre-paid, and pre-paid collect)***.

The Bidder shall provide a commission rate that includes a figure to the 1/100 position (as in the example below) to ensure that no ties will be possible from proposing Bidders.

Example:

1	2	•	3	4
---	---	---	---	---

The Bidder shall not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

Bidder Name:	Securus Technologies
Date:	November 27, 2017

Monthly Commission Percentage	5	5	•	0	0
--	---	---	---	---	---

Commission Impact

The Commonwealth has requested an indication of the impact to commissions for the inclusion of several non-inmate-telephone capabilities. The following denotes any relevant commission impact:

- Inclusion of the equipment as stipulated in RFR specification 5.2.1 has a commission impact of 2.6% in year-one only
- In response to the Commonwealth's answer to Question #70, the inclusion of more than one Video Visitation unit per facility does not impact the proposed commission to the Department, as the Securus Video Visitation system is self-sustaining

Note: Securus RFR Offer #2 includes call rates of \$0.057 per minute for all domestic calls

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Cost Table 2.0 Video Visitation

The following stated percentage is the figure used to calculate the monthly commission paid to the DOC for video visitation services.

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Example:

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The Bidder shall not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

Bidder Name:

Securus Technologies, Inc.

Date:

November 27, 2017

Monthly

Commission Percentage:

0	0	•	0	0
---	---	---	---	---

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International Destinations

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Paper Bill/Statement Fee	Collect	Recurring on each bill	\$2.00
Return Check Charge	Pre-paid and Inmate Debit	Recurring for each returned check	\$25.00
Video Visitation	Remote Video Visits (No charge for on-site visits)	Recurring for each remote visit	\$12.99/visit

SECURUS OFFER #3 COST TABLES

Cost Table 1.0 Call Commission Fee Schedule

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Bidder Name:	Securus Technologies
Date:	November 27, 2017

Monthly Commission Percentage	6	8	•	0	0
--	---	---	---	---	---

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Date:	November 27, 2017

**Monthly
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0	0	•	0	0
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Return Check Charge	Pre-paid and Inmate Debit	Recurring for each returned check	\$25.00
Video Visitation	Remote Video Visits (No charge for on-site visits)	Recurring for each remote visit	\$12.99/visit

SECURUS PROVIDED PRODUCTS and SERVICES

Combining technology, reliability, service and PEOPLE to meet the needs of Corrections in the Commonwealth of Massachusetts... to increase rehabilitation and decrease recidivism!

Securus has put together a full suite of products, capabilities and services to meet the emerging needs of our customers. Our proposal includes a full suite of technologies that are owned and operated by Securus and can be selected and utilized by MADOC as part of this contract. The list of products and services available from Securus is as follows:

1. Secure Call Platform (SCP) – The most widely used Inmate Calling Platform
2. THREADS – Data Analytics and Focused-Leads Generation
3. Location Based Services – Technology to find the location of cell phones which receive inmate telephone calls*
4. Investigator Pro – Continuous Voice Biometric Identification and Investigative Tools
5. Securus Video Visitation – Industry leading at-home and premise-based video visiting
6. Guarded Exchange Monitoring and Forensic Services
7. Automated Information Services (AIS)

For more information on each of these options, please refer to the following pages. You may reference each offering as they are numbered above.

1. Secure Call Platform (SCP) – Inmate/offender calling platform

The Securus Secure Call Platform (SCP) is a highly featured, flexible, state-of-the-art system designed to provide MADOC with the ultimate in inmate call control, reporting, and investigative capabilities. The advanced features of the system provide powerful and flexible tools for controlling inmate calling, reducing fraud, and generating valuable administrative and investigative reports.

SCP allows inmates the privilege of telephone communication while enabling staff and investigators the ability to maintain security through a reliable and easy-to-use inmate call control system. SCP provides security to the public through the use of:

- Automated operators instead of live operators
- Personal allowed number (PAN) lists that do not allow calls to numbers that have not been approved by the system administration
- Inmate call monitoring and recording for investigative and safety purposes
- Call duration settings and telephone on and off times
- Call detail records for investigative purposes, and fraud control features
- Real time rate quotes
- Real time blocking by called party

SCP enables our customers to operate a smarter and more efficient facility. The SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate calling information more quickly and reliably. Routine inmate calling operations can be configured to require minimal administration—allowing a facility's staff to focus on what they do best, maintaining a safer, more secure correctional environment. SCP also allows for immediate, live monitoring of calls in progress. All of these investigative and administrative resources are available from any Windows based computer with access to the World Wide Web.

