PROPOSAL FOR LANE COUNTY

TELMATE RESPONSE TO RFP "INMATE TELEPHONE AND VIDEO VISITATION SERVICES"

Telmate™

Transforming Inmate Communications

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January 21, 2014

Lane County Sheriff's Office

125 E 8th Avenue

Eugene, Oregon 97401

ATTN: Corleen Milhorn, Contract Administrator, at the Lane County Sheriff's Office

Dear Ms. Milhorn,

Telmate is pleased to present our Secure Inmate Communications System for Lane County, featuring:

Hardware	TelmateCommand Software
TelmatePhone	**Telmate**Control
TelmateStation	**Telmate**Investigator
TelmateKiosk: Lobby	**Telmate**Reports
TelmateKiosk: Booking	**Telmate**Verify

We believe Telmate offers the best combination of innovation and value for the County because our offer includes the following benefits unique to our solutions:

• **Industry-Leading Technology. Telmate is different** than the old-style Inmate Telephone Providers. **We are a technology company**, made up of people who are constantly pushing the industry forwards. **We strike a balance between powerful** tools for investigators **and easy-to-use** interfaces for everyone. We design and build our own, market-leading **Telmate Station** for video visitation and our multifunction **Telmate Kiosks** for lobby and booking. **Telmate Phone** uses corrections-grade handsets. All Telmate hardware products are managed by our secure **Telmate Command** application, accessible from any Web-enabled device.

• **Increased Revenue.** While other ITS vendors try to compete on only a commission percentage, **Telmate continually focuses** on what we call Average Spend per Inmate (ASPI), which is the calculation of Gross Revenue divided by the ADP (average daily population) for a given time period. **More accurate tracking** provides clearer revenue detail.

• **Service You Can Count On. Telmate listens, understands and responds** to our Oregon counties' (and the Oregon Department of Corrections') evolving needs over time. When something can work better, **we take your input and fix it.** When something doesn't exist

that you want, **we create it**. We can do this because almost all of our products are designed and built by Telmate. **Telmate responds** in hours, not days. **Our people are committed** to your success, and **we are committed to our home state of Oregon**. We bring the same, proactive attitude towards service to Lane County.

•**Cash management.** With our installed lobby kiosk, friends & family are able to **immediately load funds** into an inmate's account at the facility; without the need of staff assistance. Telmate also provides for friends & family to **load funds with cash at 135,000 retail location**s around the country, and online from our website.

•**Investigative tools.** Telmate provides the **most capable investigative tools in the industry** today. Telmate's built-in remote access, using the same security as online banking, allows investigators to access anything related to **Telmate**Phone, including live call recordings, from anywhere. **Alarmed calls can be routed** to investigator cell phones for approval or live review. Calls can be flagged, investigator notes can be attached, destination numbers can be mapped, and much more. Simply put, **Telmate helps Lane County catch criminals**.

•**Labor savings.** Telmate Kiosk: Lobby **streamlines deposit processes**, and saves labor for the County. Telmate Kiosk: Booking **saves more County resources** by walking the detainee through the deposit process during booking without staff involved in handling cash or coin. TelmateStation video visitation is coupled with our automated visitation scheduler, a total solution for reserving, changing and allocating visits between inmates and their friends and family. As is always the case with Telmate automation, **you maintain complete control** over all activities.

We're proud of the work we've done to design and develop Telmate systems into the robust solutions they are today. At Telmate, we strive every day to make the County's experience even better. With that in mind, we are offering the following:

•**Competitive commission.** Telmate is proposing to return 59% commission percentage to Lane County.

In conclusion, we appreciate this opportunity to serve you. We are confident that when you evaluate all the aspects of our proposal, you will find that Telmate offers the best value option for Lane County. Should you have any questions for Telmate, please reach out to Darren Wallace, Vice President of Business Development at either (208) 571-7455 or darren@telmate.com.

Sincerely,

Kevin O'Neil, President, Telmate

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ABOUT TELMATE

Telmate is a full-service telecommunications provider. We combine cutting-edge managed communication products with outstanding, responsive customer service, along with the most innovative, feature-rich investigator toolset. The result is a secure inmate communications experience with increased calling activity and reduced inmate recidivism.

We began in 1998 as Pinnacle Public Services. As a service and installation provider, we became familiar with the correctional industry and the challenges faced by inmates and facility staff with respect to inmate telephone systems. Responding to the need for a streamlined, high-tech solution, we entered the market directly, as Telmate, in 2005.

Since our inception, we have sought out and retained the best, most creative minds to create and evolve our forward-thinking products. Led by the industry's foremost executives, our team - from our dedicated customer service representatives in our Ontario call center to our driven software developers in San Francisco - works tirelessly to build and maintain the premiere offering of advanced inmate telecommunications services in the market today.

At Telmate, we take great pride in our technology, but realize any product is only as good as its people. That's why we stand behind our products with exemplary, USA-based customer service, available 24 hours a day, 365 days a year. We also guarantee an uptime of 99.993%, the best in the industry.

Our dedication to quality service and products has not gone unnoticed; today, Telmate is one of the fastest growing inmate telecommunication service providers in North America. Our solutions are currently in operation at facilities of all sizes, ranging from city jails housing 25 inmates to state DOCs and ICE (Immigrations and Customs Enforcement) facilities with thousands of inmates. The Telmate experience has been so favorable for our customers that we have never lost a contract, and Telmate was recently named Contractor of the Year by Oregon Department of Corrections.

Please read on to learn more about where Telmate is installed; we look forward to the opportunity to provide the same top-notch service to that we bring to each and every customer.

Telmate's Growing Presence

Since 2005, Telmate has been working to transform the inmate communications experience - one facility at a time. Today, with a footprint encompassing more than 240 facilities across 42 U.S. states and 2 Canadian provinces, Telmate is growing faster than any other provider in the industry. With local technicians across the country able to respond to service issues within two hours, Telmate is large enough to provide exemplary products and unrivaled technology and features, but small and agile enough to know each of our customers well, and to understand their needs.

The map shows where Telmate is installed. Blue highlights represent states where we have installed our inmate telephone system; yellow indicates states where we have installed our cutting-edge video visitation solution.

Where Telmate is Installed

To date, Telmate's inmate communication services have been installed in more than **240** locations across the United States and Canada.

States above colored BLUE include customers with Telmate Phone.
States above colored in GOLD include customers with video visitation systems featuring Telmate Station in addition to Telmate Phone.

Telmate's Video Visitation Leads the Industry

Recognizing the difficulties that can arise from messy integrations resulting from an inmate telephone provider purchasing a video visitation product from another company and trying to adapt it to their platform, Telmate developed our own video visitation system from the ground up. Because it is built around the same calling platform as our ITS, **our video visitation works seamlessly.** Customers have been so impressed with our product that **we have installed it in more than 60 locations across North America. No other provider comes close** in providing both on-site and remote video visitation. Telmate is currently providing or installing our video visitation product in the following places:

Alabama

- Calhoun County
- Cullman County
- DeKalb County
- Etowah County
- Jackson County
- Lauderdale County
- Marshall County
- St. Clair County

Arizona

- Coconino County

Florida

- Glades County
- Hendry County

Georgia

- Paulding County

Idaho

- Ada County
- Bannock County
- Bingham County
- Bonneville County
- Canyon County
- Kootenai County
- Minidoka and Cassia Counties
- Twin Falls County
- Washington County
- Twin Falls County

Idaho (Cont'd)

- Washington County

Indiana

- Hamilton County
- Lake County
- Miami County

Kentucky

- Grant County
- Laurel County
- Marion County

Louisiana

- Lafayette Parish

Michigan

- Allegan County
- Kalamazoo County

Montana

- Yellowstone County

Oklahoma

- Delaware County
- Oklahoma County

Oregon

- Coffee Creek Correctional Institution
- Columbia River Correctional Institution

Oregon (Cont'd)

- Deer Ridge Correctional Institution
- Deschutes County
- Eastern Oregon Correctional Institution
- Mill Creek Correctional Facility
- Northern Oregon Regional Correctional Facilities (NORCOR)
- Oregon State Correctional Institution
- Oregon State Penitentiary
- Powder River Correctional Facility
- Santiam Correctional Institution
- Shutter Creek Correctional Institution
- Snake River Correctional Facility
- South Fork Forest Camp

Oregon (Cont'd)

- Two Rivers Correctional Institution
- Warner Creek Correctional Facility
- Washington County

Texas

- South Texas ICE Facility

Utah

- Utah County
- Washington County

Washington

- Benton County
- Clark County
- Kitsap County
- Nisqually Tribe
- Tacoma ICE Facility
- Thurston County

Wisconsin

- Rock County

Wyoming

- Campbell County
- Sweetwater County

THE TELMATE EXPERIENCE: FACILITY, INMATE, AND FRIENDS & FAMILY

For the Facility

Telmate's innovative suite of products and investigative tools gives facility staff full control over inmate communications across an entire facility or facilities. Our system is fully customizable from a single unified platform and designed to improve operations, save time and labor, and maximize revenue. We offer the best service level agreement in the industry and a knowledgeable U.S.-based customer service team, available 24/7/365 to support inmates and friends & family. Facility support is always available as well, at a separate, dedicated number.

The Telmate system is administered through the Web-based Telmate Control application, which allows users password-protected access to a robust suite of investigator tools—from downloadable call recordings and live call monitoring to three-way call analysis, graphic representations of common inmate and called party connections, and detailed usage reports for all telephone and video visitation activity.

Below are some key benefits of the Telmate inmate telephone and video visitation system:

- **Increased Revenue.** After switching to Telmate, many of our customers experience increased call volume and more revenue (often by 30% or more over incumbent systems). This is likely a result of Telmate's reduced call prices for inmates; wide variety of payment options including trust deposits, prepaid accounts, and one-time payments; and overall ease of use for inmates and their friends and family.

- **Labor Savings.** Our Telmate Booking and Lobby Kiosks save time and labor for facility staff by automating certain time-consuming tasks, such as inmate booking, visitation scheduling and inmate phone requests, cash intake, and PIN setup. More than just a video visitation system, our Telmate Stations can also be configured to allow inmates to place commissary orders, submit grievances, and much more.

- **Service and Support.** Telmate's Oregon-based facility support team is available 24/7/365 to address any questions or concerns that may arise. We have a top-notch team of local technicians ready to make onsite repairs and swap out faulty equipment if needed, and will dispatch a technician within two hours of receiving a call for service. The Telmate Control Web-based application features a built-in trouble ticket system where you can manage and track any open issues to completion. We will also assign a dedicated account representative to assist your facility with any issues related to the Telmate system.

- **Innovative Products.** Our cutting-edge products are built and developed in-house by Silicon Valley's most experienced and innovative engineers, and we do not outsource any of our software development to third party contractors. We're constantly improving our existing products to create the most secure, reliable, and innovative solutions for your staff and inmates. All of Telmate's products operate on a single unified platform, giving you complete control over your entire inmate communications network for Inmates

In addition to offering innovative products to enhance facility security and efficiency, Telmate is committed to improving the lives of inmates during and after the time they spend in custody. We do this in a variety of ways, including:

- **Video Visitation.** Our Telmate Stations enable inmates to take part in video visitation with both local and remote visitors. This makes it easier for residents to maintain contact with their loved ones, and recent studies have shown that inmates receiving calls and visits are significantly less likely to recidivate.

- **Full-featured Telmate Stations.** In addition to our video visitation services, inmates can use our Telmate Stations to read books, access approved web sites, play educational games, access religious and addiction services, and more. These features, besides being a source of revenue for the facility, help the inmate keep a sharp mind and a good attitude.

- **Service and Support.** Inmates can leave a message for Telmate's customer support team from any inmate phone or Telmate Station, and receive a response within 24 hours.

- **Telmate Debit MasterCard.** At the facility's option, Telmate can offer newly released inmates an Inmate Debit MasterCard to help reintegrate inmates and give them a fresh start, which lowers recidivism.

For Friends & Family

Telmate is also focused on ease of use and a simple, intuitive communication experience for friends & family. We offer a wide variety of communication options and deposit types to make it even easier for friends and family to stay connected to their incarcerated loved ones.

Below are some of the ways in which Telmate is transforming inmate communications for friends & family:

- **Flexible Deposit Options.** We offer several secure and convenient methods for friends & family to replenish an inmate's account, which means more calls and more frequent communication between inmates and their loved ones. Friends & family can deposit funds over the phone with our customer service representatives, at any Telmate kiosk, online at GettingOut.com, at any of 130,000+ retail locations, and more.

- **Reliable, Improved Communications.** Telmate gives friends and family the tools to connect with loved ones whenever they want. We are committed to a 99.9% uptime for all calls—no more than 30 minutes of downtime per year. Our video visitation system allows friends and family to choose between onsite and remote visits to fit their needs.

- **Ease of use.** Telmate strives to provide customers with easy-to-use, intuitive tools that make communication as seamless as possible. Our dedicated team of customer care representatives is on hand to provide live support on a 24/7/365 basis, and we offer the Telmate Automated Assistant for automated answers to many questions.

Proposers Statement

PROPOSER'S STATEMENT

A. A statement of whether the contractor can interface with the EIS jail management system in the Lane County Adult Corrections Division, including a list of facilities in which the Proposer currently provides services that require interface with EIS. Include whether Proposer requires file transfers, a real time interface, or other means of interface.

☑ Read, agree and will comply.

We are currently integrated with EIS in Nevada County, California.

To facilitate commissary the timely transfer of inmate data into the Telmate system, Telmate provides the following technical integration API for JMS providers. The Web services methods below allow vendors to facilitate real-time ordering through Telmate's equipment. Alternate integration methods cannot be supported:

• Returns all the currently housed residents (resident_key is the unique key shared with Telmate and other systems):

Resident[] GetCurrentResidents()

• Add or Update all the currently housed residents, those not included will be set as released. Will return the number of added or updated residents (resident_key, first_name, and last_name are required. available_balance and phone_balance are ignored but can't be null. phone_pin is ignored)

int SetCurrentResidents(Resident[] residents)

• Return info about one resident, housed or released (status values are: active or released):

Resident GetResident(string resident_key)

• Add a currently housed resident (first_name, and last_name are required. resident_key is optional, one will be generated if left blank. If the resident_key matches a released resident, their status will be changed to housed. available_balance and phone_balance are ignored but can't be null. phone_pin is read-only and will be returned):

Resident AddResident(Resident resident)

• Update a currently housed resident (resident_key, first_name, and last_name are required. available_balance and phone_balance are ignored but can't be null. phone_pin is read-only and will be returned):

Resident UpdateResident(Resident resident)

• Release an inmate (resident_key is the unique key shared with Telmate and other systems):

int ReleaseResident(string resident_key)

• Set the photo for a resident (the photo's filename and its content must be base64 encoded):

Resident SetResidentPhoto(string resident_key, Photo photo)

Telmate additionally requires a secure network connection to safely exchange data.

B. A brief schedule and plan for installation of equipment and to train staff, from the date of a signed contract.

☑ Read, agree and will comply.

We have included, as Appendix E, a proposed implementation plan, which includes a full installation and training schedule.

C. A description of the proposed system's security measures and how the system identifies the inmate initiating the phone call.

☑ Read, agree and will comply.

Telmate's solution includes multiple features to provide security for inmate calling and to guard against fraud. The security features include:

Feature	Description
PINs:	All inmates are identified by PINs and voice verification to prevent PIN-swapping.
Voice Biometric Authentication:	Telmate's voice biometric authentication solution verifies each inmate against his own voiceprint before he can make a phone call, preventing PIN theft.
No Traditional Phone Lines:	All inmate phones are connected over secured data lines directly to our call processing servers making it impossible to get a secondary dial tone or switch hook dial on a Telmate phone.
Split Voice Channels:	Voice paths are split until positive call acceptance so that inmates cannot pass messages to called parties.

Feature	Description
Positive Call Acceptance:	Unless an exception has been made by facility staff, positive call acceptance is required for all calls. The inmate is identified to the called party by name and facility prior to call acceptance.
Pre recorded Name:	Inmate name is recorded once to prevent message passing.
No Incoming Calls:	Telmate phones cannot receive incoming calls.
Live 3 Way Verification:	Telmate detects 3-ways and verifies ALL suspected 3-ways with two independent live operators.
Call Blocking:	Telmate has a comprehensive blocking solution for numbers that should not be called.
Call Recording:	ALL calls are recorded except for those deemed privileged (i.e., attorney calls).
Live Monitoring:	All non-privileged calls may be securely monitored in real time from any Web-connected computer.
Fraud Flags and Alarms:	Flags and alarms may be triggered when an inmate or called party is suspected of fraud. Flags and alarms are sortable, and may be configured to trigger notifications.
Collect Call Validation:	LIDB validation is done for all collect calls
Excessive Calling:	Accounts with excessive calling will be blocked for review.

Table: Telmate Security Features

Voice Biometric Authentication

Telmate's voice biometric authentication technology captures specific physical characteristics of the human voice and uses the information to identify callers.

Our biometric technology uses a real-time, pre-recorded voiceprint comparison to verify that the caller matches the owner of the PIN being used. This allows us to verify the identity of the person prior to a phone call being placed, which eliminates the ability of an inmate to place a call using a stolen PIN. All adult inmates are required to enroll their voiceprint the first time they use the phone system. This technology both protects the inmate's calling investment against a stolen PIN, and ensures investigators that the calling inmate always matches the inmate listed in the call record.

D. A list of commission rates for completed phone calls. Lane County's primary interests are in providing a telephone system that offers reliable service at the lowest reasonable cost to the users of the telephone system. Rates charged to persons receiving collect calls from inmates are to be comparable to or lower than those currently charged by the dominant carriers in this area. The total cost of calls may not exceed the tariffs as mandated by the Public Utilities Commission for all services.

☑ Read, agree and will comply.

We have included, as Appendix A, a Cost Proposal detailing all commission and calling rate information.

E. A description of how the County will update electronic documents such as the Inmate Manual within the

☑ Read, agree and will comply.

Telmate provides our support and training interfaces electronically, from right within the powerful, secure TelmateCommand application. You and your staff can be assured of finding the most recent versions of all electronic documents in the application. Should the County wish printed versions of documentation, we will be happy to shcedule replacements when new versions become available.

Telmate's system is highly decentralized, and we are able to perform remote updates of our system, with no technician visit necessary. We update both our software and documentation in this way.

F. A description of the phone network connectivity requirements, to include bandwidth needs. Explain the system connectivity requirements for network and Internet access.

☑ Read, agree and will comply.

Telmate's system runs on a high-speed data line that we install and pay for. Lane County's LAN will not be affected in any way.

G. A description of the power requirements of the proposed system for the kiosks.

☑ Read, agree and will comply.

The **Telmate**Station video device is powered by 110v AC. Both the **Telmate**Kiosk: Lobby and **Telmate**Kiosk: Booking are also powered by 110v AC.

H. A description of how Proposer plans to ensure the safety of credit card information obtained from the lobby kiosk, to include PCI compliance.

☑ Read, agree and will comply.

Telmate takes every step to safeguard customer data, including credit card data. All transmissions (such as at kiosks) are encrypted and transmitted across secured data lines.

We include our PCI Certificate of Compliance on the following page, verifying our solution meets the Payment Card Industry Data Security Standards.

PCI DSS Certificate of Compliance

Certificate Number: 2C34-1974-17CC-51C6

Awarded To:

INTELMATE

Classification: Merchant

Expiration Date: 2014-03-20

Trustwave Engagement Information

Self-Assessment Questionnaire: Pass

Date Completed: 2013-05-06

Version Completed: PCI SAQ D 2.0

Client SAQ Attestation: Kathryn Jarrell

Title: Director

Vulnerability Scan: Pass

Date Completed: 2013-12-20 17:14:10

Client Authorization: _____

Print Name   Sign Name

This signed contact at INTELMATE agrees to the accuracy of all information provided within TrustKeeper.

Trustwave

Telmate PCI Certificate of Compliance

I. A description of how the proposed system processes credit card payments. Be specific as to whether the system utilizes phone lines or Internet.

☑ Read, agree and will comply.

Telmate can accept credit card deposits in four ways:

- Over the phone via a live Customer Support Representative in our **Ontario, Oregon** Customer and Facility Support Center,

- Over the phone via our automated Customer Support interface (as an option to speaking with a live Representative - we never force friends & family to deal with a computer),

- Via our friends & family Website: GettingOut.com, or

- Via our TelmateKiosk: Lobby in the lobby of one of our facilities, or

Credit card payments performed via telephone are processed using phone lines and banking-level encryption using separate security keys for data validation.

Credit card payments performed via GettingOut.com and TelmateKiosk: Lobby are processed via our third party payment partner using banking-level encryption and separate

security keys for validation. By the nature of both of these types of payments, they do require at least partial Internet transmission before they are routed into the private Telmate network.

The Telmate solution provides a number of fast, reliable, secure, and convenient ways for friends & family members to replenish an inmate's account 24 hours a day and 365 days a year. All deposits are audit-able by facility staff with access to the Telmate Web-based portal.

Telmate has more options for depositing money than any other solution. The following methods are available for depositing money:

Telmate Kiosk: Upon visiting a facility, family members can replenish an inmate's account by utilizing one of our Telmate kiosks available in your prison lobby. Telmate offers FREE kiosk to facilities so funds can be loaded to the inmate's account using credit cards, debit cards or cash. For customer convenience, all kiosks will work across facilities, allowing deposits made in one facility to be applied to inmates in another.

Telmate Website: Friends & family can add funds 24 hours a day, 7 days a week via our website: www.GettingOut.com. The website offers:

- Fast, reliable, secure, and convenient way to make payments

- Instantaneous posting of transactions

- Voicemail notification to inmates when funds are added to their account

Multi-Lingual Toll Free Phone Number: Our Ontario, Oregon-based customer service staff is available to accept payments or explain more about our services 24 hours a day, 365 days a year. All customer service representatives are bilingual and empowered to make decisions to best serve you.

Retail Locations: For inmate friends & family who don't have a credit/debit card or live near the correctional facility, Telmate has 135,000 retail partner locations via Green Dot Financial, including Walmart and 7-11, where you can add money to an inmate's account with cash.

- Deposits can be made via our partner Green Dot Financial at any of the following locations:

Green Dot Financial Deposit Locations for Telmate Funds		
Dollar General	Office Depot	Walmart
Target	CVS	Best Buy
7 Eleven	Walgreens	Dollar Tree
Radio Shack	Rite Aid	Kmart
Kroger		

J. A description of how system updates to the phone and video kiosks are performed, and how they are communicated to the County?

☑ Read, agree and will comply.

Telmate performs major updates at least twice annually. We schedule these updates during off-peak hours, and can notify the facility in advance if desired by the County.

Our centralized platform allows us to rapidly deploy system enhancements—so you'll never again wait for a system upgrade. With Telmate, there is no need for a technician to visit a facility for software or server upgrades, and we will make sure your facilities always have access to the latest technology and security. Our free ongoing training (scheduled to coincide with upgrades) means your staff will always be up-to-date on all new security and feature improvements.

All upgrades are tested on Telmate development servers before going to production. Once development testing is completed, upgrades are rolled to a single production facility with which we have a strong working relationship. We then test the upgrade at this live facility for 72 hours to further confirm expected performance. Only after all upgrades have been thoroughly tested and approved are they put into full production.

Upgrades are scheduled during low activity periods and are done without any interruption of service—as all our systems are redundant systems—so inmates can continue using the system even during this time. Additionally, our customer service representatives are notified in advance of any major upgrades, and they are instructed to be generous with free calls and refunded calls during the first 48 hours.

K. A list of Proposer's on-site infrastructure requirements, including servers, software, etc.

☑ Read, agree and will comply.

We have included, as Appendix K, a full description of hardware used in each facility. Because Telmate's system is highly decentralized, our solution uses much less on-site equipment than most of our competitors.

L. A description of the system's ability to minimize downtime and recover from system failure(s).

☑ Read, agree and will comply.

Hardware issues are addressed within our two-hour response window for service, minimizing the effect on system usage. We keep replacement parts nearby for a quick swap instead of lengthy on-site repairs. Because Telmate software is delivered remotely, there are no additional recovery issues in the very unlikely case of a software issue.

Telmate's system is decentralized, with four geographically separated data centers and multiple levels of redundancy. In the unlikely event that one of our data centers experiences technical difficulties, the system will seamlessly roll over to another data center. We guarantee a system uptime of 99.993%.

M. A description of how security for voice, video and data is maintained during transmission, when stored, and when monitored and accessed. Include the specific types of security you use.

☑ Read, agree and will comply.

Telmate places a premium on security of data. With Telmate, all data is encrypted over our private network using SSL, and over the public network using the SSL. Customer ID card information is encrypted in our database. Telmate operates a secure serv-

er-to-server network and protects all customer data with hardware and software-based firewall solutions. We comply with all industry-standards. Telmate additionally wraps all browser to server communications in 256 bit SSL encryption (https) similar to that used by online banking websites.

N. A description of how the system schedules video visits, and whether the system has the capability to schedule in-person social visiting hosted by the County as well.

☑ Read, agree and will comply.

Telmate's offer provides two TelmateStations for lobby visitation usage. Friends & family can schedule visits via our system for both lobby and remote visitation.

With our easy-to-use visitor scheduling portal, your lobby staff no longer need to manually schedule visits, freeing up time for more pressing tasks. Our scheduling system enforces existing visitation rules & requirements (such as length, time, and frequency). Friends & family schedule visits using a Web browser or the Telmate lobby kiosk. Our visitation scheduler applies to social in-person visits as well.

Friends and family wishing to schedule a video visit may do so by creating an account on GettingOut.com. From there, they can set up a visit using our web-based scheduler. They can also schedule a visit at the facility using our lobby kiosk. For County staff, our Web-based Telmate Control application provides the capability to create, reschedule, or cancel visits.

O. A list of three (3) references, preferably in Oregon, Washington, California, Idaho, or Nevada, where Proposer has provided inmate Commissary and Trust Accounting Services and include the following information for each reference:
1. Agency name and Contact person
2. Agency address
3. Agency phone and fax numbers
4. Description of services provided
5. Dates of services provided

☑ Read, agree and will comply.

We have included the following references for the County's consideration in **Appendix F**:

- Deschutes County, OR
- Washington County, OR
- Clark County, WA

P. A description of any additional services related to the work of this contract, if any, which the Proposer will offer to the County that relate to the work of this contract, but are not specifically required under this RFP.

☑ Read, agree and will comply.

We have included, as Appendix I, additional information about our products and services.

Technical Requirements

TECHNICAL REQUIREMENTS

6.2 Description of Services Required and Service Conditions

For the inmate phone system, video visitation, and Visiting phones, the County requires full-time (24 x 7 x 365) support. For a single unit issue, the County requires that the issue be resolved within 24 hours of the first service call. For a multi-unit failure or malfunction, the County requires the failure or malfunction be resolved within four (4) hours of the first call for service.

☑ Read, agree, and will comply.

Telmate offers 24/7/365 US-based customer service and support for all of our products. For issues requiring a site visit, we can dispatch a technician to your facility within two hours. **You can call** ███████████ **at ANY TIME for live, immediate Telmate Facility Support Assistance.**

A. Inmate Phone System

1. The system must interface with the jail management system, Executive Information Service (EIS), to verify account balances and access a variety of inmate information.

☑ Read, agree, and will comply.

We have a tremendous amount of experience integrating with a wide array of JMS and commissary platforms. Telmate is currently integrated with over 35 different JMS software platforms. These integrations have connected the Telmate system with everything from modern service-oriented architectures to older mainframe solutions. Telmate has been adapted to work with or around most technological and vendor-specific road blocks.

For automated incoming and/or outgoing integrations, Telmate currently provides two different real-time web services for resident booking, location and accounting. Telmate

also consumes web services data from multiple vendors. Telmate can also transmit and receive both batched report files or smaller transactional files over FTP, SFTP, and encrypted Email.

We have a number of data APIs that 3rd party software can request (or subscribe to) and Telmate can receive data from 3rd party software via an even longer list of mechanisms ranging from web services to secure email and SFTP. We have an eager and bright integration crew, and they are extremely good at taking a desired workflow and engineering an integration that will support it. Our goal with integrations is to create a seamless, reliable, auditable system — with as little impact on the county staff as possible. Telmate is currently integrated with a number of custom JMS systems, as well as a number of commercial software solutions.

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2. The system must have a wall mounted kiosk option to accommodate inmate housing areas with limited living space.

☑ Read, agree, and will comply.

Our Telmate Phones and Telmate Stations are typically wall-mounted.

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3. The system must record phone calls and archive recordings for a minimum of one (1) year.

☑ Read, agree, and will comply.

Telmate records all non-privileged calls and stores the recordings, and their associated data, for the life of the contract, plus extensions.

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4. The system must provide access to remotely listen to calls with authorization from the County. The County strongly prefers a system that allows notification of selected calls when the call is made, and the ability to listen to calls live.

☑ Read, agree, and will comply.

Lane County staff with sufficient access privileges can remotely monitor calls using ██████ ██████████ Telmate Control application, █████████████ ██████████. Additionally, Telmate Control supports the ability to set up alerts and alarms, enabling investigators to be notified of calls made to a specific number or by a specific inmate. These calls can be configured to be forwarded to an investigator automatically for review -- calls can even be forwarded to a cell phone.

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5. The system must have the capability to provide documents on the kiosk at the County's choosing, such as the Inmate Manual and PREA information, to allow the County a paperless option to communicate with the inmates.

☑ Read, agree, and will comply.

Telmate's system supports this capability.

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6. The system must be designed so that only collect calls can be completed from inmate telephones. No direct dial, 1+, credit card, third party billing, third number dialing, or call forwarding features may be allowed.

☑ Read, agree, and will comply.

Telmate's system was designed specifically for the corrections industry and does not use traditional phone lines. Only collect and debit pre-paid calling are allowed with Telmate, and all prohibited forms of dialing listed above are not possible.

7. The system must require a "positive" response for completion, and charging for a call. The system must not allow any communication between the inmate and the called party or from the called party to the inmate before the called party accepts the call. THE SYSTEM MUST START RECORDING THE CALL AT THE BEGINNING OF THE RECORDED ANNOUNCEMENT WHETHER THE CALL IS ACCEPTED OR NOT.

☑ Read, agree, and will comply.

Telmate, by default, requires positive call acceptance from all called parties. The inmate and called party are unable to communicate until the call has been positively accepted. For non-privileged calls, the entire call (including the call acceptance process) is recorded.

8. Audible warning of telephone calls being recorded must be present on all calls for both parties to hear before they engage in conversation, with the exception of the client/attorney privilege. Voice prompt procedures shall include the following multi-language statement: "THIS CALL MAY BE MONITORED AND RECORDED AT ANY TIME".

☑ Read, agree, and will comply.

When an inmate places a call and the called party answers the phone, they hear a recording that typically resembles the following:

> "You are receiving a call from [Inmate Name] at [Name of Correctional Facility]. This call is subject to recording and monitoring except for privileged communications between an attorney and client. Press 1 to accept the call, press 2 to reject the call, or press 3 for more options."

A message alerting both parties that the call is subject to monitoring and recorded can be configured, at the County's discretion, to continue playing periodically throughout the call.

9. A written text of all messages and prompts must be supplied to and approved by Lane County Adult Corrections prior to installation. This includes all language versions chosen by Lane County Adult Corrections. Lane County Adult Corrections reserves the right to add or delete versions during the term of the contract.

☑ Read, agree, and will comply.

Telmate will supply a document containing all messages and prompts prior to beginning work.

10. The system must include the ability of Lane County Adult Corrections staff to block/unblock site-blocked calls to specified telephone numbers or blocks of numbers. The system must allow the called party the ability to block inmate calls from our facilities. The system must provide the flexibility to easily restrict a single phone or all phones in the system from calling specific number(s).

☑ Read, agree, and will comply.

Telmate offers a robust call-blocking solution for Lane County. Our highly flexible rules

let your investigators use Telmate Control to block an individual destination number or a group of numbers (wildcards). For example, you can choose to block all 877 numbers. A phone number can be blocked for a specific inmate or for all inmates in a facility. A complete audit trail is maintained for blocked and unblocked numbers.

Telmate's ITS is completely centralized. Users with appropriate security access can block numbers from any computer with secured Internet access. Most customer-requested number blocks are handled by Telmate's customer service team. CS representatives follow an extensive protocol when processing number blocking requests. This process includes confirming the called party's identity and documenting the request in detail.

Alternatively, when a call is placed, the called party will hear a recorded message prior to accepting the call, offering the option to block their number from future calls.

Regardless of which method the County chooses, there is no limit to the number of calls that can be blocked with Telmate.

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11. The system must not allow access to special service telephone numbers including 1-800, 1-900, 911, directory assistance, or any other paying prefixes added to the system. System should allow selected exceptions determined by Lane County Adult Corrections.

☑ Read, agree, and will comply.

Investigators can use Telmate Control to block an individual destination number or a group of numbers (wildcards). For example, you can choose to block all 800 numbers.

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12. The system must include a bi-lingual (English and Spanish) announcement to the person being called advising that the call is originating from either the Lane County Adult Corrections Facility or the Lane County Community Corrections Center, whichever is applicable.

☑ Read, agree, and will comply.

When an inmate places a call and the called party answers the phone, they hear a recording that typically resembles the following:

"You are receiving a call from [Inmate Name] at [Name of Correctional Facility]. This call is subject to recording and monitoring except for privileged communications between an attorney and client. Press 1 to accept the call, press 2 to reject the call, or press 3 for more options."

The facility name and recorded language are selected by the inmate at the start of the call. The language selection of the inmate determines what language is played.

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13. The system must allow County staff to adjust the duration of calls and must allow different duration parameters to be assigned to individual phones or groups of phones.

☑ Read, agree, and will comply.

Lane County staff may adjust the duration of calls using the TelmateCommand application. Staff with sufficient access credentials can adjust the duration of calls by phones or groups of phones. Telmate Facility Support staff can also help with these adjustments.

Telmate Control gives Lane County staff total control over the inmate communication

system in your facilities. Any authorized user with access to a Web-enabled electronic device can disable one or more phones from the Stations screen. We can also install physical on/off switches, allowing the County to quickly disable one or more phones as needed.

If County investigators wish to make other changes to the service, such as setting call limits, the Call Rules screen provides that exact functionality at the click of a mouse.

TelmateCommand: Call Rules Screen

14. During a call, a bi-lingual message should warn the users of the time remaining before the call duration expires. It is desired to have this warning occur within 2-5 minutes of the termination of the call.

☑ Read, agree, and will comply.

Prior to disconnecting a call, the system will play a recorded message indicating the time remaining. This message will be played in the language selected by the user at the onset of the call.

15. The system must insure that inmate telephones cannot receive incoming calls. Note: In the event of emergency, it is desirable to have a means of overriding this feature allowing staff to call into an inmate housing area. Describe how your system can accommodate this.

☑ Read, agree, and will comply.

Telmate's system was designed for the correctional industry and does not use traditional phone lines. By default, incoming telephone calls are not possible. However, users with sufficient access can broadcast VOICEMAILS that allow staff to communicate with all inmages, a specific housing location, or a specific inmate or group of inmates. This simplifies the process of communication and allows for time-sensitive information to be

accurately delivered to any inmate at any time.

16. The system must include a feature that detects and disallows three- way calls, call forwarding, chain dialing, and secondary dial tones. Explain how this feature functions. Also explain how it might interrupt or otherwise detract from legitimate use of telephones. Fully describe hardware associated with this feature including manufacturer.

☑ Read, agree, and will comply.

Telmate's system does not use phone lines. All calls travel across secure data lines directly to our call processing centers. Because Telmate was designed specially for the corrections industry, fraudulent activity such as chain dialing, call forwarding, and secondary dial tone usage are not possible.

3-Way Call Prevention

Telmate has the most comprehensive, and only 100% accurate, 3-way call detection system in the industry today.

Like many other inmate phone systems, Telmate employs variable silence, ringing and DTMF detection to monitor three-way calling, conference calling and call forwarding to flag calls suspected of 3-way calling. Our detection system is finely tuned and state-of-the-art, but the reality is that fully automated 3-way detection alone is woefully inadequate for any modern facility because of the extremely high percentage of false positives, a problem that is increasing with increased use of cell phones, PBX and VOIP technology.

Unlike other inmate phone systems, once Telmate's software flags a call as "3-Way Suspected", a Telmate customer service agent independently reviews the call and determines whether a three way call was attempted, then changes the call status to either "3-Way Confirmed" or "3-Way Cleared." The same customer service representative adds notes, which include a shortcut to the time stamp in the call recording where the 3-way was confirmed to have occurred. This entire review process takes Telmate customer service an average of 5 minutes (we constantly monitor this average review time) from the triggering of a software alarm. Telmate's customer service staff are 95% bilingual and every one of them is comprehensively trained in 3-way call review.

Our Solution, Step-by-Step

Modernized Our Methodology	After determining the current industry methods to be inadequate, we developed a new solution. The method that we've evolved generates revenue for the facility, creates an effective investigation tool, and addresses the reality of telecommunication technology changes that have taken place in the recent years.
Suspected 3-Way Calls Automatically Flagged	Automatically detected 3-way calls are immediately flagged as "3-Way Suspected" and a clickable timestamp is provided to quickly link investigators to the point in the recording where a potential 3-way call was detected.
Confirmed by Live Operators	Live operators review every flagged "3-Way Suspected" call to ensure accuracy and eliminate false positives. 95% of Telmate's customer service staff are bilingual and all are comprehensively trained in 3-way call review.
Speedy Review	It takes one of our live operators less than 5 minutes from the time of detection to review a suspected 3-way call. This response time is continuously tracked and optimized internally by Telmate.
New Facility Revenue Source	When a suspected 3-way call is confirmed, charges for the second call are assessed. These charges: • Create a new commissionable revenue source for facilities. • Cover the cost of reviewing 3-way calls by multiple operators.
Detailed Customer Service Notes	A customer service note is attached to every suspected 3-way call that has been reviewed. These notes include: • A shortcut link to the place in the call when the suspected 3-way began. • The destination numbers that were dialed in the recording. • An explanation of the customer service resolution.
Separate Notes for Investigators	Investigators can now enter and track their own notes in a separate area of our administrative interface.

3-Way Call Prevention Solution

Why 100% Automated Detection Causes more Problems than it Solves

Most inmate phone companies use 100% automated systems that do nothing more than detect line silence, ringing, or DTMF tones to detect three-way calls. When pre-defined criteria are met, these automated systems typically disconnect the calls automatically, and many systems add the called numbers to a permanent blocked number list. The problem with using any automated method alone is that false-positives are created with a wide array of very common scenarios, such as the following:

- A call recipient sets the phone down briefly to answer a door. In this situation a false three-way call would be registered because of silence on one end of the line.

- A phone rings in the background, with mobile phones this happens all the time.

- While talking on their cell phone, the call recipient enters digits into their phone to add a new contact to their phone's address book, or they type a note. This scenario also provides a false positive for three-way calls.

- A ICE detainee tries to dial the national pro-bono system and can't access system because every time they attempt to enter their alien number they are cut off. As the national provider of this service we can confirm this happens hundreds of times a day.

Unblocking Numbers: A blocked number resulting from a false positive can consume a tremendous amount of time for facility staff. Friends & family falsely accused of breaking the rules will contact staff members, who will, in-turn, need to investigate claims and then contact the inmate telephone provider to unblock the number. In our experience, this labor intensive process often consumes 12-18 minutes of administrative time per claim, and far more time if the inmate phone provider is unresponsive.

As the national provider of pro-bono calls for ICE inmates, Telmate is constantly having to work with our competitors to get them to remove blocks and stop terminating calls so that detainees can access the national pro-bono network. Leveraging on our experience with the failure of 3-way call detection systems used in the industry Telmate built a ground up solution that eliminated these errors and removed the burden placed on correctional staff due to the inadequacy of fully automated 3-way call detection solutions.

Refunding Improperly Disconnected Calls: When a falsely detected 3-way call results in an automatically disconnected call, the party who paid for the call is usually entitled to a partial refund (because of the connect charge, which may constitute most or all of the cost of the call). We have found that handling complaints of this nature usually consume 8-12 minutes of staff time per complaint, and like unblocking numbers, this time can skyrocket if the inmate phone provider is unresponsive.

Live monitoring of all detected 3-way calls allows Telmate to cast a wide net and check any call suspected of 3-way calling, eliminate the unfair termination of calls that were not 3-way calls and, at the same time, ensure that actual confirmed 3-way calls are stopped. Inmates quickly learn they cannot beat our system and stop trying.

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17. The system must allow for inmate self-reporting of any equipment issues directly to the vendor.

☑ Read, agree, and will comply.

Inmates can report issues from any inmate phone by dialing 211#. They will then receive a recorded message from customer service addressing their issue, usually within 24 hours.

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18. The system must provide toll free calls to certain limited telephone numbers (i.e. public defender, parole and probation).

☑ Read, agree, and will comply.

Telmate's system supports this capability.

19. The system must provide means to accommodate the hearing impaired, to include at least two (2) TDD devices compatible with the inmate phone system.

☑ Read, agree, and will comply.

At a minimum, all standard inmate telephones have adjustable volume control and echo cancellation handsets that are specifically designed to minimize side tones and background noises. Telmate is also able to install rugged, stainless steel, hands-free inmate phones (usually used for high-risk inmates), which support all of the same features offered on standard inmate phones.

Additionally, TTY/TDD devices (for the hearing impaired) and Braille keypads (for the visually impaired) can be provided as needed. Telmate has many years of experience providing public phone service for physically impaired users and will work with the facility to ensure that all needs of physically impaired inmates are fully met.

TTY/TDD Support for the Hearing Impaired

With Telmate, ALL inmate calls (including those placed through a portable TDD machine) are placed through our inmate calling platform, rather than a staff phone. Calls through TDD/TTY units will function similarly to calls through a standard inmate phone, with prompts provided throughout the entire process.

Telmate can provide the County with TTY/TDD devices as needed. Telmate uses a TTY/TDD device (Harris Communications TDD Supercom 4425) which is fully compatible with our system, and Telmate can provide this specific model or a similar model of the County's choosing. ALL calls, including TDD/TTY calls, are routed through Telmate's secure, unified platform.

Superprint 4425

One of the most technologically advanced TTYs, the Superprint 4425 features a built-in printer, direct connect with two built-in phone jacks, auto-busy redial, three-way calling, and TTY transfer. Auto-answer takes messages when your staff is unavailable.

Features:

- Built-in 24-Character Printer: Prints everything you type in lowercase letters and everything the other person types in uppercase letters.

- 3 Selectable Print Sizes: Choose from normal, bold or wide sizes.

- 32K Memory: Enough to save hundreds of memos and telephone numbers.

- Automatic Date/time Printing: Printed at the beginning of each call.

- Turbo CodeTM & Auto IDTM: Turbo Code® lets you have real-time conversations with other Turbo Code® TTYs, while Auto IDTM indicates to other callers that you're using a TTY.

- E-Turbo: For simplified relay calling.

20. The system is required to have a security feature that allows inmates to access only their account, and identifies inmates that initiate phone calls.

☑ Read, agree, and will comply.

Prior to using any Telmate product or service, the inmate must enter his or her PIN and pass voice biometric verification. After passing verification, an inmate can access only his or her account.

21. There may not be any charge to Lane County for the inmate or public telephone services. All line fees, billing/collection expenses, installation and equipment costs, liability for fraudulent use of telephones, uncollectible billings and any other direct and indirect costs associated with providing the telephone systems pursuant to this Request for Proposals shall be the responsibility of the Proposer.

☑ Read, agree, and will comply.

Telmate will install and maintain the inmate telephone and video visitation system at no cost to Lane County. Responsibility for any fraudulent usage or uncollectible billings will rest with Telmate.

22. The system must secure the voice, video, and data during transmission and when stored.

☑ Read, agree, and will comply.

All calls and video visitation sessions are transmitted across secure data lines. Each recording is stored in multiple copies at our four geographically separated data centers, making tampering impossible.

23. The system must comply with the interstate rate capacity compliance guidelines as set by the F.C.C. The proposer has the option to implement the recommended F.C.C. compliance rate or the recommended F.C.C. "safe harbor" rate limit. The proposer assumes all liability in the event the higher rates are challenged.

☑ Read, agree, and will comply.

Telmate will comply with all FCC guidelines.

B. Video Visitation

1. The system must interface with the jail management system, Executive Information Service (EIS), to verify account balances and access a variety of inmate information.

☑ Read, agree, and will comply.

Telmate has experience integrating with more than 35 commercial JMS and commissary vendors. **We have already completed an integration with EIS.**

2. The system must have a wall mounted kiosk option to accommodate inmate housing areas with limited living space.

☑ Read, agree, and will comply.

By default, Telmate will wall-mount our Telmate Stations.

3. The system must record visits and archive recordings for a minimum of one (1) year.

☑ Read, agree, and will comply.

By default, Telmate will store all visitation sessions for 90 days. We will work with the County to determine an agreeable amount of time to store recordings, and have the capability to accommodate a time frame of one year or more, as specified in this requirement.