Securus' custom built SCP is an integrated platform of software tools and computer and telephony hardware. The SCP's hardware and software components are designed to adapt to the changing needs of a facility's operations. SCP is capable of inmate telephone monitoring, inmate telephone recording, call blocking and unblocking, comprehensive report generation, and many more investigate tools and capabilities.

The SCP is equipped with the following standard applications:

- Digital recording and playback of calls
- Dedicated customer care center to specifically address called party inquiries
- A variety of optional calling methods and platform flexibility to increase options and income for the facility while increasing the inmate's calling ability
- Number restriction and blocking capabilities
- Identification of watched numbers, attorney calls (private) on CDR
- Multi-level password security entry system
- Comprehensive call detail reports based on user search criteria

- Inmate custody accounts (pin application) with or without personal allowed number (PAN) list capabilities
 - Expanded fraud control features (three-way, biometric identification, additional digit dialing prevention, etc.)
 - Bilingual automated voice messaging, instructional prompts, tag lines and voice overlays
 - Fully integrated debit-based calling platform
 - Interface and integration capabilities
 - Immediate port disabling (remote kill switch) from anywhere in the world with authorized access
 - Automated pan assignment
 - Open architecture interface with jail / offender management system to send electronic files for immediate upload into SCP
 - Remote live monitoring capabilities—anywhere world wide
 - True call portability for playback, replay, and download of conversations without the need of proprietary software
-

2. **THREADS - Data Analytics**

Securus can provide our new, powerful investigative software called THREADS, exclusive to Securus and not available from any other provider. The THREADS application has been demonstrated to Department of Correction administrators and investigators who have endorsed the program as providing valuable tools providing call pattern analysis on many levels including suspicious dialing patterns and sequences.

As shown below, THREADS provides many ways to analyze the data:

Communication Statistics

- Communication Activity
- Frequency and Statistics
- Contact Listing
- Communication Listing

Organization Analysis

- Inner Circle Identification
- Inner Circle Delta
- Who's the Boss

Communication Behavior

- Sequence Analysis
- Pattern Analysis
- Chain Analysis

Subscription Usage Analysis

- Hole Detection (a hole in inmate communication patterns could indicate the inmate has a cell phone)
- Concurrent Phone Usage
- Contact Swap

Common Communication

- Common Contact
- Concurrent Common Contact
- Entity Linkage
- Two Entity Linkage

Linkages

- Interconnected Entity Linkage
- Intercommunication

Timelines

- Timeline

Correlations

- Cross Site Analysis

(Remainder of page left intentionally blank.)

THREADS will detect criminal organizations being run from within the facility, detect three-way calling patterns when multiple inmates are talking to one called party at the same time, find associations of multiple called parties based on who is calling them, and identify inmates who possibly have a cell phone based on calling patterns. For instance, if an inmate makes six calls per day, every day, but then all the sudden doesn't make any for a week, it is possible they have another form of communication such as a cell phone.

Graphic Representation

- Timeline charts and graphical analysis make it easy to reveal periods of high-intensity calling and other calling patterns on a graphical and interactive timeline. This technology identifies the inmate even if the calls are masked by another inmate's PIN and eliminates the human intervention by receiving actionable intelligence at the push of a button. Additionally, THREADS allows you to set up automated notifications, which will e-mail an investigator when information is found.
- THREADS analyzes data for investigators and provides interactive visualization tools to produce easy-to-understand analytical reports, charts, interactive graphs, maps, and builds a case and presentation view that can be used as evidence in a criminal trial.

Investigative Capabilities and Benefits for the Department

- Cell Forensics Analysis
 - Identify Accomplices
 - Inmates contact people on the outside indirectly, Identify who they are "really" contacting
 - Identify linkages
 - Identify an inmate's inner circle
 - Identify associated gang members
 - Identify inmates communication within the facility
 - Find unique patterns in communication data
 - Combine all the data into a single system to analyze
 - Harvest all of this information with enhanced reporting tools
-

3. Location-Based Services – Real Time Cellular Control Tool*

Customer feedback from investigators uncovered a need to identify the location of the cell phone an inmate is calling. We took that feedback and developed a solution that went beyond what was requested. With Securus' proprietary Location-Based Services (LBS), the Agencies can determine the true location of a cellular phone that is called by an inmate. LBS will also track the location of the cell phone during the inmate call and identify the distance of the cell phone from the correctional facility. This allows the Agencies to place a perimeter around all of your facilities and block calls to cell phones from inmates if the cell phones are located within a certain radius of your facility.