4. The system must provide access to remotely view video visits with authorization from the County. The County strongly prefers a system that allows notification of selected visits when the visit commences, and the ability to view visits as they are occurring. Computer access to ongoing video visits accessible by housing area deputies is strongly preferred.

☑ Read, agree, and will comply.

Because Telmate uses a single unified calling platform, Users with sufficient access can remotely view video visitation sessions in progress using our web-based Telmate Control application. Alerts may be set by investigators or staff to provide notifications via email and/or text message upon the start of flagged visits.

5. System must have the capability to provide documents on the kiosk at the County's choosing, such as the Inmate Manual, to allow the County a paperless option to communicate with the inmates.

☑ Read, agree, and will comply.

Telmate's system supports this capability.

6. The system must allow for inmate self-reporting of any equipment issues directly to the contractor.

☑ Read, agree, and will comply.

Inmates can report inmate issues directly using the touch-screen interface on our Telmate Stations.

The system must secure the voice, video, and data during transmission and when stored.

☑ Read, agree, and will comply.

All calls and video visitation sessions are transmitted across secure data lines. Each recording is stored in multiple copies at our four geographically separated data centers, making tampering impossible.

C. Visiting Area of the Jail

1. The system must have the capability to record visits made in Visiting and to maintain them for a minimum of one (1) year.

☑ Read, agree, and will comply.

By default, Telmate will store all visitation sessions for 90 days. We will work with the County to determine an agreeable amount of time to store recordings, and have the capability to accommodate a timeframe of one year or more, as specified in this requirement.

2. It is strongly preferred that the system have a way of assigning visiting booths so there is an inmate associated with each recording, or some other way of determining the identity of the inmate on the visiting recording.

☑ Read, agree, and will comply.

From the Appointments tab of the Visit Appointments screen, shown below, Lane County staff can view detailed information on every visit, including those in progress and those that have been completed. This information includes the identity of the inmate and visitor, as well as the scheduled date, time, and duration of the visit, as well as the station ID. Each session is also given a unique identifying number.

TelmateCommand: Visit Appointments Screen

Please refer to Appendix K - Hardware for a photo and dimensions diagram of the TelmateStation.

3. The County prefers to have the ability to allow remote access to visiting recordings.

☑ Read, agree, and will comply.

Lane County staff with sufficient access privileges can use our web-based Telmate Control from any web-enabled computer or other personal electronic device. No special software is required. Once logged in, the user can access visitation recordings from the Video Records screen, as shown on the next page.

We also recommend the County requisition a storage device to archive video recordings deemed savable to ensure the recordings are available for court use in the event it is required for playback after any Telmate storage limits have been reached.

TelmateCommand: Video Records Screen

4. The system must allow County staff the ability to turn off the recording function for clergy and other privileged visits.

☑ Read, agree, and will comply.

Lane County staff can use our web-based Telmate Control application to set privileged visits to not be recorded.

5. The system must secure the voice, video, and data during transmission and when stored.

☑ Read, agree, and will comply.

All calls and video visitation sessions are transmitted across secure data lines. Each recording is stored in multiple copies at our four geographically separated data centers, making tampering impossible.

Telmate has included many inmate manuals and jail rules posted to our TelmateStation at multiple accounts in many states. Supply Telmate with the required documents for viewing, and we will implement the view feature for all inmates to ensure less paper is consumed within the facility.

Price Proposal and Certification Form

PRICE PROPOSAL AND CERTIFICATION FORM

7.2 Price Proposal and Certification Form

Proposer must complete and submit the Proposer's Certification Form included with this RFP in addition to the required written statement.

☑ Read, agree, and will comply.

Telmate includes the required Price Proposal and Certification Form on the following pages.

We also provide our standard cost and related information in Appendix A - Cost.

Proposer's Name: Telmate LLC

Proposer offers to provide the required services in accordance with the requirements of the Request for Proposals for Inmate Telephone and Video Visitation Services, and the enclosed Proposer's Statement.

CERTIFICATIONS

The undersigned Proposer declares that the Proposer has carefully examined the Request for Proposals for Inmate Telephone and Video Visitation Services, and that, if this proposal is accepted, Proposer will execute a contract with the County to furnish the services of the proposal submitted with this form. Proposer attests that the information provided is true and accurate to the best of the personal knowledge of the person signing this proposal, and that the person signing has the authority to represent the individual or organization in whose name this proposal is submitted.

By signing here the undersigned accepts on behalf of Proposer all terms and conditions of this Request for Proposals, except as modified in writing in the proposal. Proposer agrees that the offer made in this proposal will remain irrevocable for a period of sixty (60) days from the date proposals are due.

Proposer acknowledges receipt of the following Addenda, if any, and has included the provisions in its Proposal: Addenda One, Two, Three & Four

By signing this Proposer's Certifications form, Proposer certifies that:
1. Proposer is ___X___ is not _____ (check one) a resident bidder, as defined in ORS 279.029.
2. Proposer has not discriminated and will not discriminate against a subcontractor in awarding a subcontract because the subcontractor is a minority, women, or emerging small business enterprises certified under ORS 200.055 or a business enterprise that is owned or controlled by or that employs a disabled veteran, as defined in ORS 408.225.
3. To the best of Proposer's knowledge, Proposer is not in violation of any Oregon tax laws described in ORS 305.385(4).
4. This proposal is made without connection or agreement with any individual, firm, partnership, corporation, or other entity making a proposal for the same services, and is in all respects fair and free from collusion or collaboration with any other proposer.

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PRICE PROPOSAL AND CERTIFICATION FORM – PAGE 2 OF 2

SIGNATURES

Telmate LLC
_____
Proposer's legal name

1096 SE 6th St
_____
Address

Ontario, OR 97914
_____

████████
_____
Federal Tax ID number

_____
Authorized signature

Christopher Ditto, Vice President
_____
Name and title of authorized signer

_____
Date

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Appendix A - Cost

COST PROPOSAL

This section covers Telmate's financial offer and related details.

Commission - Telmate Phone

Telmate is offering the County a commission of:

59% of gross revenue of calls and voicemail.

Gross call revenue is defined as the total sum charged for all phone calls excluding all mandatory Taxes, Government Imposed Fees or Charges, and any applicable Bill or Security Fees. There will be no deductions from the basis of the commission for phone calls and voicemail, including uncollected charges.

Terms

In consideration for the right to install, maintain, and operate the Equipment within the Facility, Telmate agrees to pay Customer a monthly commission of the Gross Revenue generated as a result of collect phone calls and a monthly commission of the Gross Revenue generated as a result of pre-paid phone calls made through use of Telmate's Equipment. Telmate shall pay such commissions on all calls including Local, Intralata, Interlata, Interstate, and International calls. Commission will be based on Revenues from all completed calls. Telmate further agrees to pay Customer a monthly commission the Gross Revenue generated after service, maintenance, connections and equipment expenses, as a result of services provided to the Facility and its residents through use of the Telmate Phone. Gross Revenue excludes Taxes, Government Imposed Fees or Charges, and any applicable Billing or Security Fees. Such commission shall be paid by Telmate to Customer by check on a monthly basis. Such payment shall be made no later than 45 days following the month in which the revenues were generated from Telmate's Equipment.

Rates for Telmate Phone

Telmate proposes the following rates for the County. We believe fair calling rates will lead to more calling activity and increased revenue. The telephone rates here assume a 15-minute cap on call length, which Telmate software supports. We also support other call lengths, at the County's option.

Note: We provide two alternate structures for Inter-State Calls below. **"FCC Option"** is in case the FCC Order is implemented in regards to regulating Inmate Calling Rates (current target date for potential implementation is February 11, 2014). **"Non-FCC Option"** is in case these rules are NOT implemented.

Telmate Prepaid and Debit

Telmate Proposed Rates

	Surcharge or Connect Fee	Per-Minute Rate	Cost of 15-Minute Call
Local	$2.50	$0.25	$6.25
Intra Lata	$2.50	$0.25	$6.25
Intra State	$2.50	$0.25	$6.25
Inter State "Non FCC Option"	$2.50	$0.25	$6.25
Inter-State "FCC Option"	**$0.00**	**$0.21**	**$3.15**
International	$4.00	$1.00	$19.00

Telmate Collect

Telmate Proposed Rates

	Surcharge or Connect Fee	Per-Minute Rate	Cost of 15-Minute Call
Local	$3.50	$0.25	$7.25
Intra Lata	$3.50	$0.25	$7.25
Intra State	$3.50	$0.25	$7.25
Inter-State "Non-FCC Option"	**$3.50**	**$0.25**	**$7.25**
Inter State "FCC Option"	$0.00	$0.25	$3.75

Note: Call Rates shown do not include a pass through of local, county, state and federal taxes, and mandated Universal Service Fund fees.

Additional Technology - Telmate Station

This offer also includes the installation of 27 inmate-hardened Telmate Stations for remote and local video visitation (a ███████ value) at no cost.

We are offering the County Telmate Stations in the following configuration:

- 25 Telmate Stations installed in the inmate areas (Pods), and

- 2 Telmate Stations installed in the lobby for on-site visitation.

The Telmate Stations installed in the inmate areas can be used for remote video visitation. Remote video visitations is defined as the service of utilizing Telmate Stations to conduct visitation video between an inmate and a third party.

Rates for Telmate Station

Telmate Station Pricing for Video Visitation and Related Services	
Number Of Free Local Visits Per Week	1
Length Of Free Visit Session	30 minutes (adjustable by the County)
Extended Local Visit Price	$0.25 - $0.66 per Minute
Remote Visit Price	$0.25 - $0.66 per Minute
Games	$0.10 - $0.15 per Minute
Internet	$0.10 - $0.15 per Minute
Received Message	Free*
Send Message Or Photo	$0.25 - $1.00 per Message
Commissary Ordering	$0.50 per Order**

* Inmate is allowed 10 minutes free of charge to read a message. If he exceeds that time, then he will be charged $0.15/min. Average time to read a message is 3 5 minutes. Charge is to discourage abuse of the free service. Friends and family members have no such restrictions

** Inmate allowed 10 minutes for flat rate charge listed above to complete order. If they exceed time then they will be charged $0.15/min. Average time to order is 3 5 minutes. Charge is to discourage abuse of free service. If Telmate is charged by the commissary provider for services, these costs will be passed along to the inmate as a service charge.

Description of Services

This offer is good for 120 days from the date of this document. Telmate proposes the following services to the County:

Telmate's Inmate Telephone System offers all of the following:

TelmatePhone Inmate Telephone System	
Commission rate for all Prepaid, Debit and Collect calls.	59% Commission
Commission returned to County for each Quick Connect call.	$1.60 per Call
Secure inmate voicemail – ability for Friends and Family to leave their inmate a voicemail	59% Commission
All inmate phone hardware. Telmate will work with you to determine the best amount.	Included
Full turnkey service, including Installation, data connectivity, service and maintenance for the first three years of the contract.	Included
Two (2) Telmate Lobby Kiosks	Included
One (1) Telmate Booking Kiosk	Included
Two hour onsite service for the first three years of the contract.	Included
Free immediate system upgrades.	Included
Inmate 211#: Automated Inmate Request solution for inmate phone complaints (with same day review and resolution).	Included
Inmate 411#: Automated system for inmates to check trust balance and make transfers to inmates phone account.	Included
Live, US based, 24/7 toll free Facility Support Service for staff.	Included
Live, bi lingual, US based, 24/7 toll free Customer Support Service for friends & family.	Included
TelmateVerify – 100% positive verification of ALL depositors and visitors	$1 per deposit or 2% commission deduction
TelmateInvestigator – Most comprehensive suite of Investigator tools available	Included
Voice biometric authentication and fraud prevention for all inmates	Included
Address look up for all destination numbers	Included
Transcription and key word search	Included
Real time calling to cell phones	Included
Live operator review of all detected 3 way calls: 100% accuracy	Included
JMS software Integration	Included
Commissary Software Integration	Included
Optionally, at the County's request (and at no cost), Telmate will include a debit card solution for cashing out commissary funds to released inmates	Included

TelmatePhone Inmate Telephone System

All software described in the proposal including (but not limited to):

• Comprehensive investigator tools • Visitation scheduling system • Comprehensive real-time reporting • Complete financial transparency • Alerts to cell phones and email.	• PREA solution • Crime tips solution • Live monitoring via browser or phone • Live dashboard of calls and revenue • Save recordings to CD, MP3 player	Included

Telmate's Video Visitation System offers all of the above-listed features, plus the following:

TelmatePhone Inmate Telephone System PLUS Telmate Station Video Visitation	
Video visitation cabling, installation, hardware, and maintenance.	Included
Telmate Video Visitation System (TelmateStation).	Included
Twenty seven (27) inmate hardened Telmate touchscreen video stations (a $281,325.00 value). Two of these TelmateStations will be for lobby visitation.	Included
Visitation recording storage (minimum 30 days in video format).	Included
Full turnkey service, including installation, data connectivity, service and maintenance included for the first three years of the contract.	Included
Continuous access (via touchscreens) to local and remote video visitation, education, games, law resources, messaging, photo share and secure Web content such as news and sports.	Included
One free local video visits per week for inmates	Included
Onsite video visitation scheduling is free for visits scheduled within 15 minutes of the start of the visitation time window.	Included
Full facility training and support for the inmate kiosks and the new functionality available within the web based administration system.	Included
A single integrated system with the Telmate inmate phone system.	Included
A complete JMS integration, including any costs that may be incurred for custom programming by the County's JMS system.	Included
A complete Commissary integration, including any costs that may be incurred for custom programming by the County's Commissary system.	Included

Fees

Fee Description	
Prepaid Account Setup	$0
Cash Deposit via Kiosk	$3
Credit Deposit	$0.00-$20.00 ($3.95)
	$20.00-$100.00 ($6.95)
	$100.00-$200.00 ($8.95)
	$200.00-$300.00 ($10.95)
Operator Assisted Deposit	$0.00-$20.00 ($4.95)
	$20.00-$100.00 ($7.95)
	$100.00-$200.00 ($9.95)
	$200.00-$300.00 ($11.95)
Automated Toll Free or Internet Deposit	$0.00-$20.00 ($3.95)
	$20.00-$100.00 ($6.95)
	$100.00-$200.00 ($8.95)
	$200.00-$300.00 ($10.95)
Trust Transfer Fee	$0.50 + 9%
Prepaid Account Closeout	$0
Refund (less than $50 balance, to a calling card)	$0
Account Maintenance	$0
Regulator Cost Recovery	$0
Bill Statement	$1.99
Single Bill	$0
Universal Service Fund Administrative	$0.99 per month
Wireless/VoIP Administrative Fee	$1.99 per month
Taxes & Other Regulatory Requirements	Applicable State and Federal Taxes, subject to change.
FUSF Fee	Applicable
State USF Fee	According to variable, applicable fee.

Call Types

Collect

With collect calling, an inmate dials a destination number, and the called party has the option to accept the call charges or reject the call. Telmate, by default, requires positive call acceptance from all called parties. When the called party answers the phone, they hear a recording that typically resembles the following:

"You are receiving a call from [Inmate Name] at [Name of Correctional Facility]. This call is subject to recording and monitoring except for privileged communications between an attorney and client. Press 1 to accept the call, press 2 to reject the call, or press 3 for more options."

With Telmate, billing does not begin until a call has been positively accepted. Regardless of call type, if a call is declined, no charges will be assessed to either party.

Prepaid

The Inmate Prepaid Account eliminates the need for calling cards and traditional collect call procedures, while saving your facility time and money. The inmate simply transfers funds from their trust account into their calling account right from any inmate phone, inmate kiosk, or commissary. Friends and family can also deposit funds into an inmate's calling account through a variety of deposit options. Facility staff can view and fully audit all prepaid deposits through Telmate Control.

QuickConnect

Telmate's QuickConnect™ allows called parties to quickly and easily pay for a single call with a credit card, making it easier than ever for inmates to stay in touch with friends and family. This option also results in more completed calls to friends and family who use prepaid cell phone providers, which would normally result in a blocked call. Quick-Connect™ charges the called party for the full call duration and the credit card fee. If a call recipient prefers, they can also dial a digit and be transferred to a live customer service operator to open an account.

Telmate Mobile Pay

Telmate Mobile Pay™ allows inmates to make calls to mobile phones via acceptance of a premium SMS text message. After accepting the premium SMS, the called party receives a text message receipt; charges for the message are billed to the called party's mobile phone bill by their mobile provider. The called party can also receive information about opening a Telmate Inmate Prepaid Account. The Telmate Mobile Pay™ option means more completed calls to friends & family who don't use credit cards or who use prepaid cell phone providers, which would normally result in a blocked call.

Appendix B - TelmatePhone Overview

TELMATE PHONE OVERVIEW

Telmate is the recognized leading provider of cutting-edge communications technology to the correctional industry. We were the first to provide several infrastructure components seen as standard offerings for Inmate Telephone Systems today:

- inmate voicemail
- centralized call processing & data recording
- cloud computing
- real-time Web-based call monitoring

- geographically redundant call recording & data storage
- high-availability virtual machine hosting (HAVM)

We provide all of this with the highest uptime in the industry (our 99.993% uptime calculates to less than 30 minutes of downtime per year). No telephone system today has a larger library of features designed for the management of inmate communications.

Exclusive Labor Saving Features

- **Eliminate Inmate Request Handling.** It's that simple. Telmate provides inmates with a secured voicemail system that allows them to report issues directly to customer service or facility staff.
- **No More Notes.** Attorneys, facility staff, and friends & family can leave messages directly for inmates.
- **Telmate Debit MasterCard.** A cost saving, easy to manage inmate release fund disbursement option.
- **Automated Visitation Scheduling.** Visitors schedule via kiosk, automated phone, and/or Web.
- **PREA and Crime Tips.** Save labor and reduce liability for lost records with our specialized solutions.
- **Fully Auditable.** All call and revenue data is fully available and auditable 24/7 from Telmate's software.

Revenue Generating Programs

- **Preview Plus Program.** Dramatically increase revenue by allowing calls to any number, including mobile phones, international numbers, Skype, and Google Voice (unless blocked by the facility).
- **Incredible Array of Payment Methods.** Kiosks, 136,000 retail locations, Web purchase, live 24/7 bilingual customer service, MoneyGram, and more.
- **Inmate Voicemail.** Besides saving labor, our inmate voicemail solution is a revenue source for facilities.
- **Onsite Cash Kiosk.** Telmate allows unbanked friends & family to fund prepaid or commissary accounts, pay bail, court fees, restitution, and more.

Products & solutions

- **Inmate Phones.** No other inmate phone administration system is as full featured or secure.
- **Touchscreen Video Stations.** A complete inmate communications suite, including onsite and over-the-Internet video visitation, messaging, secure Web browsing, commissary ordering, and more.
- **Telmate Command Center.** With Telmate's Web based Command Center, you are always in control.
- **Telmate Verified.** Identify every called party and depositor and know exactly who's interacting with who, with an optional automated PAN solution.
- **Telmate Service & Support.** Live US based, bi lingual 24/7 toll free access for both staff and family and two hour onsite response times. No one does customer service better than Telmate.

Telmate Investigator Tools

- **Predictive Tools.** Our software algorithms highlight suspicious patterns and connect your investigators to the information they need to take action.
- **Visualization Tools.** Timelines, trees, maps, reports... view your data in ways you never thought possible.
- **Share Anything.** Easily share access to recordings, or information related to specific inmates, with outside agencies. All access is auditable, with easily configurable privileges.
- **Security & Fraud Prevention.** Our newest features allow you to detect and prevent fraudulent calling, uncover criminal networks and monitor realtime via your cell phone with the evidence you need to convict.

EXCLUSIVE LABOR SAVING FEATURES

With today's budgets, we have found that many facilities are stretched to the limit keeping up with often repetitive and mundane administrative responsibilities. Our solution reduces a number of these tasks, and eliminates others entirely.

Electronic Inmate Request Handling

Utilizing our inmate-integrated IVR and voicemail system eliminates the tedious manual paper process of inmate and facility written correspondences. Inmates simply dial 211# and follow the instructions to record a complaint and the Telmate system automatically routes the inmate's voice-recorded requests to the appropriate department personnel, creating a documented and auditable trail of all communications between facility personnel and inmates. The entire system is accessed via Telmate's secure Web-based portal. For inmate requests regarding the phone system, Telmate's customer service handles inmate inquiries directly with a same-day response and resolution (via pre-recorded message sent to the inmate's voicemail).

Automated Lobby Kiosk

The Telmate kiosk offers friends & family a convenient, accessible and localized option to add funds to any inmate account by allowing them to make deposits to inmate prepaid accounts from any Telmate kiosk in any facility we service. When our kiosks are integrated with commissary systems, friends & family may also use them to deposit money into an inmate trust fund. Our automated kiosks decrease the time facility staff would ordinarily spend accepting and processing payments from visitors, as well as expand payment options to include cash, credit and debit cards. We design, build, and service our own lobby kiosks.

Telmate Automated Lobby Kiosks

Our fully-automated lobby kiosks are capable of relieving staff of a number of different administrative burdens including:

- visitation scheduling
- inmate trust deposits
- restitution payments
- bail payments
- work release
- information distribution

Automated Booking Kiosk

The fully customizable Telmate booking kiosk is an optional tool that allows facilities to save time and effort with the intake of new inmates. The functionality of the Telmate intake kiosk is interchangeable with that of the lobby kiosk discussed above (features may be mixed and matched). Like the lobby kiosk, our booking kiosk is designed, built, and serviced by Telmate. Some of the labor-saving tasks that are typically undertaken by our intake booking kiosk include:

- **Cash Intake.** This capability helps eliminate staffing and accounting issues typically associated with counting cash and depositing/reconciling. Funds can be transferred directly into prepaid calling accounts or commissary.
- **Rules and Regulations Display.** Specific information about the institution can be displayed on the TV screen attached to the Kiosk via slide format or video presentation.
- **20 Question Test.** At the end of the informational session or video regarding institutional rules and regulations, a test can be displayed that can include a minimum pass/fail requirement.
- **Phone System Rules Display.** Rules of the phone system can also be displayed to educate the inmate of the 3-way call policy, call recording and monitoring policies, how to set up voice biometric authentication and other phone rules.
- **PIN and PAN Submission.** PIN creation and personally allowed number (PAN) setup can be incorporated into the Intake Kiosk, as well as voice biometric authentication setup. The PIN would then be attached to the approved Voice Biometric authentication file which eliminates fraud and security concerns.
- **JMS/OMS Integration.** Additionally the system can be integrated into the JMS/OMS and all associated information would be loaded into the inmate phone system such as an inmate's address, DOB, PIN, photo, etc. This information, when present, is available from within Telmate.
- **Photo Taking Capability.** A camera placed within the Kiosk is capable of taking a picture of the inmate while taking a test or being informed of the rules, providing verification.
- **Video Recording.** The Kiosk is capable of video recording the inmate while they take the institutional inmate phone system tests. An electronic documentation process within the inmate phone system platform will be used to verify their acknowledgment of rules and regulations along with the test results.

Telmate Inmate Debit MasterCard

Release Inmate Funds Directly to a Debit MasterCard®. Facilities have the option to use the Telmate system to release inmate funds directly onto a debit card when an inmate is released. The debit MasterCard program benefits not only the jail (the card eliminates the need to process traditional checks) but benefits the inmate as well. The program helps released inmates reestablish a good credit history, and helps with reintegration back into society. Below is a chart highlighting the benefits of this Telmate feature:

Facility Benefits	Inmate Benefits
✔ No more checks issued to inmates upon release. Simply load inmates remaining funds directly onto the debit card via the Internet. Conservative estimates state paper checks cost facilities $1.35 per check (Nilson Report).	✔ No credit history or existing bank account needed to receive card. 12 to 15 million households in the U.S. are unbanked, which equals 20% of the U.S. population.
✔ Eliminate costs associated with lost checks (about $12 per check according to the American Payroll Association). More than 4 million inmate checks are lost each year in the US.	✔ Negative credit history or previous difficulty with banks isn't a problem.
	✔ Easier than checks for non-English speakers.
	✔ Access money at over 900,000 ATMs worldwide.
✔ Frees up extra time for staff members to perform other duties, which saves the facility money.	✔ Card can be used to pay bills online, over the phone – anywhere MasterCard is accepted.
✔ Helping inmates get a fresh start with their credit helps create favorable public opinions.	✔ Employer can load pay right onto the card.
	✔ Can be used to rent cars, book bus or airline tickets, or rent hotel rooms.
✔ Helps re-integrate inmates, which lowers recidivism.	✔ Purchase a second card for a family member and move money through the ATM system.

Inmate Voicemail Services

The Telmate solution provides inmates and friends & family with a convenient means of communication – voicemail. The solution operates similar to the standard voicemail systems we are all familiar with. However, this voicemail system has been created exclusively for an environment that demands greater security and a pay-per-message structure. All voicemails are recorded and inmates or friends & family are charged around $1 for each message they leave. Moreover, the Telmate Voicemail System frees facility personnel of the burden of relaying messages from friends & family to inmates. The Telmate Voicemail System also provides facility personnel with a convenient method of getting their own messages to an inmate (voicemails from staff are free of charge) and verifying that the message was played to the intended recipient.

Inmate voicemail may also be used as an announcement system for dispersing messages from the facility to all inmates or a single inmate. Voicemails from facility staff are free.

Interactive Voice Response

The Telmate System can be used to disseminate public information as well as sales and marketing information to inmates' friends & family. Telmate currently uses the system in conjunction with our Preview Plus program to automatically inform friends & family when prepaid calling balance is low and needs to be replenished.

PREA Solution

Telmate realizes the issues that correctional facilities face in meeting the challenges PREA (Prison Rape Elimination Act) presents. PREA has become a hot issue and a potential liability for correctional facilities and their staff. To help meet this challenge, Telmate has designed a comprehensive PREA solution.

Telmate's solution provides your facility with an integrated solution that protects inmates, correctional officers and the facility. Building on our existing technology, we've integrated the inmate phones with call recording and application features to enable secured voice recording, process management, and a chain of evidence for reported rape instances.

How it Works: Using any inmate phone, an inmate can leave a secured, recorded voicemail on the Telmate PREA System. The Telmate System immediately sends an email and/or voicemail to the PREA officer. When the officer listens to the voicemail, the system automatically timestamps, dates, and stores the officer's name with the recording. The officer can then enter notes directly into the Telmate application and list all steps the officer took to address the issue. Alternatively, an inmate can call the PREA officer and Telmate will record the entire conversation, further providing a chain of evidence.

Advantages: All PREA recordings in the Telmate system are digitally stored on our secured offsite call recording and process servers. The system is highly redundant – calls or notes will never be lost and calls cannot be modified. The time and date the voicemail occurred is timestamped with the recording. The time and date the officer listened to the recording and any notes that were added are also timestamped. Should the inmate claim that the PREA voicemail was never addressed, these features provide a chain of evidence to support the officer and the facility.

Crime Tip Hotline

Telmate's Crime Tip Hotline System provides officers with an effective form for receiving inmate crime tips. Building on our existing PREA technology, Telmate has integrated the inmate phones with our call recording and Telmate application to provide secured voice recording, process management and a chain of evidence.

The Crime Tip Hotline works similarly to the PREA System. Inmates can use the inmate phones to leave a secured voicemail on the Telmate System. The Telmate System immediately sends an email and/or voicemail to the detective in charge of Crime Tips. When the officer listens to the voicemail the system automatically timestamps, dates and stores the officer's name with the recording. The officer can enter notes directly into the Telmate application and list all steps the officer followed to address the issue.

Like PREA calls, all Crime Tip recordings are digitally stored on our secured offsite secure call processing and recording servers. The system is highly redundant – calls or notes will never be lost and calls cannot be modified. The time and date the voicemail was left is timestamped with the recording. The time and date the officer listened to the recording and any notes that were added are also timestamped. All of these features provide a chain of evidence to support the officer and facility should the recording be used as evidence related to a crime.

Visitation Scheduling

Our visitation management portal takes the stress out of what used to be a tiresome task. Instead of coordinating hundreds of inmate visitation schedules manually, our system automates the process and frees up staff to focus on more important matters. Inmate Visitation Management is included in our full services package at no cost to the facility. Below are a few of our visitation scheduling features:

Facility Configuration Manager	Every facility has a unique visitation process and our visitation configuration manager allows you to configure the system to fit your facility's rules and existing visitation hours – even allowing for alternate holiday schedules. Special rules or schedules may also be assigned to specific groups of inmates.
Visitor Self-Scheduling	A special toll free number is set up for your facility, which friends and family can call to schedule appointments. Our automated interactive voice response system integrates with your JMS system to search inmate records and select an available time slot according to your facility's visitation rules.

Facility Approval	Based on your needs, an additional approval step can be added to the scheduling process allowing staff to review, approve and block requested appointments. Visitation schedules can be printed for easy distribution among inmates and staff.
Staff-Controlled Security	Facility staff can block inmates or visitors from scheduling appointments, prevent visits from being scheduled during blackout periods and once configured, check all proposed appointments against your facility's visitation guidelines. Caller ID is employed to verify a potential visitor's identity and to prevent unauthorized parties from creating or modifying visits.
Easy Reporting	Our secure Web-based portal allows staff to easily review new appointments, reschedule visits and print the daily schedule.

Automate State Criminal Alien Assistance Program Award (SCAAP) Paperwork

Compiling the paperwork necessary each year for federal reimbursement regarding the holding of illegal aliens can be extremely time consuming. Telmate has a feature that specifically addresses the needs of SCAAP Award forms, allowing jail administrators to compile their inmate SCAAP data with just a few clicks.

Officer On Patrol Tracking Software

Telmate's Officer On Patrol feature allows facilities to track officer patrol movements via the phone system. Officers dial in from any inmate phone while on patrol to create a timestamped location entry in Telmate. Each check-in can be easily reviewed and audited. The check-in process is both quick and easy, and the feature has proven popular with both guards and administrators.

Minimal Impact on Facility Central Services

Central services staff love Telmate because it frees up back room space, leaves a minimal footprint, and has little to no impact on their workload or utility draw.

Our centralized network architecture is different from other inmate phone solutions and requires significantly less onsite equipment. All of our installed equipment is modular and any component can be quickly replaced by Telmate technicians without the timely delays associated with troubleshooting traditional telecommunication products. Moreover, due to the modular nature of Telmate, failure of any component will affect only a small group of phones. Failures rarely affect the entire facility.

Onsite, we install the following pieces of equipment:

- Telephones (stainless steel mounting plate, receiver, numeric keypad)
- Corrections grade telephone handsets & lanyards (18-24" in length)
- One analog telephone adapter per 24 phones (17" x 9" x 1.75")
- One router per install point (13" x 9" x 1.75")
- Uninterruptible Power Supply (UPS) with surge protection
- Optionally, a self-contained kiosk is installed and connected via ethernet.

Please note that there are **no servers**, and there is **no data storage hardware installed onsite** in a standard installation. This minimizes the likelihood of an onsite failure, and means that no one facility is dependent on any other facility for the ITS to be operational.

The photograph to the right shows a typical Telmate install, which features only minimal hardware and a small footprint. Because our onsite equipment does not include servers, all Telmate installed equipment should function comfortably in environments ranging from 36-100 degrees Fahrenheit.

Visual Real-Time Commission & Call Volume Dashboard

Telmate's live dashboard (for facility staff) displays a constantly updating breakdown of call volume (comparing it to historic averages), call connection types (answering machine, no answer, busy signal) and commission revenue (comparing it to historic averages). All displayed data is real-time (accurate to the last completed call), and very easy to understand.

The live dashboard provides facility staff a quick and accurate summary of important phone system information, eliminating the need to constantly run reports throughout the day or month. Many larger facilities leave the live dashboard up at all times.

REVENUE GENERATING FEATURES

Collect Calls Anywhere

Our Preview Plus Program dramatically increases revenues for the facility (by capturing otherwise lost revenue) and reduces the cost of calling (up to 50% savings over traditional collect), while providing inmates with the opportunity to connect with friends & family that they could otherwise not reach.

With Preview Plus, calls can be made to virtually any number in the world (as permitted by each facility), even if those numbers don't accept traditional collect billing. Inmates without any funds can call anywhere, including mobile phones, VOIP numbers, Skype, Google Voice, and international numbers. With Telmate, each time an inmate calls a new number, the inmate is given a free call (lasting from one to two minutes) allowing them to ask the called party to pay for the call. When the free call is up, the called party is then given the opportunity to provide a live operator with credit card information to continue the call.

Wide Array of Deposit Options

Telmate has more options for depositing money than any other solution. The following secure and convenient methods are available for friends & family members to replenish an inmate's account 24 hours a day and 365 days a year. All deposits are auditable by facility staff with access to the Telmate Web-based portal.

135,000 RETAIL LOCATIONS Friends & family are able to pre-pay for inmate calls from 135,000 retail locations nationwide. These locations include all Walmart, K-Mart, 7-11 and Best Buy retailers. Money deposited may be allocated to a specific phone number, or to a specific inmate, whichever is preferred.

LOBBY KIOSKS Telmate kiosks accept cash, debit cards, and credit cards, making it easy for friends & family to make prepay and commissary deposits for their incarcerated loved one. These kiosks are all interlinked and allow cross-facility deposits, so family members do not need to travel long distances to deposit money.

WEB PURCHASE Friends & family can add funds 24 hours a day, 7 days a week via our website: http://www.GettingOut.com. The website offers:

- Fast, reliable, secure, and convenient way to make payments
- Instantaneous posting of transactions
- Voicemail notification to inmates when funds are added to their account

LIVE CUSTOMER SERVICE/ SALES AGENTS 24 hours a day, 365 days a year, live US-based bi-lingual Telmate customer service agents are available to accept Preview Plus deposits over the phone from friends & family. The toll-free customer service number is printed on inmate PIN cards, clearly identified on all phones, and available from the Telmate website. This convenience alone has resulted in dramatically increased revenues.

Inmate Prepaid

The Inmate Prepaid Account eliminates the need for calling cards and traditional collect call procedures, while saving your facility time and money. The inmate simply transfers funds from their trust accounts into their calling account right from any inmate phone, inmate kiosk, or commissary. Their friends & families are also able to deposit funds into an inmate's calling account with a wide variety of deposit options.

Facility staff can view and fully audit all prepaid deposits through Telmate's Web-based administration system. Inmate prepaid offers the following advantages:

Facility Benefits	Inmate Benefits
✔ Eliminates calling card issues like lost cards and inmates using them as currency.	✔ Cheaper calls & eliminates collect call fees
✔ Deposits & refunds are automated.	✔ Instant voicemail notification when funds are deposited.
✔ Every call is logged and recorded.	✔ Can make calls to mobile phones.
✔ Inmates check their own balances.	✔ No physical cards means nothing to lose, steal or gamble away.
✔ Friends & family can easily add money from anywhere.	✔ Easy refunds for unspent calling funds upon release.
✔ More completed calls means more revenue.	✔ Friends & family can easily add money from anywhere.
✔ Call revenue isn't shared with commissary provider.	✔ Phone funds can be transferred and purchased 24/7 from any inmate phone, regardless of commissary ordering schedules.
✔ Inmate phone requests are handled entirely by us with same day pre-recorded voicemail responses. Refunds (for valid complaints) are immediate.	

Inmate Voicemail

In addition to saving labor, our inmate voicemail solution is a new revenue source for facilities. Telmate was the first to create a digital inmate voicemail system and we have a pending patent on the technology. Inmate voicemail also allows revenue generation from friends & family who are unable or unwilling to pay for calls, and from those whose schedules do not allow for calls during the inmate calling times.

Traditional Collect Call Carrier Billing Relationships

Telmate has billing relationships with a virtually all major carriers. We provide the most comprehensive LIDB phone number validation and inmate billing service platform in the business. Our network includes over 1,000 participating LEC, CLECs and ILECs, as well as many mobile providers and international carriers. This ensures maximum coverage for inmates choosing to utilize traditional collect calls.

ACTUAL CALL VOLUME & REVENUE INCREASES

Telmate typically increases gross revenue between 15 and 30% over incumbent systems, and we've replaced the phone systems of every other major vendor. Telmate's practice is to reduce the price of calls for inmates and increase payment options, which in turn creates higher call volumes and more revenue. We believe that fair inmate pricing and better service ultimately benefit everyone, and our clients' history has proven this to be true. Below are a few examples of increased revenue and call volume experienced by Telmate customers after switching to Telmate:

Telmate Typically Increases Gross Revenue by About 30%

Telmate typically increases gross revenue by around 30% over incumbent systems.

A chart detailing how Telmate increases gross revenue is included directly following the cover letter in this proposal.

Feel free to contact our references and hear their experiences with Telmate.

- **Oregon Department of Corrections:** Telmate reduced average call prices by more than 40%, causing gross minutes per month to increase from 2.1 million to 3.1 million, and boosting average monthly inmate spend by 42%, from $26 to $37.

- **Washington County, Oregon:** County gross annual revenue increased from $196,494.72 to a running 12-month average of $387,566 since switching to Telmate, a 97% increase in revenues.

- **Homeland Security, ICE:** Not only did Telmate dramatically reduce the cost of calling for all ICE facilities to 10 cents per minute but we increased gross revenue from $6 million annually to $11 million (annualized since install) – an 83% increase in revenue (since switching from the incumbent provider to Telmate).

- **Oklahoma County, Oklahoma:** Since switching to Telmate, gross revenues have increased from $48,000 to $124,000 per month, (a 158% increase) while at the same time reducing call prices by up to $10.00 per call.

- **Twin Falls County, Idaho:** Telmate has increased gross revenue from $310 per day to $661 per day, an annual revenue increase of $124,500 (113% increase gross revenue), while at the same time reducing the cost of calls to inmates by up to 60%. Call volume has increased from 122 calls per day to 272 calls per day.

- **Clark County, Washington:** Telmate has increased call volume at Clark County from 696 calls per day to 994 calls per day (43% increase in calls per day and call time). (Prior call counts based on reported figures from the incumbent provider).

- **Kitsap County, Washington:** Telmate increased call volume from 361 calls per day to 554 calls per day (53% increase in calls per day and an 84% increase in minutes per day). (Prior calls counts based on reported call counts from the incumbent provider).

- **Glades County, Florida:** Since switching to Telmate in January, 2011, Glades County call prices have decreased by 36%, inmates are making 87% more calls, and facility revenue is up 20%.

- **Bingham County, Idaho:** Since switching from the incumbent provider in late 2010, Bingham County has increased revenue by over 58%.

- **Montana Department of Corrections**: Since switching to Telmate in early 2011, the number of inmate phone calls has tripled, the average price of each call has decreased by 63% and the state's revenue goals have been met every month.

- **Carter County, Kentucky**: Since switching to Telmate, Telmate has increased monthly call volume by 291% and increased the average inmate spend by 36%.

- **Bannock County, Idaho**: Since switching to Telmate in November, 2010, call volume for the 240+ inmates has more than tripled and monthly gross phone revenue for the facility has increased by 27%.

- **Mini Cassia, Idaho**: Since switching to Telmate, Telmate has increased monthly gross call revenue by 70%.

- **Laurel County, Kentucky**: Since switching to Telmate, Laurel County has increased monthly gross call revenue by over 25%.

- **Jessamine County, Kentucky**: Since switching to Telmate, Jessamine County has increased monthly gross call revenue by over 222%. The previous vendor's call volume data was not available for comparison.

- **Whitley County, Indiana**: Since switching to Telmate in June, 2011, gross call revenue has increased 89%. The total number of call minutes each month has increased by 261%, an increase of over 3.5 times.

- **Coos County, Oregon**: Since switching to Telmate in June, 2011, gross call revenue has increased by 41%. The previous vendor's call volume data was not available for comparison.

Note: For all installed locations, Telmate continuously compares revenue and call volume (both the number of calls and call minutes) with prior vendor data. This data from prior vendors is not always available, and when it is available we cannot guarantee accuracy. All numbers used in the calculations above are based on information provided by the listed facilities.

Telmate vs. Competitors

Telmate dramatically increases the number of inmate telephone calls after changeover from our competitors.

After hundreds of installations, we've seen inmate calls typically increase around 20%, and in some cases as high as 300%.

These increases typically result from:

- *lower call prices*
- *increased uptime*
- *wide ranging deposit options*
- *helpful customer service*
- *a diverse set of new product offerings, such as inmate voicemail*
- *A friendly, easy-to-use system*

STATE-OF-THE-ART FEATURES

Telmate's lengthy portfolio of state-of-the-art features puts it in a category all on its own and helps you fight street crime, drug traffickers and obtain additional evidence needed for a conviction. Additionally, our centralized system ensures that every customer, regardless of size, is always running the very latest software. Every facility has the same instant access to our complete library of investigative tools, including:

Central Call Processing
The Telmate Solution is based on a central call processing architecture. All of Telmate's call processing servers and digital call recording storage equipment are located in secure offsite data centers that our professional IT staff monitor and maintain 24 hours a day, 7 days a week. Each new call is distributed across a multitude of servers offering an incredible amount of data reliability (full redundancy of all equipment) and reducing the likelihood of a system failure to nearly zero.

Secure & Safe Call Recording
With the exception of privileged calls, all phone calls and voicemail to and from inmates are recorded, stored digitally, and available to facility staff and investigators for the life of the contract. All call data and voice recordings are stored offsite at three geographically separated data centers on dedicated RAID 5 servers (multiple hard drives with built-in redundancy) with two backup RAID 5 servers providing further redundancy, ensuring the reliability of long-term storage and accessibility. **Telmate guarantees that no call recording will ever be lost or unavailable.**

No Software, Accessible Anywhere
The Telmate application is **100% Web browser-based** and therefore can be accessed from any computer with a Web browser and internet access. There is no software to install. This allows for inter-department access and frees the user from the restrictions of dedicated workstations. A comprehensive and extremely flexible range of security settings are available to restrict access for an individual, or group of individuals.

Private Network
Telmate's system employs the absolute latest in communications and computing technology. 100% of all ITS phone and data packet network activity takes place on Telmate's private network connected directly from the facility to our central data centers. Telmate installs high speed data lines that will always support concurrent traffic on all installed phones, with room for expansion. We send no call data over the facility network.

Email, Download Or Burn CDs Of Recorded Calls
Investigators can easily select call recordings (using a shopping cart-style feature) and email them directly (the recipient receives a one-time download link to the files), download them as MP3 files, or download as higher fidelity WAV files (appropriate for legal proceedings).

Multi-Facility Management
Telmate offers multi-facility correctional departments a truly revolutionary option – control of all system and inmate activity across multiple facilities from a single application. Search and monitor calls from inmates at multiple locations at the same time. Reduce the hassle associated with moving inmates between locations by transferring inmates and their calling funds with a few clicks.

	Unsurpassed 3-Way Call Detection	No automated system can beat a real person at detecting a 3-way call. Our system combines automatic flagging of suspected 3-way calls and human verification by our customer service department (often within minutes, always within a few hours). This service is provided at no cost.
	Integration	Telmate seamlessly integrates with over 35 different JMS and commissary software platforms. When inmates are booked, released, or when funds are posted to an inmate's account, updates are automatically made to the Telmate system. Double entry of inmate information becomes a thing of the past. Our integration team loves a challenge – and if the Telmate platform doesn't already support your JMS or commissary software, our integration team will be happy to add yours to our growing list.
	Investigator Tools & Features	Telmate's investigator toolkit is a powerful, technologically-advanced suite of tools that will help you, other law enforcement officials, district attorneys and detectives prevent and solve crime. We turn the inmate phone into an investigative crime tool with the following features:

- Receive flagged in-progress inmate calls on your mobile phone.
- Monitor inmates real-time via cell phone.
- Search for inmates and/or called numbers across multiple facilities.
- Add notes to calls or flag calls for follow-up.
- Receive automated alarms via email and voicemail.
- Map destination number locations online.
- Review numbers called by more than one inmate, depositors depositing to multiple inmates.

	Live Call Monitoring	All calls can be monitored in real time from a Web browser via Telmate's secure Web-based portal and via phone (for investigators in the field).
	High Profile Inmate Designation	Telmate has a special inmate designation for high profile inmates, such as celebrities or those suspected of crimes that may attract an increased level of interest from the media. The high-profile designation limits the ability to review or download call recordings to staff members with specific permissions to review these calls.
	Inmate Voicemail	Telmate was the first company in the industry to introduce digital inmate voicemail. It is popular with inmates as well as facility staff, who no longer need to record and pass messages from friends & family. All inmate voicemails are available to investigators, just as standard call recordings are available.
	High Fidelity Recordings	Telmate records phone calls at the exact same fidelity (quality) that the receiving party hears. We could easily reduce our storage requirements by compressing your call data, but we know investigators prefer listening to the clearest audio possible. By storing the original raw audio recordings, we provide stronger evidence for court proceedings.

Automated PINs & Voice Biometric Authentication

Telmate has several seamless methods for distribution of PINs. The software can collect inmate information from your JMS/OMS system and use any existing unique number as a PIN (like a booking number), or PINs can be generated automatically.

The inmate's unique PIN is created and sent to a dedicated printer for placement on a non-weaponizable card that contains the inmate's name, PIN number and information explaining how to enroll in the Telmate biometric solution and how to use the new ITS. Telmate can customize the cards to meet any needs that your facility may have. PIN integrity is maintained through the platform's Voice Biometric Solution, which prevents the use of stolen PINs for fraud attempts.