Integrated with SCP, Location-Based Services can:

- Provide the called party's true location at the time of an inmate's call via a link in the Call Detail Record (CDR)
 - Set up a "Geo Fence" perimeter around a location to notify investigators when an inmate calls a cell phone that is within the Geo Fence perimeter
 - Identify the real-time location, on demand, of a suspect's cell phone (requires appropriate warrant/subpoena documentation)
-

4. Investigator Pro – Continuous Voice Biometric Identification

Investigator Pro is a powerful evidence-gathering and investigative analysis tool. It uses unprecedented state-of-the-art technology to "recognize" the voices of inmates over telephone calls and exposes inmates who try to beat the system by hiding their identities to engage in criminal activity.

The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor-intensive to gather and interpret. This breakthrough technology stands to dramatically change the way evidence is gathered, shared, and used in the investigation and prosecution process. The Investigator Pro system provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case-management tool.

One of the modules of the system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort.

Not only will the Investigator Pro assist investigators in identifying which calls should be targeted to review, it also provides a sophisticated playback system with the power to play and annotate calls faster, with less duplication of effort.

The system provides the following features:

- Ability to separate recorded voices and select only one voice to play back at a time
 - Speed or slow a conversation or single voice within a recording
 - User friendly playback module with intuitive buttons
 - Saves time, allowing for more productive use of staff time, better distribution of staff resources, and cost savings
 - Report feature allows for supervisory oversight, accountability, and assessment of your staff's investigative skills and activities
-

5. Securus Video Visitation

Securus can provide the Agencies with the Securus Video Visitation system, enabling you to allow remote visitations safely, securely, and with less burden on facility staff. This advanced solution provides multiple benefits, including:

- Enhanced facility security by reducing the possibility of inmate confrontation
- Reduction in inmate and visitor movement through a facility
- Improved inmate ability to communicate with legal representation/bail-bond/family, and any other persons authorized by the Agencies' administration(s)
- Reduction in contraband infiltration
- Increased security for visitors
- Increased inmate and visitor morale with increased opportunities to visit
- Reduced man-hours needed to escort inmates and visitors to visiting areas
- New revenue stream for the facility through paid visitation sessions

The Securus Video Visitation solution is a centralized system, similar to our Secure Call Platform inmate calling system, that allows monitoring and recording of video sessions. After the video visitation system has been implemented, it is easy for Securus to enable new features and modules by activating the feature in the centralized system.

At-Home Video Visitation

This method allows remote visitors, such as friends and family, probation officers, and attorneys to securely communicate with inmates from outside the facility via a broadband Internet connection.

Remote visitors access Securus Video Visitation through the www.securustech.net website. The visitor selects the facility and inmate they would like to visit. The visitor is able to do the following:

- Create, edit, and/or delete scheduled video sessions with inmates
- Pay for the scheduled session with a credit or debit card
- Visit with inmates (no officer intervention required)

Remote users will need to use a personal computer or laptop with a built-in or external USB webcam, a microphone and speakers, or a headset.

sPhone™ Overview

The Securus sPhone™ is the most flexible video visitation product on the market today, designed to give the DOC unmatched efficiency and flexibility.

The sPhone is an intelligent facility device (IFD) that provides more than just video visitation. The sPhone is a powerful touch-screen computer that runs the most feature-rich video visitation and inmate telephone services, as well as “self-service” tasks. These tasks can include uploading inmate handbooks, reporting grievances, emailing, viewing schedules, ordering commissary, viewing educational videos, and much more.



sPhone Options

- Compliant telephone
- Compliant video visitation unit
- Grievance application
- Inmate handbook
- Law Library
- Many other efficiency-enhancing applications

sPhone Hardware Benefits

The sPhone, with a smaller footprint than a traditional video visitation kiosk, uses existing facility telephony wiring. It can be installed where regular inmate telephones now exist.

The housing is strong enough to prevent vandalism and is designed to prevent the introduction of contaminants. The case and touch screen are environmentally sealed and easy to clean. The rounded shell has no sharp edges or corners, providing another layer of protection to prevent the inmate from self-harm. The unit's shape, small footprint, and low profile reduce the amount of leverage available to intentionally damage the unit. Display

information will be projected from the processor through a thick, transparent, break- and scratch-resistant screen.