Interactive Map Of Called Destinations

Map destination number locations online by clicking any phone number in Telmate. Also access street addresses (when available), phone type (cell or landline), carrier, and with links to MSN/Intelius, even more information is available to investigators.

Reporting

Fully transparent, real-time accounting and reporting is available from every screen of Telmate's secure web-based portal. Staff have access to numerous reports and processes including:

- Cash receipts, daily posted financial transactions, reconciliation
- Detailed call records, including call cost and revenue
- All data necessary to perform a full audit immediately

Everything that system users see onscreen while using Telmate can be exported, printed, or downloaded as a report with just a few clicks. This includes real-time call data, and even calls in progress. Telmate will also proactively provide complete reporting to meet facility specifications each and every month. All reports are sortable, printable and exportable to Excel, and all reports are up-to-the-minute.

SERVICE & CUSTOMER CARE

Locally Based Service

To ensure the highest level of service and operations, Telmate will assign a full time employee to your facility. We will also employ other full time employees in close proximity to the facilities who are available to cover any onsite issues or training needs that may arise. Given the close proximity of our service technicians, Telmate guarantees service within a 2-hour window, 24 hours a day 7 days a week. Customer service is also available 24/7, 365 days a year to assist with questions or requests. Our commitment is to offer you the most approachable and responsive assistance available.

Top Rated Customer Service

Telmate's customer service is renowned for providing outstanding response to facility, inmate, and friends & family requests. All facility and friends & family inquiries (not inmates) are handled real-time by live customer service representatives who are empowered to make decisions that will best service the customer.

Real-Time Automated Inmate Customer Service

Telmate Eliminates Inmate Request Handling. It's that simple. Telmate provides inmates with a secured voicemail system that allows them to report issues directly to customer service. Telmate representatives monitor all inmate voicemail requests and issues are resolved the same day they are reported, often within minutes of the voicemail message. Telmate's secured voicemail system also allows customer service representatives to leave pre-recorded voicemail responses for the inmate informing him of the resolution of his issue (i.e., "You have been credited with one free call to 999-999-9999").

Same-Day Credit.

For all valid complaints, Telmate issues a credit for a free call to inmates or friends & family the same day they are reported. For example, if the facility goes into lock-down and inmate phones are turned off, Telmate will issue a free credit for all lost calls. We believe it is our duty to provide the most seamless experience possible to both the correctional facility and inmate. Providing same-day credit for lost calls is one way we accomplish this, and it reduces tension between inmates and correctional staff (most credits are actually issued within minutes of being reported).

Instantaneous Deposit Notification

Inmates are instantly and automatically notified with a voicemail each time a deposit is made to their calling account. Inmates are also notified via voicemail when their prepaid account balances dip below a predefined threshold (usually set to $25). There is no delay between when a deposit is made, and when it appears in an inmate's account. Inmates can also access their balance at any time by dialing 411.

Live **US-Based** Customer Service Means **More Revenue**

Telmate has a single 24-hour toll-free number for accessing its customer service:

Telmate: 1 (800) 205-5510

Our customer service representatives explain how inmate calls work, share call prices, help determine a deposit method that works for the customer, and answer any questions at all. As a result, friends & family trust us and we find, time and again, that they spend more on calls with Telmate than with other systems.

Watch out for customer service traps that we've see from other vendors, including:

⚠ Fully automated solutions with no operator

⚠ Call back solutions with lengthy wait times

⚠ Limited hours designed for a single timezone

⚠ 30+ minute hold times

⚠ Hidden charges for calling customer service

Dedicated Account Representative

As your inmate telecom service provider, Telmate will assign a dedicated Account Representative as a single point of contact to handle all matters involving inmate telecom services including: phone service issues, telephone maintenance/repair, telephone and electrical wiring, local, long distance and international carriers' service; commissions, fraud prevention and resolution, customer service, installation, removals, remodels, kiosk, advanced payment and prepaid programs, and trust fund deposits.

Your Account Representative will coordinate all issues with the appropriate department within Telmate, they will ensure that all matters are resolved quickly, and they will update your facility staff.

As a full-service telecom provider we believe our ability to resolve **all** matters "in-house" is a unique quality that only Telmate is able to offer.

At **Telmate Everyone** Learns the **Ropes**

Telmate is unique in requiring that ALL staff be both involved with, and cross-trained with the installation, use, and ongoing service of our product. It's part of our company culture.

Even though we've grown to be a reasonably large company, don't be surprised if you see our CEO, or President, or Chief Engineer at a facility with a security screwdriver in one hand, and a spool of twisted pair wire in the other.

COMMUNICATIONS ARCHITECTURE

Telmate's central call architecture removes the impact and risk involved with situating data storage equipment at your facility and ensures an unassailable level of both security and reliability.

Unlike other solutions, the Telmate platform wasn't converted from a traditional telephone system or transitioned from an onsite solution to a centralized system. Telmate also wasn't patched together from software built by multiple companies that merged. Telmate was built by a single team from the ground up as a centralized, VOIP-based system with all the advantages that come with this modern architecture.

For your facility, our centralized call architecture means:

- **Continuous operation through catastrophic events.** Even if several data centers were to fail (eg. severe weather, earthquake or 9/11-type event) operations would continue as normal.
- **Massive fault tolerance.** Six copies of every recording stored across four data centers that are thousands of miles apart means no lost calls or call data.
- **All call recordings instantly retrievable anytime.** Nothing is archived, every call is always available.
- **Secure investigator access from anywhere.** Centralized Web-based architecture means 24-hour access from work, home, or mobile devices.
- **Plenty of room for growth.** Our extra system capacity means that no extra servers or storage are needed to support growth.
- **New Features Instantly Available.** Telmate regularly adds additional features.
- **Hardware Upgrades without Interruption.** Our architecture allows us to upgrade every server without visiting your facility or interrupting a single phone call.
- **An All Digital Network.** Telmate's central call architecture is all digital, ensuring that each call remains digital throughout our network, and that the digital recording is an exact match to what was transmitted.

Why Our Data Centers are so Reliable

Telmate has selected each data center location to ensure that it has the highest quality connection to the Internet fiber backbone, and a wide array of available outside power feeds and internal power generation capabilities. This means that each Telmate facility is hardened against all but the most extreme catastrophes, and even if that were to happen, Telmate can switch seamlessly to an alternate location over 1,000 miles away.

Quick Facts: Telmate Data Network

Data Storage Capacity	**1,000** Terabytes (1 Petabyte)
Processing Capacity	**10.02** Teraflops
Voice Recording Storage	**6** copies of all recordings
Call data storage	**8** copies of all call data
Redundant Geographic Locations	**4** secure, isolated, fully mirrored data centers
Currently Available System Capacity	**85%**

COGENT, Oakland California (One of Telmate's 3 data centers)

Cogent is one of the most respected data center providers in the world, and their corporate users account for approximately 17% of the Internet's traffic. Cogent provides mission-critical services for some of the World's top Web sites and financial stock exchanges.

Building	Located in the heart of Oakland, our California data center is located on a central node of the Internet for maximum connectivity, redundancy, and speed.
Bandwidth	Cogent has the second largest peered network in the World, including a network capacity of over 680 Gbps. Cogent has 54,500 miles of inter-city connecting fiber, and an additional 16,600 miles of in-city fiber.
Electricity	Our Oakland data center is supplied with hospital-grade electrical power from four primary and secondary power feeders (all entering the facility underground, which is more resistant to catastrophes).
Backup Power	Our Oakland data center power redundancy includes battery backup and two diesel generators (with over 1,000 gallons of diesel), and a comprehensive UPS System. This facility can keep each server running indefinitely without direct electric grid power.
Cooling	HVAC: Four 40-60-ton HVAC units provide chilled water for the facility's air conditioning system 24 hours a day, 7 days a week.
Onsite Security	Building security and overall integrity is provided by palm print identification systems, mantrap cages w/ pin code entry for additional security.

The map below shows Cogent's tier-1 all-optical IP network:

What are the Advantages of a Unified Platform?

No other inmate phone provider has such a comprehensive list of offerings, built entirely in-house, and running on a single unified communications platform. Below are just some of the benefits:

		Telmate	Other Solutions
	Single Login	With just one login, from any Web browser, you have complete, secure, command and control of your entire inmate communications network.	Separate features must be accessed with separate logins because they were not built to work together.
	Single Wallet	Deposits are instantly available across the network for all activities including visits, phone calls, and commissary ordering. For example, a credit card deposit through the Telmate Web site is available immediately. Similarly, a kiosk cash deposit is available immediately. In fact, friends & family can deposit funds using cash or a credit card from any Telmate kiosk nationwide and those funds are immediately available for calling. Additionally, cancelled visits may be instantly credited toward any product.	Different features come from separate companies acquired by the ITS provider. Deposits must be made separately to use different features, and no single balance can be kept to use all features.
	Customer Service	Telmate customer service uses the same platform. With one phone call, any time of day or night, a live Telmate facility support representative will help you with any questions at all.	Fully automated solutions with no live operator, or an overseas call center.
	Local In-House Technicians	A single Telmate technician can fix any onsite equipment issues, without involving an outside equipment or software company. And our technicians are fast, they'll be onsite within two hours.	Service may be contracted out to a third party with reduced accountability to you, the customer.
	No Compatibility Issues	There are no compatibility/integration issues between systems within the Telmate network. Our kiosks don't need to communicate with the inmate Telmate phone platform, they are already a part of it.	Systems were purchased and then hacked together, resulting in cascading issues with sharing data and increased risk of system failure.
	Shared Security & Backup	Everything is recorded, backed up, and stored in multiple locations, thousands of miles apart. Information from every Telmate product takes advantage of our mirrored architecture that shares data across multiple data centers.	Physical disk drives stored at the facility that are subject to harsh environmental conditions and increased risk of failure, downtime and even data loss.

INTEGRATED SECURITY & FRAUD PREVENTION

Telmate's solution includes a comprehensive range of security features. System security falls into two general categories: (1) security to prevent tampering with the system so as to enable the use of call data and call recordings in court, and (2) security to control inmate calling and prevent fraudulent calling.

Security to Prevent Tampering

Telmate's solution provides multiple layers of security to prevent unauthorized access and tampering with data and call recordings.

Web Security: Telmate's web-based portal is accessed with a username and password. When a user logs in, an encrypted session is initiated. This is the same kind of security (SSL) used for online banking, Paypal, and similar services that require high levels of security. Each encrypted session has an optional timeout feature, to automatically log out the user after 20 minutes of inactivity preventing unauthorized access when away from your desk.

Auditable Activity Log: Telmate's audit log automatically records the username, date, time and a playback history of every user action in Telmate. The log is available within the application to authorized users and includes records of every call recording review, search, report generated, setting change, call download, and more. The audit log provides an action history of each user and of the entire system.

Tamper Proof: Telmate has no onsite recording equipment, data storage, or software. This means that tampering with audio files is simply not possible. Not only is there no access to the necessary equipment, each audio file is stored at least 6 times in multiple secure locations across the US. This feature gives prosecutors the confidence to stand behind every recording when legal proceedings require evidentiary playback.

Checksums Created for All Downloaded Calls

Every audio file (phone call recording) downloaded with Telmate today is downloaded with an accompanying text file containing checksum/hash. This checksum is an MD5 hash of the downloaded audio file, allowing the digital file to be verified against a simple series of characters to verify that it has not been tampered with.

The **Same Security** as **Online Banking**

Telmate's Web-based portal uses SSL security, identical to those systems used in the online banking industry.

Communications between our servers and your browser are entirely encrypted with our software. If desired, we will provide expert testimony in court asserting our system's protection of chain of evidence.

Prevent Fraud

Telmate's solution includes multiple features to provide security for inmate calling and to guard against fraud. The security features include:

✓	**PINs:**	All inmates are identified by PINs and voice verification to prevent PIN-swapping.
✓	**Voice Biometric Authentication:**	Telmate's voice biometric authentication solution verifies each inmate against his own voiceprint before he can make a phone call, preventing PIN theft.
✓	**No Traditional Phone Lines:**	All inmate phones are connected over secured data lines directly to our call processing servers making it impossible to get a secondary dial tone or switch hook dial on a Telmate phone.
✓	**Split Voice Channels:**	Voice paths are split until positive call acceptance so that inmates cannot pass messages to called parties.
✓	**Positive Call Acceptance:**	Unless an exception has been made by facility staff, positive call acceptance is required for all calls. The inmate is identified to the called party by name and facility prior to call acceptance.
✓	**Pre-recorded Name:**	Inmate name is recorded once to prevent message passing.
✓	**No Incoming Calls:**	Telmate phones cannot receive incoming calls.
✓	**Live 3-Way Verification:**	Telmate detects 3-ways and verifies ALL suspected 3-ways with two independent live operators.
✓	**Call Blocking:**	Telmate has a comprehensive blocking solution for numbers that should not be called.
✓	**Call Recording:**	ALL calls are recorded except for those deemed privileged (i.e., attorney calls).
✓	**Live Monitoring:**	All non-privileged calls may be securely monitored real time from any Web-connected computer.
✓	**Fraud Flags and Alarms:**	Flags and alarms may be triggered when an inmate or called party is suspected of fraud. Flags and alarms are sortable, and may be configured to trigger notifications.
✓	**Collect Call Validation:**	LIDB validation is done for all collect calls
✓	**Excessive Calling:**	Accounts with excessive calling will be blocked for review.

Voice Biometric Authentication: Telmate's voice biometric authentication technology captures specific physical characteristics of the human voice and uses the information to identify callers.

Our biometric technology uses a real-time pre-recorded voiceprint comparison to verify that the caller matches the owner of the PIN being used. This allows us to verify the identity of the person prior to a phone call being placed, which eliminates the ability of an inmate to place a call using a stolen PIN. All adult inmates are required to enroll their voiceprint the first time they use the phone system. This technology both protects the inmate's calling investment against stolen a stolen PIN, and ensures investigators that the calling inmate always matches the inmate listed in the call record.

Destination Prepaid. When friends & family deposit money into an inmate's account, they are able to specify that the money may only be used to call a specific number.

Credit Card Fraud Detection/Extortion. The Telmate system allows system operators to quickly and easily spot suspicious transactions, such as deposits to multiple inmates using a single credit card or with multiple cards that have a single cardholder name. This feature can be tied to automated alerts that broadcast via email, and/or automated voice messaging. This same fraud detection helps identify extortion perpetrators and victims.

Identify Depositors. Telmate offers a number of methods to identify individuals who

Voice Biometric Authentication

With the rampant theft of PIN numbers, impenetrable identity verification is essential.

No other technology is better suited for inmate calling than Telmate's biometric voice identification solution.

deposit funds through our kiosks, toll-free customer service number and website. Individuals can be identified with a series of security questions (which helps us identify new depositors) and facial recognition (which helps us recognize returning kiosk depositors who deposit cash).

Telmate's Automated Allowed Call List/PAN. Telmate's Automated PAN system can collect detailed information about every person the inmate is able to call. This information is cross-checked against calls made by other inmates. Our PAN feature combined with our drill-down reporting functionality creates a powerful tool for identifying crime rings and fraud.

FREE TRAINING

Telmate will provide training at the facility to personnel any time that is convenient before or after the installation of the Telmate Inmate Phone System. We recommend that training be scheduled in conjunction with the installation.

Telmate will provide training specific to Site Administrators, Detectives, Correctional Officers and any other groups that use the system. A professional instructor will teach each training class separately.

In addition, Telmate will provide each facility with any ongoing training for the life of the contract and contract extensions at no cost.

Telmate feels the best way to train facility personnel is with a Telmate professional training manager. The training will be conducted live using our Telmate Training Manual and no audiovisual equipment is necessary. We will provide as many training manuals as needed.

> **Popular Free Training**
>
> *Telmate is so easy to use that, for many roles, staff can achieve full competence and confidence in the system in just a few hours hours.*
>
> *We estimate the number of hours required to train each group as follows:*
>
> - ***Site Administrator:*** *approx. 4 hours*
> - ***Correctional Officer:*** *3 hours*
> - ***Detective:*** *approximately 3 hours*

Web Seminars

To help instruct facility personnel on our system upgrades and provide ongoing training, Telmate holds free interactive Web seminars twice a year during the same time system updates are released. We want to ensure that all users are familiar with the enhancements made with each Telmate system upgrade, and Web seminars are another resource we provide to make this as convenient as possible for the facility.

Transition Manager

Telmate will provide the facility with a full-time transition manager onsite (at the facility) following the installation. The transition manager will be available at all hours to provide any ongoing or additional training necessary.

Ongoing Training

Telmate releases new updates twice per year, with minor improvements and enhancements occurring on an as-available basis. Whenever a system update is released, Telmate will send a full description of the update as well as any new training materials necessary to instruct personnel at no cost. Telmate staff is also available to provide onsite training as needed for every system update.

SYSTEM UPGRADES

Free Immediate System Upgrades

Our centralized platform means that you'll never again wait for a system upgrade. There is no need for a technician to visit a facility for software or server upgrades. Telmate will make sure your facilities always have access to the latest technology and security. Our centralized platform allows us to rapidly deploy system enhancements. And our free ongoing training (scheduled to coincide with updates) means your staff will alway be up to date on all new security and feature improvements.

All upgrades are tested on Telmate development servers before going to production. Once development testing is completed updates are rolled to a single production facility with which we have a strong working relationship. Upgrades are then tested at this live facility for 72 hours to further confirm the update is performing as expected. Only after all updates have been thoroughly tested and approved are they put into full production.

Updates are performed at scheduled times during low activity periods and are done without any interruption of service as all our systems are redundant systems, so inmates can continue calling even during system updates or resets. Additionally, our customer service representatives are notified in advance of any major updates, and they are instructed to be generous with free calls and refunded calls during the first 48 hours.

Appendix C - TelmateStation Overview

TELMATE VIDEO PHONES

More than just video visitation, our new Video Phones offer your facility a **complete inmate communications suite**. Telmate's Video Phones are designed, built, and maintained entirely by Telmate staff. They utilize the same Telmate unified platform as every other Telmate product, including public cash kiosks, phones, and our automated information line.

This means that you will have a **single web-based login** for accessing and controlling **all inmate communications**, including inmate phone calls, visitation recordings (onsite and offsite), visitation scheduling, and all of the other free features that are included in the Telmate platform.

Hardware

Telmate's Video Phones are made of heavy-duty stainless steel with rounded corners for safety and an extra-tough full-color touchscreen. The camera can be adjusted for a range of heights – from wheelchair users to basketball forwards. **ADA Compliant**: Telmate's Video Phones meet and exceed ADA requirements for both phones and kiosks.

- ✔ **Wide Temperature Range**: We use special long-life components for normal operation between -4° and 176° F.

- ✔ **Splash Resistant**: Rubber gaskets protect against spills and splashes.

- ✔ **Hardened Touchscreens**: The 7.5mm thick screens are UL 60950 certified for impact resistance and more.

- ✔ **Tough Handsets**: Our correctional grade handset with lanyard is the same model that we use on our inmate phones. None are better for resilience or clarity, and we always have a ready supply of replacements on hand.

- ✔ **Field Serviceable**: Telmate's engineers and field technicians worked together to ensure that every major part can be serviced or replaced onsite including the camera, touch screen, headphone jack, handset and logic board.

When the Video Phone is idle, the screen will display the date, time, and upcoming visits, as shown in the screenshot below.

On the Contacts tab, the user can schedule a visit or send a message to an existing contact, or search for a new one, as shown below.

On the Login Screen, the user must enter a PIN and pass biometric verification in order to gain access to the device, as shown below.

Our built-in visitation scheduler, shown below, saves labor by enabling users to schedule their own visits, subject to facility rules.

Video Features

Telmate's inmate video visitation provides a high quality, safe, convenient alternative to live onsite visits allowing you to:

- ✓ **Increase Safety & Security**: Relieve your staff of their most dangerous burden – inmate transport.

- ✓ **Eliminate Contraband**: By physically separating inmates from visitors, a key mechanism for importing contraband, such as drugs, weapons and SIM cards, is shut down.

- ✓ **Eliminate Hidden/Shielded Communication**: With Telmate, nothing can be communicated outside the camera's field of view.

- ✓ **Legal Compliance**: Video visitation allows your facility to meet legislative requirements without decreasing security.

- ✓ **Face to Face Communication**: Allows inmates a chance to communicate face-to-face with their counselors, attorneys, religious leaders, and children.

- ✓ **Reviewable Anytime, Anywhere**: A single Web-based application allows staff to review inmate calls, video visits, set alarms, control access, and more from any Internet Web browser or smartphone.

A Better Way To Visit Onsite

With onsite video visitation, inmates can visit with their loved ones without ever leaving their pod, providing security for staff, and closing off a key avenue for contraband. Video-only communication ensures that facility staff see everything that the inmates sees, which means that an inmate can't use their body to shield hand-signals or written messages from wall mounted cameras.

Facility staff can see and hear everything. Staff can watch visits in real time or access saved recordings through Telmate's Web portal, the same system that used to review inmate calls.

Communicate Over The Internet

Remote visitation allows further a convenience for facility staff & visitors alike – visitors save time and money (fuel costs) and staff appreciate the dramatic decrease in lobby foot traffic.

For friend's and family, all that is required is an internet-connected home computer, and a camera and microphone, which are built into most newer laptops. Also, public libraries often have the necessary equipment. In most cases, the required software is already installed.

Visitors simply visit the Telmate website, and schedule a video visit from time slots allowed by the scheduling rules. At the scheduled time, a connection is made with the inmate and the visit takes place.

Remote visitations allow inmates to connect with friends and family members outside of normal onsite visitation times, allowing a more personal connection than phone calls for events such as birthdays, anniversaries, public holidays, and religious holidays.

Watch Out For...

Not all video visitation solutions are created equal. Facility staff who have switched to Telmate's video solution have passed along the following list of **danger areas**:

- ⚠ Solutions built by one company, and sold or marketed by another
- ⚠ Unavailable customer service and customer service that doesn't cover the actual users
- ⚠ Solutions involving cheap laptops & headsets
- ⚠ Solutions built on 10-yr-old Windows XP or Out-of-Date Windows Vista technology
- ⚠ Non-local technicians (and replacement parts)
- ⚠ Inflexible scheduling systems
- ⚠ Hidden installation and data line charges
- ⚠ Multi-functional solutions that aren't integrated with other facility software like phones, JMS, commissary & accounting.
- ⚠ Systems that charge a premium for recording functionality.
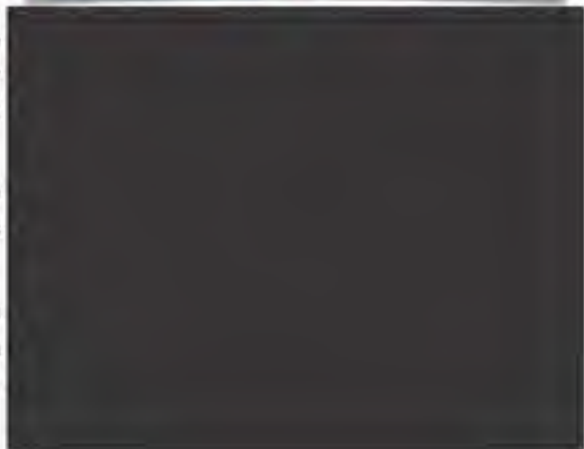
Alternate Methods For Remote Visitation

In addition to allowing standard Microsoft-based desktop and laptops to be used for remote visitation, the Telmate system also uniquely supports all Apple computers and the Apple iPad. An Android app is coming soon.

Multiple Layers Of Security

Before using a Telmate phone or Video Phone, an inmate must enter his PIN and pass initial voice biometric verification, validating his voiceprint against the voiceprint recorded on intake. Telmate's Video Phones add an additional level of security by providing continuous biometric verification throughout a video visitation session, taking snapshots at regular intervals (selectable by facility staff), ensuring the inmate using the Video Phone is the owner of the specified PIN. The results are reviewed in real time by our customer service team, and we will alert facility staff of any irregularities. No other combination of technology is better suited for combating PIN theft and identity fraud than the Telmate solution.

Telmate Proposal for Lane County RFP "Inmate Telephone and Video Visitation Services"
Appendix C   TelmateStation Overview

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Telmate Visitation Station for use by all Inmates and Visitors in Lobby -- Features and Functions

Picture in Picture Display Shown Here

Touch Here to Select Full Screen

Touch Here to End Session

Touch Here to Change Language of On-Screen Text

Volume Up

Volume Down

Select Headset
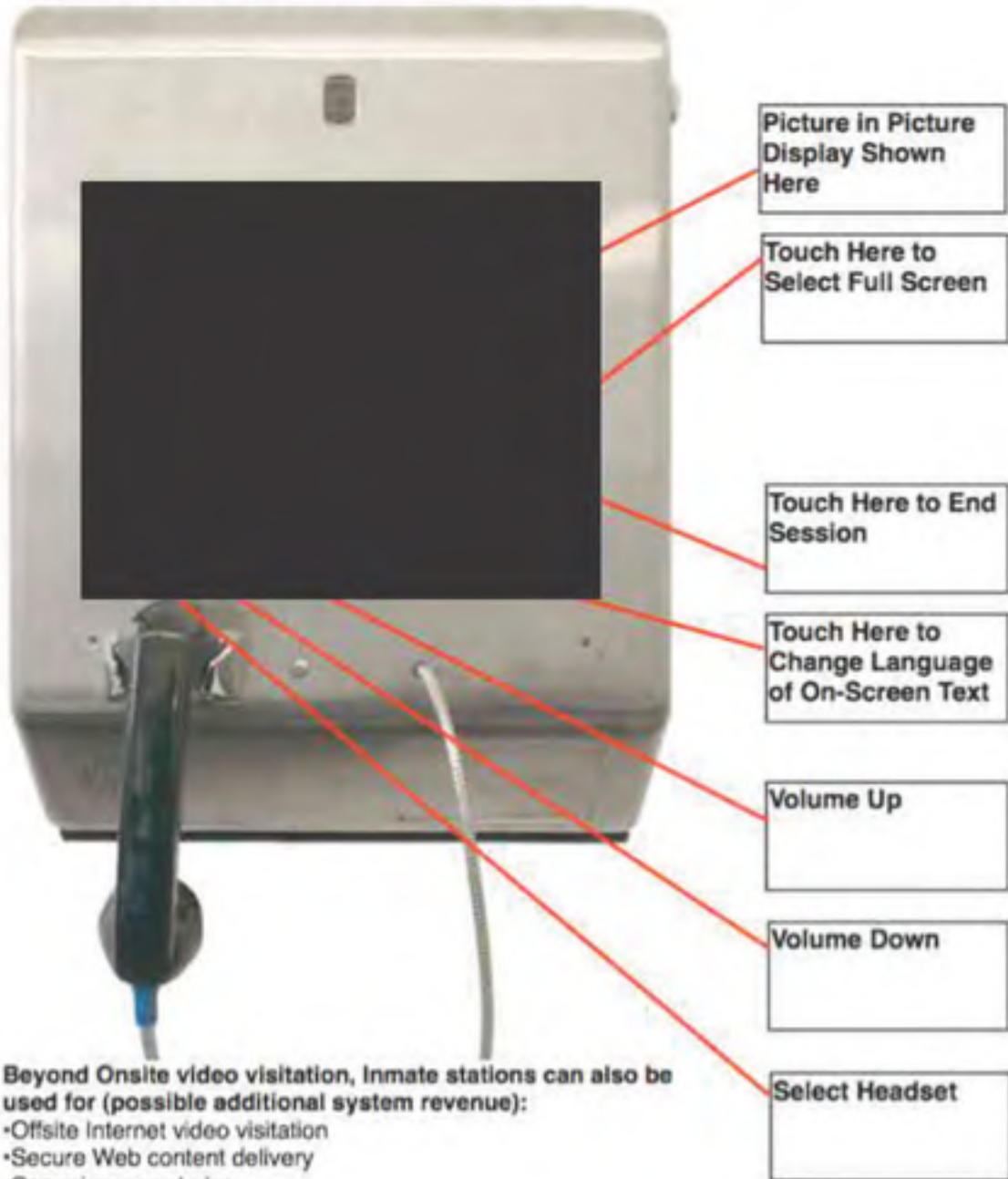
Beyond Onsite video visitation, Inmate stations can also be used for (possible additional system revenue):
- Offsite Internet video visitation
- Secure Web content delivery
- Commissary ordering
- Educational games
- Secured messaging
- Web-based medical system integration
- Web-based legal resources
- New options under on-going development

High Quality Video Camera

Also takes still shots of users while they utilize other system features

Camera Height Adjustment Knob

To accommodate users of all heights

Durable Touch Screen

Outstanding image quality and way for users to interact with system

Headphone Only Jack

(Ideal for Child Protective Services and other "monitor only" third parties)

Headphone and Microphone Jack

(Ideal for language translator)

Liquid Proof Unit Speaker

For announcements from administrator and other uses

Corrections Grade Handset

18" standard enforced handset cable, other lengths available.

A Better Way To Schedule

With our easy to use visitor scheduling portal, your lobby staff no longer need to manually schedule visits, freeing up time for more pressing tasks. Our scheduling system enforces existing visitation rules & requirements (such as length, time, and frequency). Friends & family schedule visits using a Web browser or the Telmate lobby kiosk.

Staff may review and modify scheduled visits, and print visitation day schedules appropriate for public posting.

By default, Telmate records all video visitation sessions (unless privileged) and stores the video recordings for 30 days. All recordings, just like phone audio recordings, are accessible to authorized users via the Intelmate.net Application. Users can download one or more recordings to the local media of their choice.

Auditable Activity Log

All investigator activity is saved and able to be displayed as an activity log to see who is accessing inmate call records. Below are screen shots of Telmate's Video Visitation Scheduler and visit logs.

Below is a screen shot of the Video Visitation record interface with emphasis showing how the Visit Record can be downloaded.

Beyond Video

Besides inmate-to-lobby and inmate-to-home video visitation, Telmate's Video Phones include a tremendous number of optional additional features that benefit both the inmate and the facility, including:

- Onsite video visitation
- Offsite Internet video visitation
- Secure Web content delivery
- Commissary ordering
- Educational games

- Secured messaging
- Web-based medical system integration
- Web-based legal resources
- Automated inmate grievances
- Photo and video sharing

Completely Customizable

The features that appear on the Telmate Video Phone are completely customizable at the facility, pod or inmate level. This means that if you would like to block Internet access for all inmates, it is no problem. Likewise, access can be restricted to a single inmate, or group of inmates, and controlling access to features can be used as a behavior incentive.

To the right is a screenshot of the inmate home screen. Additional icons will appear on this screen for inmates with permission to use a greater number of features.

Secure Web Content Delivery

Our basic, restricted-access Internet service offers an additional revenue source while keeping your facility's residents busy and calm. Inmates may access news, sports, and educational content in a controlled browsing environment.

Staff can monitor all activities, and retain the ability to grant and remove privileges.

Email Messaging

Email to and from approved contacts allows inmates a simple, affordable communication method and your investigators a whole new channel of evidence.

A wide-range of facility review and approval options are included.

Prevent contraband, such as methamphetamine laced ink, from reaching your inmates though traditional mail.

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Religious Services & Addiction Recovery

Our religious services feature offers videos & audio recordings for many popular religions, addiction recovery, and other positive self help programs.

New services and programs are available each week through the Telmate Video Phones. A headphone jack allows inmates an alternative to listen without using the handset.

Educational Games

Educational Games are an option that will keep your facility's residents challenged with mentally-stimulating non-violent educational games, including puzzle-solving and memory-building varieties.

Commissary Orders

Telmate allows inmates to place commissary orders digitally via the Video Phone.

We are integrated with a wide-range of commissary providers, and are always adding more. Digitally ordering commissary can result in a significant labor savings as it saves staff from reading handwritten forms and translating them into an order system.

Telmate's Secure Network Application Platform - SNAP

The exciting thing about SNAP is what it means for your organization:

- All user activity is tracked and logged
- All administrator activity is tracked and logged
- All access is secure
- All features can be controlled at the user, group and/or facility level
- Provides an easy platform to add new apps and expand to include new partner services
  - Jail handbook
  - Legal Research
  - Educational Opportunities
  - Commissary
  - JMS
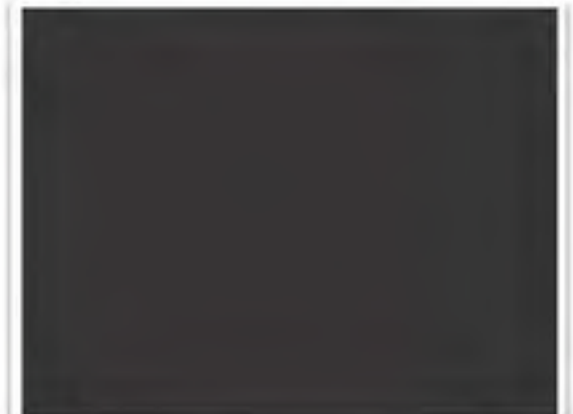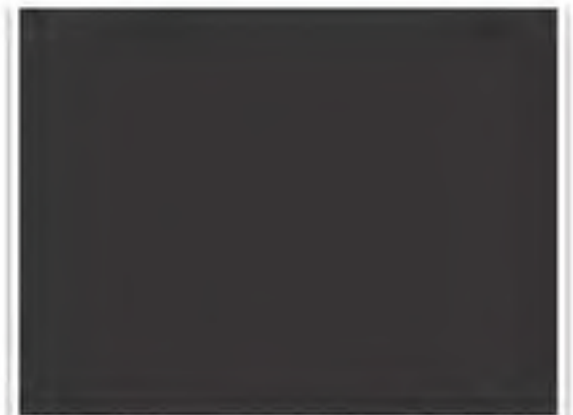
Complete Command & Control

With Telmate's Web-based command center, you're always in Control. If your facility is also using Telmate inmate phones, everything is accessible through the same Web-based login that you use for controlling the phone system.

End Session Controls: Need to end a live visit? Need to log an resident out of the station? No problem. You're always just a click away from keeping things under control. Review video visits securely from any Web browser or Web-enabled smartphone. A convenient dashboard allows you to review multiple sessions at once, and focus on a particular visit with a click of the mouse.

Message Approval & Audit Trail: Know which resident is using the station, what they are doing and more with our comprehensive auditing tools. Also, all content sent or received by inmates is stored and accessible through our secure web portal, so facility staff are able to filter and approve all photos & messages sent to or from inmates. You will always have control over what they see and send.

Reports Available 24/7/365: There's no need to wait for a monthly usage report. Our Web-based TelmateCommand application enables facility staff to run a variety of reports on video visitation, all updated to the last completed visit. It's all available at any time, day or night, from any Web-enabled computer or other electronic device.

Automated Inmate Grievances Via Video Phones

Telmate has developed an Grievance solution into a feature of our touchscreen Video Phones. This solution is capable of handling all inmate complaints, not just inmate phone complaints. The Grievances button will be programmed to appear on the home screen of the Video Phone so that it is easy to find and access. Inmates can then type their grievances and route them to the proper destination. Telmate will, of course, continue to receive and respond directly to all inmate phone complaints and inquiries. Non-phone related grievances can be routed to the County's preferred destination. Inmates can check on the status of their grievance from their sent messages screen on the Video Phone. Escalation of grievances can be managed through the Telmate platform, if desired by the County.

Secure Recordings

Telmate records all non-privileged communications and stores them for a minimum of 30 days. Local video visitation sessions are stored on a server we install in the facility, and backed up to our four geographically separated data centers. Remote video visitation sessions are stored immediately at our data centers. We have never lost a recording; our highly-redundant decentralized network keeps each and every facility's data secure and available at all times.

Issue Escalation And Telmate's Public Ticket System

Whenever an issue is reported, whether it is in person, over the phone, email or directly through the Telmate Web-based application, a public ticket is created. Telmate's online public ticket system allows both you and Telmate to track every request from reporting to resolution.

The public ticket system is a real-time service ticketing system that is integrated into Telmate's web-based platform. This means that any user with the appropriate access can log in an view the entire history of the ticket. The system tracks all issues and shows creation date, issue date and resolution. Additionally, Telmate's system has automated assignment of service and issues with a built in escalation processes:

- When new tickets are created, Telmate's 24/7 facility customer service department and the dedicated account manager for your facility are notified immediately via email.
- If the ticket is technical in nature, Telmate's 24/7 IT team is notified to further diagnose the issue.
- If the issue is a result of a carrier issue (local phone/data provider outage) the team will follow up with the carrier until the issue is fixed and provide updates (which are always trackable via the public ticket system).

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- If the ticket requires an onsite technician, an SMS message is sent immediately to your local lead technician, and followed within 15 minutes by a phone call. If the issue requires immediate attention onsite, a technician will be available to visit your facility within (2) two hours.
- If a new ticket goes unresolved, the director of customer service is notified immediately.
- In the unlikely event that a ticket is still unresolved, both Telmate's President (Kevin O'Neil), and CEO (Richard Torgersrud) are automatically notified.

Photo And Video Sharing

Telmate provides more ways to stay in touch than ever before. By allowing photo and video sharing, Telmate helps inmates stay more closely connected to friends and family.

Enabling inmates to communicate in additional ways benefits investigators as well: the more an inmate communicates, the more likely he or she will self incriminate. In the process of writing messages, posting photos, and interacting over video, many inmates forget that everything is recorded and monitored, and as a result, they frequently admit crimes, name cohorts, and give away locations. We have also discovered that there is something about the medium of video that makes people want to share. We have yet to hear an investigator ask for less evidence once it starts accumulating.

There is simply no better tool for gang units, major crimes teams, narcotic teams, general criminal investigators, or prosecutors than having the ability to view photos and videos of inmates' criminal associates and friends. Desktop access to tattoos, gang signs/symbols, vehicles and weaponry, often clearly visible in available imagery, can be invaluable for investigations. And reviewing photos is very fast, especially when compared to phone recordings.

When friends & cohorts upload photos and video, they frequently forget or don't realize that Telmate software now tracks the geolocation of the upload. So, when photos and videos appear with obvious drug paraphernalia in the background, or in at least one case an entire meth lab, investigators have actionable evidence.

All photos, videos, and other communications are reviewed by live Telmate professionals and screened for inappropriate material, and can also be monitored and administered by facility staff via the Web-based TelmateCommand application.

Installation And Network

Telmate requires cooperation with the Facility, staff and related vendors for proper installation of Telmate Video Phones. The Telmate installation team must have the ability to physically access and work within and around the areas we are upgrading and connecting to this new service.

Telmate's Video Phones architecture is detailed in the graphic below.

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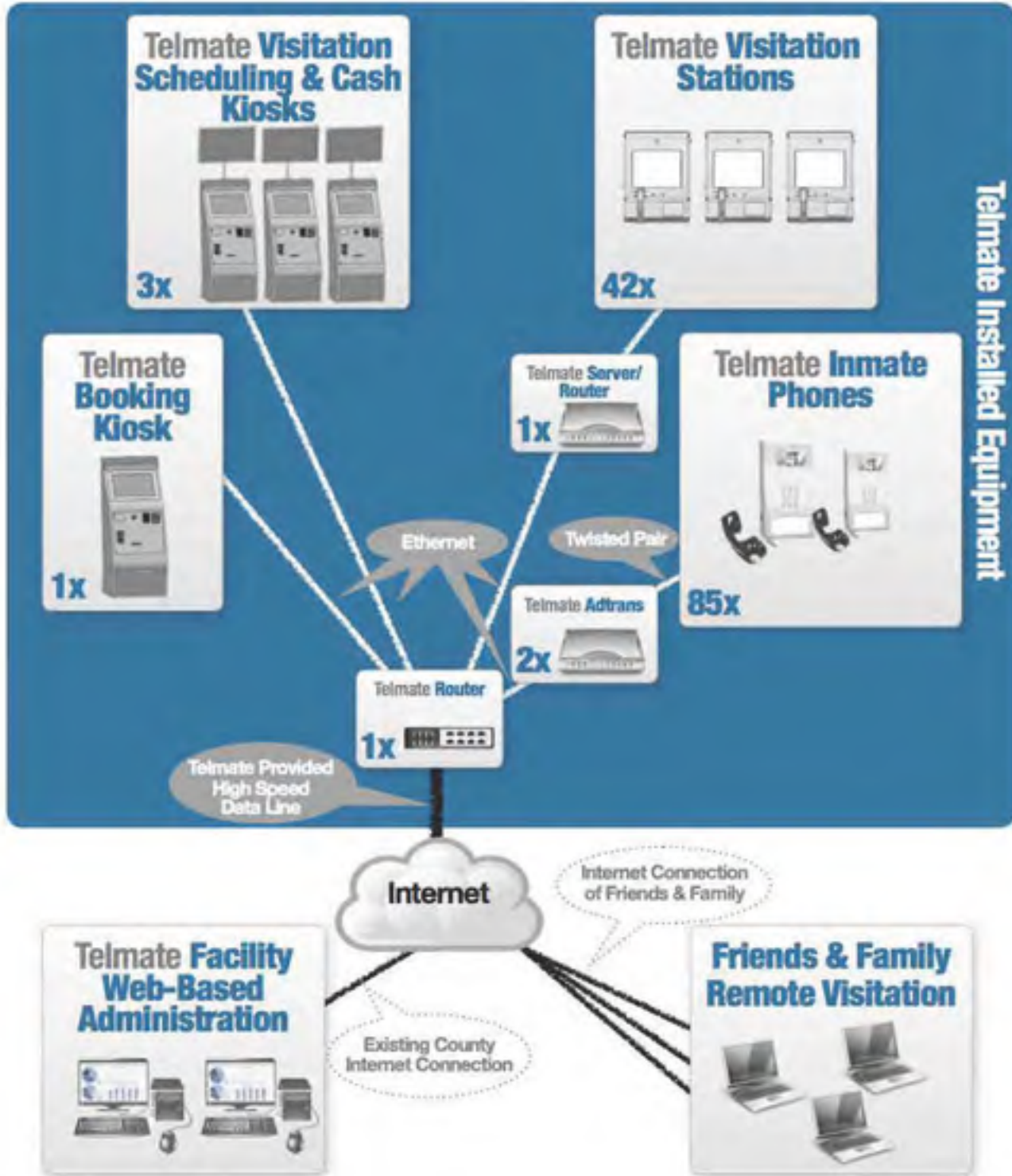
Telmate is the largest provider of OffSite Video Visitation in the industry with <u>more than 50</u> current and pending sites.

No other provider comes close in providing combined on-site AND remote visitation in a single solution like Telmate.

2	**14**	**39**
Federal Facilities	**State DOC** Facilities	**County** Facilities

Telmate is currently managing and installing Video Visitation Systems in the following locations:

Alabama

1. Calhoun County, AL
2. Cullman County, AL
3. DeKalb County, AL
4. Jackson County, AL
5. Lauderdale County, AL
6. Marshall County, AL

Arizona

7. Coconino County, AZ (Soon)

Florida

8. Glades County, FL
9. Hendry County, FL

Georgia

10. Paulding County, GA (Soon)

Idaho

11. Ada County, ID (Soon)
12. Bannock County, ID
13. Bingham County, ID
14. Canyon County, ID
15. Kootenai County, ID
16. Minidoka and Cassia Counties, ID
17. Twin Falls County, ID
18. Washington County, ID
19. Bonneville County, ID (Soon)

Indiana

20. Hamilton County, IN (Soon)
21. Lake County, IN
22. Miami County, IN

Kentucky

23. Grant County, KY
24. Laurel County, KY
25. Marion County, KY

Louisiana

26. Lafayette Parish, LA (Soon)

Michigan

27. Kalamazoo County, MI (Soon)

Montana

28. Yellowstone County, MT (Soon)

Oklahoma

29. Delaware County, OK (Soon)
30. Oklahoma County, OK

Oregon

31. Coffee Creek Correctional Institution, OR
32. Columbia River Correctional Institution, OR
33. Deer Ridge Correctional Institution, OR
34. Eastern Oregon Correctional Institution, OR
35. Mill Creek Correctional Facility, OR
36. Oregon State Correctional Institution, OR (Soon)
37. Oregon State Penitentiary, OR
38. Powder River Correctional Facility, OR
39. Santiam Correctional Institution, OR
40. Shutter Creek Correctional Institution, OR
41. Snake River Correctional Facility, OR
42. South Fork Forest Camp, OR
43. Two Rivers Correctional Institution, OR (Soon)
44. Warner Creek Correctional Facility, OR
45. Washington County, OR
46. Northern Oregon Regional Correctional Facilities(NORCOR), OR (soon)

Texas

47. South Texas ICE Facility, TX

Washington

48. Kitsap County, WA
49. Tacoma, WA ICE Facility
50. Benton County, WA (Soon)
51. Thurston County, WA
52. Clark County, WA

Wisconsin

53. Rock County, WI

Wyoming

54. Campbell County, WY
55. Sweetwater County, WY

HOW DID TELMATE BECOME THE INDUSTRY LEADER IN VIDEO VISITATION?

- We design, manufacture, and support our own system

- It was designed by the same team that designed and built our ITS. We are the leading innovator of video visitation, messaging, and educational content.

- The same axioms of design, reliability, and security from our ITS, with the same design teams, went into developing our VVS.