6. Guarded Exchange Monitoring and Forensic Services

Call Monitoring Services

Securus has created a partnership with Guarded Exchange LLC to provide investigative services and call analysis software that helps facilitate the monitoring of inmate calls. This outsourced monitoring service is currently being proposed to the DOC. This enhances the probability of identifying suspected conduct that may suggest activities such as escape plans, introduction of drugs, potential assaults, the use of cell phones, and violent crimes on staff.

Securus believes this program will provide incredible value to the DOC by creating a daily presence and focus on effective utilization of all SCP investigative capabilities, including the THREADS analytical tool. Additionally, this program would take daily direction from the DOC and would be responsible for ensuring THREADS analytical output is in alignment with the DOC requirements.

Securus can provide further information about the Enhanced Guarded Exchange Call Monitoring Program upon request from the DOC.

7. Automated Information Services (AIS)

Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that automatically provides general facility information and inmate-specific information to detainees and outside callers over the phone.

In addition to this core functionality, AIS can be configured to enable family members to open or fund a prepaid telephone account and fund an inmate's trust account over the phone.

These additional funding options make it easier and more convenient for friends and family to contribute funds while increasing your facility's potential commissionable revenue. All of this functionality is available around the clock, which means constituents can always get the information they need when they need it.

Handling Payments, Commissions, and Refunds

Securus will handle all payments, relieving the MADOC from the cash handling business. As money is added to an Inmate Debit account, SCP recognizes the funding transaction and transfers the funds to Securus. Securus will then pay commissions to the MADOC based on the monthly usage. Securus will send the MADOC a commission check each month that can be applied to the general fund or inmate welfare fund based on MADOC's direction.

When an inmate is released from a MADOC's facility, the release information is transmitted to SCP through our automated interface. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate. Securus can remit the unused funds to MADOC to be refunded to the inmate via MADOC's refund process. Or, to further relieve MADOC of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

Reporting

Detailed reporting about Inmate Debit is available through the SCP user interface and the Facility Portal. The SCP Debit Report allows authorized MADOC users to:

Query Inmate Debit call detail records (CDRs) by the user-specified criteria

View all debits and credits that occurred during a specific time period for an individual inmate; for all inmates within a facility; or for all facilities

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INTERNATIONAL RATES

Securus Technologies, Inc.

International Country Codes

Country Code	Location Name	Cost Per Minute
93	Afghanistan	\$0.40
355	Albania	\$0.40
213	Algeria	\$0.40
376	Andorra	\$0.40
244	Angola	\$0.40
672	Antarctica	\$0.40
54	Argentina	\$0.40
374	Armenia	\$0.40
297	Aruba	\$0.40
247	Ascension Island	\$0.40
61	Australia	\$0.40
43	Austria	\$0.40
973	Bahrain	\$0.40
880	Bangladesh	\$0.40
375	Belarus	\$0.40
32	Belgium	\$0.40
501	Belize	\$0.40
229	Benin	\$0.40
975	Bhutan	\$0.40
591	Bolivia	\$0.40
387	Bosnia	\$0.40

267	Botswana	\$0.40
55	Brazil	\$0.40
673	Brunei	\$0.40
359	Bulgaria	\$0.40
226	Burkina Faso	\$0.40
257	Burundi	\$0.40
855	Cambodia	\$0.40
237	Cameroon	\$0.40
238	Cape Verde	\$0.40
236	Central African	\$0.40
235	Chad	\$0.40
56	Chile	\$0.40
86	China	\$0.40
57	Colombia	\$0.40
682	Cook Island	\$0.40
506	Costa Rica	\$0.40
225	Cote D'ivoire	\$0.40
385	Croatia	\$0.40
53	Cuba	\$0.40
357	Cyprus	\$0.40
420	Czechoslovakia	\$0.40
850	Dem People Rep Korea	\$0.40
243	Dem Rep Congo	\$0.40
45	Denmark	\$0.40
246	Diego Garcia	\$0.40
253	Djibouti	\$0.40
593	Ecuador	\$0.40

20	Egypt	\$0.40
503	El Salvador	\$0.40
240	Equatorial Guine	\$0.40
291	Eritrea	\$0.40
372	Estonia	\$0.40
251	Ethiopia	\$0.40
500	Falkland Islands	\$0.40
298	Faroe Islands	\$0.40
691	Federated Micronesia	\$0.40
679	Fiji Islands	\$0.40
358	Finland	\$0.40
33	France	\$0.40
596	French Antilles	\$0.40
594	French Guiana	\$0.40
689	French Polynesia	\$0.40
241	Gabon	\$0.40
220	Gambia	\$0.40
49	Germany	\$0.40
233	Ghana	\$0.40
350	Gibraltar	\$0.40
30	Greece	\$0.40
299	Greenland	\$0.40
590	Guadeloupe	\$0.40
502	Guatemala	\$0.40
224	Guinea	\$0.40
245	Guinea Bissau	\$0.40
592	Guyana	\$0.40