- We include service, parts, and labor for the life of the contract -- this is valued at over twice the cost of the original equipment.

- We are the innovator: we have the only fully automated video visitation system available today. Scheduling for friends and family is fast and easy.

- We have the only system that can accurately identify the identity of every visitor, and can identify 100% of depositors -- even for cash deposits.

- We are the only provider who understands that an intuitive, easy-to-use interface is the key to the success of a video visitation system for both inmates and friends & family.

At Telmate, we are committed to providing your facility, inmates, and inmates' friends & family with the best telecommunications solution available. Furthermore, we are committed to offering this solution at a fair price. We constantly work with our clients to improve service and add new features and resources that not only benefit the facility, but the inmates as well.

Our managers and founders put a premium on retaining an outstanding employee team. A team of the industry's best executives, with broad and diverse operational experience, leads Telmate. They direct, with integrity, vision and wisdom, the talented men and women who are the heart and hands of our company.

We believe that our ability to provide the industry's best customer service (daily onsite service and real-time customer issue resolution), inmate calls at a fair price, and the most advanced inmate solution available uniquely positions us as the top choice for inmate communications services.

Appendix D - The Telmate Team

THE TELMATE TEAM

The Telmate team is a group of professionals with diverse backgrounds. We are connected by our devotion to taking care of the customer and keeping a fast pace that fosters innovation.

We have a development office in San Francisco where our software and hardware is created. We manage our systems so that they are constantly available, so our office in the City has it's own culture like that of a technology startup.

Telmate Operations and Services are based in our Ontario, Oregon location in the eastern portion of the state near Idaho and the Snake River. Our customer and facility support teams provide 24-hour coverage in three shifts in the Oregon office. We also manage our nationwide installation, maintenance and account management teams from this location.

The remainder of the Telmate team is spread across the 40 states we serve today. We are a growing company with the history of an established business, and the youthful energy of a technology startup. We are all connected by our devotion to taking care of our customers and building long-term relationships with our partners.

Richard D. Torgersrud | CEO and Founder

Summary of Qualifications

An enthusiast of technology as well as good business practices, Mr. Torgersrud is uniquely qualified to lead a forward-thinking company like Telmate. Prior to founding Telmate, Mr. Torgersrud served in several senior management positions, including Chief Operating Officer for NSC Communications, the largest privately held pay phone company in the United States. As COO, he oversaw the company's 600 employee pay phone division. Mr. Torgersrud began his career as a senior auditor for PricewaterhouseCoopers, specializing in emerging business services and auditing for telecommunications, software and hardware functions. He is a certified public accountant in the State of California (inactive).

Job Description

As Telmate's Chief Executive Officer since 2000, Mr. Torgersrud is responsible for the development, maintenance and support of Telmate Inmate Solution, which includes facility installations, customer service and software development. Mr. Torgersrud oversees Telmate's corporate headquarters in San Francisco and, with his finger on the pulse of both the technology world and the correctional industry, ensures Telmate's technology, products, and service are always on the cutting edge.

Educational Background

Mr. Torgersrud received a B.S. degree in business administration from the Haas School of Business at the University of California at Berkeley in 1991.

Kevin O'Neil | President and Founder

Summary of Qualifications

A visionary of public telephone technology, Mr. Kevin O'Neil combines 15 years' experience in the telecommunications industry with expertise in sales, marketing, customer service, product management, and operations. Prior to founding Telmate, Mr. O'Neil served as Vice President of Product Development at NSC Communciations, and was responsible for diversifying and implementing new products for over 30,000 customers. Previously, Mr. O'Neil led Paytel Northwest, as Vice President of Sales, to become the largest privately held public telephone company in the western region.

Job Description

Recognizing a need for a specialized suite of products and services in the correctional industry, Mr. O'Neil put his extensive telecommunications experience to work, shaping Telmate's growth and solidifying its position as the best provider of inmate communication services. As Telmate's president and co-founder, Mr. O'Neil has been instrumental in building and maintaining customer relationships, and in overseeing Telmate's operations and customer service center in Ontario, Oregon, Mr. O'Neil has helped Telmate build a reputation for having the best, most responsive customer care and field service in the market.

Darren Wallace | Vice President of Business Development

Summary of Qualifications

With two decades of leadership experience in the telecommunications industry, Mr. Wallace is a key member of the Telmate management team. Prior to joining Telmate, Mr. Wallace provided sales leadership for a premier technology consulting firm. Previously, Mr. Wallace worked with BSG Clearing Solutions, managing inmate telephone and other communications companies, simultaneously ensuring sound billing infrastructure and maximizing revenue and investments for Tier 1 providers. As a global sales manager for Qwest, Mr. Wallace was responsible for selling collect call and credit card services throughout the United States and Western Europe. Mr. Wallace has intricate knowledge of what makes telecommunications companies successful, and understands how to build and maintain mutually beneficial relationships with our customers by providing exemplary service.

Job Description

Mr. Wallace joined Telmate in 2010. He is responsible for regulatory, telecom vendor management, billing infrastructure, and license distribution for the Telmate platform. His role includes providing operational guidance and administration while reducing the overall costs associated with doing business for our most valuable asset -- our customers.

Educational Background

Mr. Wallace holds a B.S. from the University of Washington.

Christopher Ditto | Director of Strategic Projects

Summary of Qualifications

Before Telmate, Mr. Ditto was the Vice President/Director of Internet Solutions at Publics Modem, a large international interactive advertising agency, where he won a Webby Award in 2008 for work on HP.com/create. He has been developing large scale Web-based software systems since 1995 as an engineer, software architect, and project manager. His career began as a Webmaster and technical lead for the interactive agency Ikonic (later March First), before helping start several Bay Area dot-com companies.

Job Description

Mr. Ditto wears many hats at Telmate, including: leading our branding and Web presence, recently leading the launch of our new GettingOut brand, and more. He is a subject matter expert for both our patents and proposals groups, and takes an active role in product design.

Educational Background

Mr. Ditto holds a B.A. (with honors) from the University of California at Berkeley, and a M.A. in journalism from New York University.

Kathryn Jarrell | Director of Operations and Project Manager

Summary of Qualifications

With two decades of telecommunications and operational experience, Ms. Jarrell brings a diverse skill set to the Telmate team. She worked for Intera Communications, one of the largest privately owned public telephone companies in the United States, for more than 15 years. During that time, she was responsible for customer service, phone bill management, and provisioning, while also taking an active role in field services.

Job Description

Ms. Jarrell joined Telmate in 2008. Since then she has taken the lead in establishing policies, procedures, and best practices with respect to operations and service, and has expanded our Oregon call center. If Telmate is selected for the proposed contract, Ms. Jarrell will serve as project manager, and will be responsible for implementing an installation plan, inclusive of training, system, verifications, and ongoing support for each installation, coordinating with Lane to facilitate a changeover with minimal disruption to services.

Educational Background

Ms. Jarrell attended West Valley College in North Hollywood, CA.

Rob Gordon | Director of Account Management

Summary of Qualifications

With 36 years of law enforcement experience, Sheriff Gordon has a thorough understanding of what is important to law enforcement agencies, and is well-equipped to make sure Lane's Telmate experience is as satisfactory as possible. In 2011, Sheriff Gordon retired from the Washington County Oregon Sheriff's Office, where he spent his entire civilian law enforcement career, serving as Sheriff since 2002.

Job Description

Mr. Gordon serves as director of account management, overseeing Telmate's account managers.

Educational Background

Sheriff Gordon is a 1994 graduate of the FBI National Academy and in 2003 completed the Program for Senior Executives in State and Local Government at Harvard University. Sheriff Gordon holds a Bachelor of Arts degree in human resource management from George Fox University and the Basic Certificate in public management from the Mark O. Hatfield School of Government at Portland State University

Kelly O'Neil | Account Manager

Summary of Qualifications

Mr. O'Neil is highly effective in organizing, planning, directing, coordinating and successfully implementing small and large projects. He possesses excellent analytical skills and is very detail- oriented. Kelly has successful experience as a project manager, supervisor, manager, and client services manager in the telecommunications industry of voice, data and network products and services.

Job Description

If selected, Mr. O'Neil will perform the role of Account Manager. His duties will include Project Management, Field Operations Management, Network Operations Management and Client Services Management. He will be using his skills in: Voice and Data Network and Infrastructure design; CAT 3, CAT 5 and 6 and fiber optics and EADS Telecom – VoIP. **Kelly is based in Portland, Oregon.**

Tim Haus | Customer Service Manager

Summary of Qualifications

Heading up our customer service team is Tim Haus. Mr. Haus joined Telmate in 2012, bringing with him over 16 years' experience developing leaders in customer service and safety. Mr. Haus ensures our customers have a positive experience above and beyond their expectations. His duties as Call Center Director include managing a growing team of professionals in the day-to-day operations of Telmate's fast-paced call center serving customers in 42 states. He coordinates with management to constantly improve call center performance so we take care of our customers with the highest level of service in the industry.

Job Description

Assuming Telmate is awarded the proposed contract, Mr. Haus will perform the role of managing Telmate customer service staff who will be supporting Lane staff. He will be managing key performance indicators and reporting requirements to promote continuous improvement. He also personally handles escalation issues to ensure customer satisfaction.

Larry Jackson | Director of Field Services

Summary of Qualifications

Mr. Jackson has been with Telmate since early 2011. He oversees all Telmate field service technicians and is responsible for all service issues. Mr. Jackson has over 25 years' experience as a foreman and construction manager, and is skilled in every aspect of field service management, ranging from managing jobs on customer sites to estimating, planning and scheduling projects for successful completion on time and budget.

Job Description

Assuming Telmate is awarded the proposed contract, Mr. Jackson will serve as manager of all field services activities for Lane facilities.

Michael Boyer | Director of Installations

Summary of Qualifications

Mr. Boyer has been with Telmate for the past five years. During his tenure he has worked as operations manager overseeing the pay phone and inmate pay phone divisions. Prior to joining Telmate, Mr. Boyer worked for three years as a general contractor for Clow Construction, a residential construction builder. Mr. Boyer has ten years of heavy road construction experience, ranging from bridge and road to excavation work. Mr. Boyer has also served as job foremen supervisor for three years on Oregon State Prison expansion.

Job Description

If Telmate is selected for this contract, Mr. Boyer will serve as installation manager, overseeing the field installers and working with our project manager and Lane staff to ensure a smooth transition of services.

Morgan Collins | Director of IT Services

Summary of Qualifications

Mr. Collins has worked in the technology industry for over 12 years, and he has a hands-on approach to the management of clients (expectations and satisfaction), jobs (time and budget) and teams (performance and resources).

Job Description

Mr. Collins supervises Telmate's IT department, which is charged with the maintenance and stability of the Telmate inmate telephone system and Telmate video visitation system, as well as the development of new products and features.

Educational Background

Mr. Collins has a BA from the University of New Mexico.

KEY PERSONNEL RESUMES

On the following pages, we present the resumes of Telmate personnel who will play a central role in the installation of services at Lane Facilities. Your Telmate Support Team will typically consist of an Account Manager, a Facility Support Technician, and an entire team of Facility Support Representatives who cover the phones 24-hours a day from our Oregon Support Center. Friends and Family also have our dedicated teams of Customer Support Representatives who are also based in our Oregon location. Our development teams in San Francisco keep all the updates coming that are included in the Telmate Ecosystem, and also keep the software and hardware running with 99.99% uptime.

Kathryn Jarrell | Director of Operations and Project Manager

Kathryn will be the central liaison between Telmate and Lane as the installation proceeds. Ms. Jarrell has been with Telmate since June of 2008 and has been instrumental in expanding the call center and establishing policies, procedures and best practices within our organization. She plays a key role in the day to day running of the business and has the skills necessary to oversee a seamless transition of services.

Kathryn comes to Telmate with almost two decades of telecommunications and operational experience. She worked for Intera Communications, one of the largest private Public Telephone companies in the United States for over 15 years where she was in charge of customer service, phone bill management and provisioning, with a high level of involvement in field services.

Awards and Honors

Oregon Department of Corrections 2013 Contractor of the Year

Work Experience

Facility Liaison & Director of Operations; Telmate, LLC; 2006-present

- Assist in all aspects of running the business, including call center management, field services, chargeback processing and installation coordination.
- Facilitate management of the Call Center via the manager and two supervisors.
- Responsible for the productivity of 100 customer service representatives.
- Responsible for the development of processes and procedures in the Call Center
- Designed the Standard Operating Procedures for Field Services and created systems for Installation Coordination.
- Facility support liaison and escalation point for research projects required by accounting and IT.

Assistant Director of Operations; Intera Group, Inc; 2000-2001

- Assisted the Director of Field Services with all aspects of managing technicians and collectors at four offices in three states.
- Responsible for the creation of standard operating procedures, safety compliance and repair ticket management.
- Maintained the company fleet and fuel accounts by verifying assignments and tracking maintenance in order to maximize effectiveness and control associated costs.
- Acted as a liaison to all sub-contractors to ensure accuracy of collections, service and billing.
- Consolidated armored car services for all offices for simplified billing and an overall fee reduction.

Education

West Valley College; N. Hollywood, CA

Michael Boyer | Director of Installations

Mr. Boyer's extensive experience as a director of operations and installations positions him as an ideal candidate to oversee a smooth, efficient transition of service for each Lane facility. Mike has been with Telmate for the past five years. During his tenure he has worked as Operation Manager overseeing the payphone and inmate pay phone divisions. Prior to joining Telmate Mr. Boyer worked for three years as a general contractor for Clow Construction, a residential construction builder.

Mr. Boyer has ten years of heavy road construction experience ranging from bridge and road to excavation work for UCI. Mr. Boyer has also served as Job Foremen Supervisor for three years on Oregon State Prison expansion.

Awards and Honors

- Oregon Department of Corrections 2013 Contractor of the Year

Work Experience

Operations Director and Director of Installation; Telmate, LLC; 2002-present

- Manage and organize facility installs, site previews, order equipment
- Manage on site installations.
- Manage Kiosk manufacturing in Ontario OR.
- Responsible for ongoing quality and service at Telmate accounts.
- General Manager; ECI Development, LLC; 1998-2003
- Oversaw property development of new construction projects.
- Managed companies' property.

Foreman; Universal Construction, Inc.; 1990-1998

- Started as a concrete labor then quickly moved to Equipment operator on bridge projects.
- Served as foreman on road projects from 1992-1998

Grant Gongaware | Chief Engineer

An experienced technologist, Mr. Gongaware will play an important part in ensuring a satisfactory transition for Lane. Grant has been with Telmate since 2006. Bringing two decades of experience as a software developer, Mr. Gongaware has played a crucial role in architecting and expanding Telmate's inmate telecommunication system. He has been key to the development of many Telmate products, including our kiosk platform and industry-best three-way call detection.

Work Experience

Chief Engineer; Telmate, LLC; 2006-present

- Architected and developed Telmate and reliable and intuitive telecom solution, servicing thousands of inmates with tens-of-thousands of calls a day.
- Designed and developed Telmate's onsite kiosk platform for point-of-sale and customer service.
- Designed patent-pending three-way call detection using risk analysis, call data-stream inspection, and voice-recognition.
- Senior Software Engineer and Architect; Intensil; 2002–2006
- Architected, designed, and developed a web and desktop application which combined project and process management with how-to content management.
- Collaborated with Cisco Systems for process management and business manage for British Telecom (BT).

Contract Developer; Adstar; 2004–2005

- Project: Starfoto – web-browser based photo upload, converting and editing tool for online and print classified advertisements built with .NET/C#. Interactive crop/rotate/resize tool.

Senior Developer and Architect; Diamond Creative, LLC; 2003–2005

- Project: NetZero ISP payment database and give certificate customer shopping, payment database and authentication for NetZero and Juno.
- Project: Outbox – email list management, auto-responder, and market tracking built for multiple brand and self-service customers on a single deployment.
- Project: ScreenCapital – resource tracking, accounting and investor relations for large budget motion picture production.

Consulting Developer; Intera Communications/NSC Communications; 1999–2000

- Built an account based pay-phone record distribution and reporting service.
- Service provided pay-phone call detail records in multiple formats for accounts including Walmart, Kmart, HomeDepot, Chevron, and California Department of Corrections.

Education

B.S., Computer Science; University of Southern California; Los Angeles, CA

Kelly O'Neil | Account Manager

Prior to joining Telmate, Mr. O'Neil worked as a mortgage executive in a management capacity with the same company for over 16 years. He is currently working as an Account Manager with Telmate in 7 States. As an Account Manager, Kelly is the point of contact for our customers within his territory providing assistance and management as it relates to our Inmate Telecommunication solution.

Mr. O'Neil is highly effective in organizing, planning, directing, coordinating and successfully implementing small and large projects. He possesses excellent analytical skills and is very detail- oriented. Kelly has successful experience as a project manager, supervisor, manager, and client services manager in the telecommunications industry of voice, data and network products and services. Kelly has a demonstrated ability in interfacing with different levels of management and multi-functional work teams.

Key Work Experience

Account Manager; Telmate, LLC; 2005-present

- Senior Account Manager for Telmate's home Northwest Region

- Project Manager

- Supervisor

- Client Services Manager: Voice, Data and Network products and services

Darren Wallace | Vice President of Business Development

Darren Wallace is Telmate's Vice President of Business Development. Prior to joining Telmate, Mr. Darren Wallace was instrumental in providing sales leadership within the SE United States for a premier Technology Consulting firm focused on Storage Solutions and Business Continuity Services for Fortune 500 clients. From 2004-2008 Mr. Wallace worked for BSG Clearing Solutions managing inmate telephone and other communication providers to ensure their billing infrastructure was sound while maximizing both revenue and investments; clients included Embarq, Sprint, Qwest, ATT, Cingular and other Tier 1 providers.

Awards and Honors

• Oregon Department of Corrections 2013 Contractor of the Year

Key Work Experience

Vice President, Business Development; Telmate, LLC; 2010-present

• Manage company's sales product distribution, including marketing, sales representatives, operations, and field services

• Manage ROI review, as well as RFP and RFP response

• Have executed over 110 new contracts; largest account sold at $10 million/year annualized revenue, valued at $40 million over 4 years

Storage Territory Sales Director; Lumenate, LP; 2008-2010

• Responsible for south Texas enterprise market selling storage solutions, business continuity and storage related professional services

• Managed relationships with 12 partners from HDS, SUN, Isilon, to Qlogic, Symantec, VMWare and Data Domain

• Generated over $500,000 worth of revenue in 7 months in the territory and largest transaction valued at $2.5M in Hardware and services

Director, Channel Management; 2008

• Responsible for management of a national territory and execution strategy to contract with new Channel Partners

• Create policies and procedures around Channel Program including sales collateral, solution packs, compensation, installation procedures etc

• Manage Large Enterprise Sales in western region, companies with over 2,000 employees; identify needs, requirements, proposals and manage to deliverable

Education

B.S.; University of Washington; Seattle, WA

Christopher Ditto | Director of Strategic Projects

Mr. Ditto offers both technical and marketing experience to our business development and marketing efforts. Before Telmate, Mr. Ditto was the Vice President/Director of Internet Solutions at Publics Modem, a large international interactive advertising agency, where he won a Webby Award in 2008 for work on HP.com/create. He has been developing large scale Web-based software systems since 1995 as an engineer, software architect, and project manager. His career began as a Webmaster and technical lead for the interactive agency Ikonic (later March First), before helping start several Bay Area dot-com companies.

Key Work Experience

Director of Strategic Projects; Telmate, LLC; 2010-present

- Mr. Ditto wears many hats at Telmate including leading our branding and Web presence, recently leading the launch of our new GettingOut brand. He is a subject matter expert for both our patent group and our proposals group, and he is involved in product design.

Vice President/Director Internet Solutions; Publicis Modem, 2007 - 2010

- Managed the 4 to 10 person Web engineering department for a 70-person San Francisco office of a multinational interactive agency. Oversaw the technical portion of all Web development projects. Responsibilities/work included:
- New business pitches, RFP responses, and project bidding.
- Office-wide strategic decisions as part of executive leadership committee
- Built a scalable hosting/backup/maintenance solution from scratch for dozens of high-traffic LG mobile phone Web properties, and manage it day-to-day
- Designed publishing/templating system for Webby Award-winning HP.com/create
- Worked on high-traffic Web sites for high-profile brands including PayPal, HP, LG,
- Intuit, Blue Shield, Amgen, Wyeth, SunPower, Wells Fargo, Dice.com, Royal
- Caribbean, TruGreen, UBS Bank, and Amazon
- Negotiated contracts and oversee utilization of numerous content delivery networks, email vendors, and hosting facilities on behalf of clients

Primary Software Engineer; Revcube [San Francisco], 2005 - 2007

- Architected and built much of Revcube's first generation optimization system (Employee #4).
- Designed and coded using open source technologies including: Java, JSP, Apache, Tomcat, JFreeChart, XML, MySQL, CVS, Eclipse, Blowfish and SHA-1 encryption.

Education

B.A.; University of California, Berkeley; M.A; New York University; New York, NY

Tim Haus | Customer Service Manager

Heading up our customer service team is Tim Haus. Mr. Haus joined Telmate in 2012, and he brought with him over 16 years' experience developing leaders in customer service and safety. Mr. Haus ensures our customers have a positive experience above and beyond their expectations. His duties as Call Center Director include managing a growing team of professionals in the day-to-day operations of Telmate's fast-paced call center serving customers in 42 states. He coordinates with management to constantly improve call center performance so we take care of our customers with the highest level of service in the industry.

Key Work Experience

Customer Service Manager; Telmate, LLC; 2012–Present

- Oversee Telmate's customer service team, which provides support for both customers and facilities
- Manage key performance indicators and reporting requirements, promoting continuous improvement
- Handle escalations to ensure customer satisfaction

Security Specialist; North Americas; 2009–Present

- Wrote policy and procedures for ISO (International Standard Operations) compliance preparation application
- Trained security team in Boise, ID and Wichita Falls, TX locations
- Conducted a total of 171 investigations in three years
- For two consecutive years, received 100% on quarterly audits conducted by clients
- Participated in the Boise/Treasure Valley NDMS (National Disaster Medical System) exercise in 2011
- Worked with other departments to clarify policy and procedures

Educationt

Boise State University; Boise, ID

Matthew Mansfield | Director of Visual and Product Design

Telmate features the most powerful, easy-to-use interface in the industry. One of the keys to this is an intuitive design. Our UI team is led by Matthew Mansfield. Mr. Mansfield is an experienced designer with a knack for inventive, yet simple designs with a focus on optimizing the user experience.