509	Haiti	\$0.40
504	Honduras	\$0.40
852	Hong Kong	\$0.40
36	Hungary	\$0.40
354	Iceland	\$0.40
91	India	\$0.40
62	Indonesia	\$0.40
964	Iraq	\$0.40
353	Ireland	\$0.40
972	Israel	\$0.40
39	Italy	\$0.40
81	Japan	\$0.40
962	Jordan	\$0.40
254	Kenya	\$0.40
686	Kiribati	\$0.40
965	Kuwait	\$0.40
856	Laos	\$0.40
371	Latvia	\$0.40
961	Lebanon	\$0.40
266	Lesotho	\$0.40
231	Liberia	\$0.40
218	Libya	\$0.40
423	Liechtenstein	\$0.40
370	Lithuania	\$0.40
352	Luxembourg	\$0.40
853	Macao	\$0.40
389	Macedonia	\$0.40

261	Madagascar	\$0.40
265	Malawi	\$0.40
60	Malaysia	\$0.40
960	Maldives	\$0.40
223	Mali	\$0.40
356	Malta	\$0.40
692	Marshall Islands	\$0.40
222	Mauritania	\$0.40
230	Mauritius	\$0.40
52	Mexico	\$0.40
373	Moldova	\$0.40
976	Mongolia	\$0.40
377	Monaco	\$0.40
212	Morocco	\$0.40
258	Mozambique	\$0.40
95	Myanmar/Burma	\$0.40
264	Namibia	\$0.40
674	Nauru	\$0.40
599	Netherlands Antilles	\$0.40
31	Netherlands	\$0.40
687	New Caledonia	\$0.40
64	New Zealand	\$0.40
505	Nicaragua	\$0.40
227	Niger	\$0.40
234	Nigeria	\$0.40
683	Niue	\$0.40
47	Norway	\$0.40

968	Oman	\$0.40
92	Pakistan	\$0.40
680	Palau	\$0.40
970	Palestine	\$0.40
507	Panama	\$0.40
675	Papua New Guinea	\$0.40
595	Paraguay	\$0.40
51	Peru	\$0.40
63	Philippines	\$0.40
48	Poland	\$0.40
351	Portugal	\$0.40
974	Qatar	\$0.40
262	Reunion Island	\$0.40
40	Romania	\$0.40
7	Russia	\$0.40
250	Rwanda	\$0.40
685	Samoa	\$0.40
378	San Marino	\$0.40
239	Sao Tome	\$0.40
966	Saudi Arabia	\$0.40
221	Senegal	\$0.40
248	Seychelles	\$0.40
232	Sierra Leone	\$0.40
65	Singapore	\$0.40
421	Slovakia	\$0.40
386	Slovenia	\$0.40
677	Solomon Island	\$0.40

252	Somalia	\$0.40
27	South Africa	\$0.40
82	South Korea	\$0.40
34	Spain	\$0.40
94	Sri Lanka	\$0.40
508	St Pierre/Miquel	\$0.40
290	St Helena	\$0.40
249	Sudan	\$0.40
597	Suriname	\$0.40
268	Swaziland	\$0.40
46	Sweden	\$0.40
41	Switzerland	\$0.40
963	Syria	\$0.40
886	Taiwan	\$0.40
255	Tanzania	\$0.40
66	Thailand	\$0.40
228	Togo	\$0.40
690	Tokelau	\$0.40
676	Tonga	\$0.40
216	Tunisia	\$0.40
90	Turkey	\$0.40
688	Tuvalu	\$0.40
256	Uganda	\$0.40
380	Ukraine	\$0.40
971	United Arab Emirates	\$0.40
44	United Kingdom	\$0.40
598	Uruguay	\$0.40

678	Vanuatu	\$0.40
379	Vatican City	\$0.40
58	Venezuela	\$0.40
84	Vietnam	\$0.40
681	Wallis/Futuna	\$0.40
967	Yemen	\$0.40
381	Yugoslavia	\$0.40
260	Zambia	\$0.40
263	Zimbabwe	\$0.40