Key Work Experience

Director of Visual and Product Design; Telmate, LLC; 2012–Present

- Manage a team of UI designers to design clean, intuitive interfaces for investigator tool sets and customer-facing kiosks
- Work with developers to implement interface elements

User Experience Designer; Seesmic, Inc; 2011–2012

- Created simple and accessible user experience designs for mobile, website, and desktop applications
- Worked with distributed engineering team throughout Europe, Asia, and America to produce social media applications

Senior User Interface Designer; Blackboard, Inc; 2008–2010

- Conceptualized and created market requests into workflow screen designs, wireframes, and functional HTML/CSS/JS prototypes for Blackboard CEO and other executive team members
- Collaborated with engineering, marketing, product management, and product design teams on large scale projects for the Blackboard application

User Interface Engineer; GetWellNetwork, Inc; 2006–2008

- Established user interface design processes including workflow and naming conventions for both the company's management console and patient experience product
- Constructed touchscreen interface designs, wireframes, and interaction prototypes for product management console

Education

Grand Valley State University; Allendale, MI

Larry Jackson | Director of Field Services

Mr. Jackson joined Telmate in early 2011 as a field services manager with 25 years of experience as a foreman and construction manager. As Director of Field Services, he oversees all of Telmate's field service technicians and is responsible for all service issues. Mr. Jackson manages Telmate personnel at facility sites and is in charge of estimating, planning, and scheduling projects for successful completion, both on time and within budget.

Key Work Experience

Director of Field Services; Telmate, LLC; 2011–Present

- Oversees field service technicians
- Ensures that all service tickets are addressed and resolved in a timely manner

Lead Foreman; Wright Construction; 2006–2011

- Lead a full construction team
- Estimated, planned, and scheduled construction projects
- Foreman; Standard Construction; 1997–2006
- Estimated, planned, and scheduled construction projects

ORGANIZATIONAL CHARTS

Below, we present a series of charts detailing Telmate's organizational hierarchy.

Telmate High-Level Organization

Telmate Development Organization

Telmate Operations Organization

Appendix E - Implementation Plan and Training

IMPLEMENTATION PLAN

At Telmate, we pride ourselves on our ability to provide a seamless transition of services for every facility, no matter how large or small. Today, we provide service to facilities of all sizes, including over 21 facilities with over 1,000 beds. We have successfully managed implementation and turn-on at all of these locations and we will bring the same experience and professional service to Lane.

After award of contract we will conduct an on-site survey and compile this data along with the information obtained from the walk through and IFB. We will additionally, conduct a needs assessment and review the current policies and procedures of the facility from intake to housing and release of the inmate population. This process will allow us to show how we can possibly improve business and operational processes in the facility to possibly reduce staff time involvement through the operations of the jail by providing additional solutions of the Telmate system. From here we will provide possible recommendations, additional products and review the scope and scale of the project. Once we agree to the products being installed we will move to contract execution and discussion of our implementation timeline and plan.

Our implementation team will consist of our director of operations, director of facility installations, VP of business development and your local account manager.

Below we have included a sample installation plan for Lane. Of course, we will modify the implementation plan as needed to accommodate the County.

Telmate Transition Plan for Lane

The Telmate system requires minimal onsite hardware, and our centralized call processing means that all of the most complex equipment and software is already installed, maintained, and backed up at our distributed redundant data centers. This makes our on-site installation quick and efficient.

Telmate will coordinate with the appointed project administrator and the conversion will take place during times when the inmate telephone service will not be disrupted. Generally our recommended installation times are between 8:00AM and 8:00PM, but we can install hardware whenever is most convenient for facility staff. Telmate understands that the designated facility staff will provide access and escort services for Telmate employees during the conversion and installation process. Telmate recommends transitioning phones one-at-a-time and coordinating training to occur on or close to the changeover to Telmate.

The entire conversion process should take no more than 90 days from the day Telmate receives notification to proceed with installation, however this timeline may be expedited or slowed down if desired by the facility. The biggest impediment to a speedy installation is the installation of an Internet data line, which can take the local carrier between 3-6 weeks. Once the data line is installed, installation of all phones and system configuration should proceed quickly.

On the foldout pages at the end of this section, we present a sample Gantt Chart for installation of telephone services at Lane facilities, and also a Gantt Chart for installation of video visitation services, should Telmate and the County negotiate this option. Note that these installations can take place concurrently. Please note that this is only a sample; our project manager will work with the County to develop a mutually amenable implementation plan. Our installations typically proceed in three phases:

PHASE 1: Investigation/Initiation

After receipt of a signed contract, Telmate will enter the planning stage, which consists of the following tasks:

- Meet with facility personnel to determine payment kiosks placement
- Meet with IT department to review wiring requirements
- Define specific reporting requirements for departments
- Establish timing and personnel for training
- Meet with appropriate departments to establish an agreed escalation process
- Physical site survey of all phone locations

After completing the planning process, we will order all needed hardware, acquire equipment from manufacturers, and provision data circuits and lines.

PHASE 2: Facility Installations

Configure Software

Prior to installing hardware, Telmate will configure all software to be used as part of our inmate communication solution. This configuration includes the following tasks:

- Enter blocked numbers
- Enter calling rules

- Enter rate information

After setting up software, we will proceed with hardware installation, inclusive of the following tasks:

- Install all back office equipment
- Install kiosks
- Verify data lines/UPS
- Install phones one at a time
- Verify phones are working
- Clean up site & clean phones

Following the physical installation of our equipment, Telmate will provide full training to facility staff. This includes the following tasks:

- Provide onsite training
- Provide documentation
- Provide network diagrams

During and after the installation, Telmate will work to ease the transition for inmates in the following ways:

- Provide Free Calls to every Inmate
- Provide second free call to any inmate cut off during transition

PHASE 3: Acceptance Testing

Once the installation has been completed, Telmate will perform acceptance testing to ensure Lane is satisfied. This typically includes verification that the installed products are functioning, and that facility staff have been trained to Lane's satisfaction. Additionally, Telmate will provide MPS VPN Wide Area Network diagrams.

As part of our acceptance testing, our installing technician will fill out a completion checklist. We have included a sample completion checklist on the following page. Telmate's Sample Completion Checklist

Below is a sample Telmate Completion Checklist, filled out by our installers following completion of installation of services at each facility. Your Telmate Project Manager will work to customize the completion checklist to Lane's specific needs to ensure a successful transition of providers.

Approved	Initials	Item
		Inmate Integration: Assure inmates booked and released in JMS are updated in Telmate.

		Recordings: Perform sample testing and quantitive comparisons of ITS system to ensure that any data integration information is accurate and complete via record counts, and sample testing.
		Call Quality: Tone, test and verify integrity of all phone and data lines.
		Call Load Test: Run proprietary testing algorithms to verify onsite and offsite equipment meets or exceeds specifications.
		Trust Integration: Assure 411 transfers and deposits process and reflect in trust software
		Inmate Phone Test: Manually test all phones for sound quality, volume and voice biometrics.
		Video Visitation Station Test: Manually test Telmate Inmate Stations for screen calibration, sound quality, volume, voice biometrics and camera.
		Backup Power Test: Test UPS Backup
		Kiosks: Perform latency testing to ensure all kiosks are performing to specification. Test deposits, assure they reflect in user interface.
		Fail over testing: Perform load and latency testing to ensure that adequate bandwidth has been provisioned.
		Training: Verify staff and administrative training via testing and certification.
		Facility Approval: Obtain sign off from facility staff on all deliverables and checklists.
		Monitoring: Telmate will perform continuous ongoing monitoring of phone stations, data lines and call quality throughout the life of the contract.
		Accounting: Produce and commission and auditing reports in a manner and consistent with requirements of Lane's finance department. Receive confirmation of acceptance from finance department. Assure correct facility banking information is recorded.
		Alarms: Assure PREA Alarms and Crime Tip Alarms are setup correctly.

Facility:_____

Certification Signature:_____ Date:_____

TRAINING

Telmate will provide onsite training to facility personnel anytime that is convenient before or after the installation of the Telmate Offender System. Telmate recommends training be scheduled in conjunction with the installation. Telmate's training can be generalized for all staff, or it can be designed around specific roles such as Site Administrators, Detectives, Correctional Officers and any other groups necessary. A professional instructor will teach each training class separately.

Typically, we find we can train detective and correctional officer-level staff in approximately 3 hours. Site administrators can be trained in roughly 4 hours.

n addition, Telmate will provide ongoing training, at no cost, for the life of the contract and contract extensions. All training will be performed by our professional training managers, and can be coordinated through Lane's dedicated account representative. The training is conducted live with Telmate's training manuals, and no additional audiovisual equipment is needed for facility personnel.

Web Seminars

To help instruct facility personnel on our system upgrades and provide ongoing training, Telmate holds free interactive Web seminars twice a year, usually around the same time system updates are released. Because web seminars are Internet-based, there is no need to travel; all instruction and guidance takes place via the Internet.

Ongoing Training

Telmate releases new updates twice per year, with minor improvements and upgrades occurring regularly. Whenever a system update is released, Telmate will send a full description of the update as well as any new training materials necessary to instruct personnel at no cost. The most up-to-date training materials are also available through our community web site on a 24/7/365 basis, at no cost.

Finally, Telmate staff are also available to provide onsite training as needed for every system update.

Sample Telmate Training Schedule

Training typically begins on the 3rd day of the installation to ensure that facility staff are viewing live data for the facility. It is segregated by staff roles. This allows the instructor to only train on the relevant features for the user's role (the features that they have access to). Each class is one (1) to two (2) hours, depending on the number of questions asked by participants. It is preferred that classes have 10 or fewer attendees.

We include, on the following page, a sample training schedule:

SAMPLE TRAINING SCHEDULE

Wednesday

9:00 am	Jail Staff	6 participants
11:00 am	Jail Staff	9 participants
2:00 pm	Administrators	5 participants
4:00 pm	Administrators	3 participants

Thursday

9:00 am	Jail Staff	7 participants
11:00 am	Jail Staff	10 participants
2:00 pm	Administrators	6 participants
4:00 pm	Administrators	9 participants

Friday

9:00 am	Jail Staff	10 participants
11:00 am	Jail Staff	10 participants
2:00 pm	Administrators	6 participants
4:00 pm	Administrators	9participants

GANTT CHART: ITS ONLY

Transition Plan - All Facilities	First 90 Days After Receiving Notifi...															
	Week 1-3				Week 4					Week 5				Week		
	1-30	31	32	33	34	37	38	39	40	41	44	45	46	47	48	51	52	53

Pre-Install Review and Setup

Physical Site Survey - All Facilities

All Facilities

Complete Pre-Install Planning

Order Internet Circuits

Order Equipment

Complete JMS Integrations

Verify Install Dates

Design Custom Reports

Accounting Software Integration

Complete All Setup Tasks

Begin Physical Installations

All facilities

Set Up All Phone Room Equipment

Install Inmate Phones

Install Lobby and Booking Kiosks

Complete Test Calls and Turn Up Phones

Distribute PIN Cards and Instructions

Train Staff

Staff Support

Blank Page

First 15 Weeks After Receiving No

Transition Plan - All Facilities	Week 1-5					Week 6					Week 7					Week 8				
	1-30	31	32	33	34	37	38	39	40	41	44	45	46	47	48	51	52	53	54	55	58

Pre-Install Review and Setup

Physical Site Survey - All Facilities

All Facilities

Complete Pre-Install Planning

Order Internet Circuits

Order Equipment

Verify Install Dates

Complete All Setup Tasks

Begin Physical Installations

All facilities

Install Network and Wiring

Install Video Visitation Stations

Update Lobby Kiosks

Setup Visitor Scheduling Portal

Setup Scheduling Rules

Setup Secured Messaging and Web Content Delivery

Complete Billing Setup and Commissary Integration

Complete Inmate Station Calibration

Complete Video Visitation and Hardware Testing

Complete Inmate Station and Kiosk Configuration

Train Staff

Staff Support

Blank Page

Appendix F - References

REFERENCES

We have included the following references for the County's consideration:

- Deschutes County, OR
- Washington County, OR
- Clark County, WA

Reference #1: Deschutes County, OR

Software:	Telmate Inmate Telephone System and Video Visitation
Contact:	██████████████ Deschutes County Sheriff's Office 63333 W. Highway 20 Bend, OR 97701
Phone:	████████
Email:	███████████████
Installed:	April 2011
ADP:	300
Number of **Telmate** Phones:	73
Number of **Telmate** Stations:	28

Reference #2: Washington County, OR

Software:	Telmate Inmate Telephone System and Video Visitation
Contact:	██████████████
	215 SW Adams Avenue MS#32
	Hillsboro, OR 97123
Phone:	████████
Email:	██████████████
Installed:	March 2007
ADP:	807
Number of **Telmate**Phones:	123
Number of **Telmate**Stations:	27

Reference #3: Clark County, WA

Software:	Telmate Inmate Telephone System and Video Visitation
Contact:	██████████████
	Clark County Jail
	707 W. 13th
	Vancouver, WA 98666
Phone:	████████
Email:	██████████████
Installed:	January 2008
ADP:	750
Number of **Telmate**Phones:	130
Number of **Telmate**Stations:	30

Appendix G - Screen Shots and Reports

SAMPLE SCREENSHOTS AND REPORTS

On the following pages, Telmate is pleased to provide sample screenshots and reports from our web-based Telmate Control application, our video visitation system, and our kiosks.

Telmate Control Screenshots
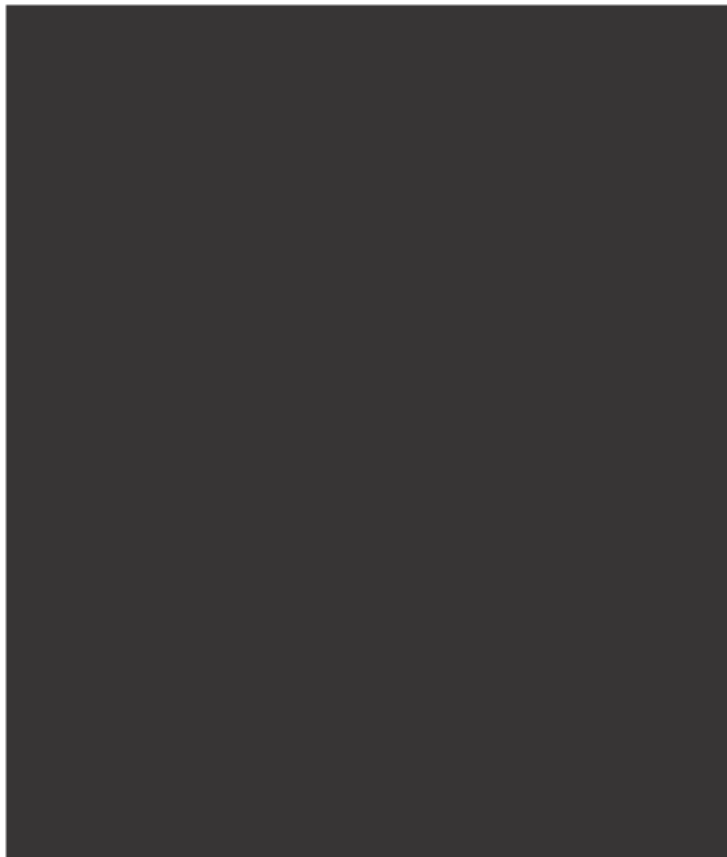
SAMPLE REPORTS

Prepaid Reports

Prepaid Activated All (pdf, csv) >

Prepaid Activated Order (pdf, csv) >

Prepaid Activated Merchant (pdf, csv) >

Prepaid Activated Trust/Transfer (pdf, csv) >

Prepaid Activated Vending (pdf, csv) >

Prepaid Recon All By Inmate (pdf, csv) >

Prepaid Recon Order By Inmate (pdf, csv) >

Prepaid Recon Merchant By Inmate (pdf, csv) >

Prepaid Recon Vending By Inmate (pdf, csv) >
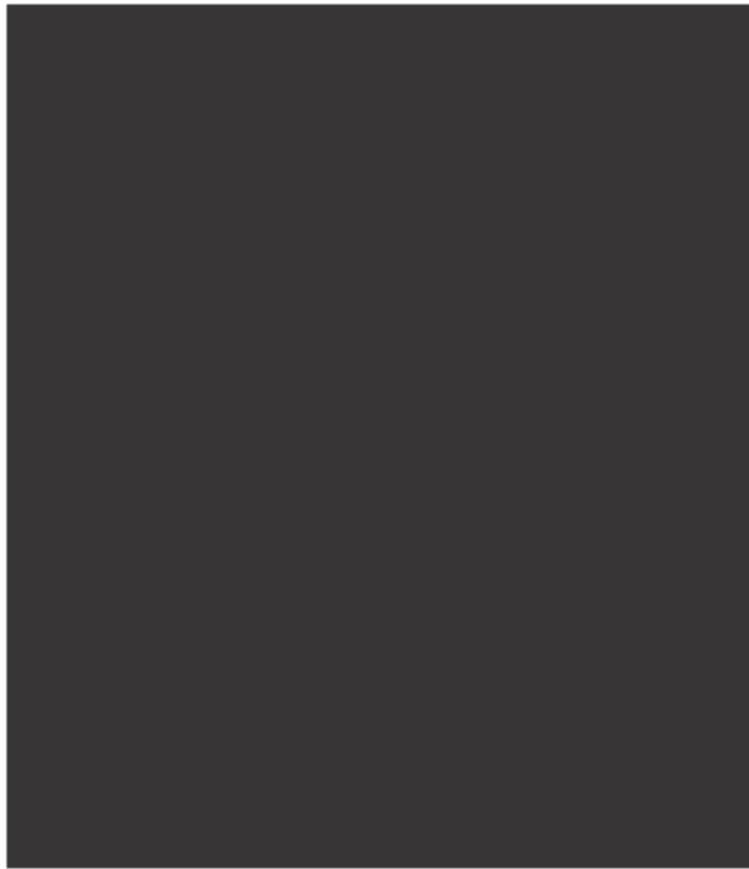
Appendix H - Service Level Agreement

In this section, we provide information on Telmate's diagnostics, customer service, and service level agreement.

Self-Diagnostics and Maintenance

Telmate's automated diagnostic system checks every piece of equipment at least once every minute. When an issue is uncovered, an issue tracking ticket is created and the local technician is notified. Telmate's issue tracking system will escalate the issue if it is not acknowledged or resolved quickly. Our diagnostic tools keep our system running smoothly and reduce the need for site visits.

Our company philosophy, dedicated employees, management team, system design and service commitment enable us to provide the highest level of uptime and quality of service: Telmate commits to greater than 99.99% uptime and connectivity of intended calls.

Telmate Diagnostic System

The Telmate System is always performing diagnostics; it is built into the system. The diagnostic system that we use is so effective that it typically finds problems before inmates, staff or service technicians report them. Our remote diagnostics software checks:

- servers
- phone lines
- call quality (using a scoring system developed by Bell Labs)
- call attempts
- call completions
- kiosk status
- network connectivity
- and more.

On the backend, when a problem is uncovered, Telmate's automated system will create a system alert, and dispatch automatic messages to service personnel on duty. These alerts, and their associated status, are trackable within Telmate's Web-based system. Alerts can also be sent to the facility personnel if desired. Telmate has established extensive escalation protocols to ensure that any system anomaly is dealt with immediately.

Automated Phone Status Monitoring

In addition to network management tools, Telmate has developed proprietary analytical software the compares the service level of every phone installed to historical activity. Activity is trended against inmate population with access to the phone, specific calling patterns of inmates, time of day, and day of week behavior. If a phone falls out of pre-set parameters (for example, if completed calls are 20% lower than the previous three Mondays, or a specific phone is being used 28% less often that normal for a specific hour) Telmate's ITS automatically dispatches a repair ticket to one of our service technicians with all relevant information related to the issue. The technician responds via his/her PDA with an expected resolution time. Once the resolution time is determined, an email is automatically sent to facility-assigned personnel informing them of:

- the nature of the issue

- expected time onsite

- the name of technician

- Automated escalation procedures are in place to ensure that a technician responses within parameters of Telmate SLA.

Telmate management has 20 years of experience repairing tens of thousand of phones in a timely manner; we have leveraged this experience to bring the inmate industry the most advanced inmate solution on the market.

Below is a screenshot from Telmate's web interface displaying recent repair tickets, which are integrated into Telmate's OTS and accessible to facility users with appropriate privileges.

Telmate has a schedule in place so that responsible technical staff are on-call 24/7. Each member of the response team knows when they are on-call and are able to respond to any technical issues from their location. This assures a quick response, at any time.

The end result of Telmate's sophisticated monitoring is high-quality telecommunications and industry leading uptime.

All of the diagnostics, software and hardware upgrades, repair and maintenance described here will be provided by Telmate at no cost.

Remote Programming

The Telmate System is a centralized call processing system. Our central locations are staffed 24 hours a day 7 days a week. If any system fails our technicians have immediate access to all hardware and software to correct any problem. All equipment installed at the facility can be accessed via secured access by our technicians at any time. The only maintenance requiring an onsite visit will be to repair inmate phones in event of keypad, handset or damage to equipment or any ATA hardware, router, UPS or associated hardware failure.

Our company philosophy, dedicated employees, management team, system design and service commitment is what makes it possible to provide this level of uptime and quality of service guarantee.

System Upgrades

Our centralized platform means that you'll never again wait for a system upgrade. There is no need for a technician to visit a facility for software or server upgrades. Telmate will make sure your facilities always have access to the latest technology and security. Our centralized platform allows us to rapidly deploy system enhancements. And our free ongoing training (scheduled to coincide with updates) means your staff will alway be up to date on all new security and feature improvements.

All upgrades are tested on Telmate development servers before going to production. Once development testing is completed updates are rolled to a single production facility with which we have a strong working relationship. Upgrades are then tested at this live facility for 72 hours to further confirm the update is performing as expected. Only after all updates have been thoroughly tested and approved are they put into full production.

Updates are performed at scheduled times during low activity periods and are done without any interruption of service as all our systems are redundant systems, so inmates can continue calling even during system updates or resets. Additionally, our customer service representatives are notified in advance of any major updates, and they are instructed to be generous with free calls, and refunded calls, during the first 48 hours.

Live 24 Hour Customer Service

Telmate offers live, in-house, multi-lingual, US-based operators, who are available 24 hours a day, 365 days a year to both friends & family and jail staff (different numbers). All facility and friends & family inquiries (not inmate) are handled real-time by trained live customer service representatives.

Friends and family don't want to interact with a digital operator or menu system; they want to talk to a live, US-based representative who speaks their language. Telmate answers the call with a top-notch customer service team, available 24 hours a day, 365 days a year. Our agents are bi-lingual (English and Spanish) and are trained to provide the best possible experience for friends and family. Telmate's customer service representatives typically answer within one minute, and are empowered to address any problems friends and family may be experiencing. Responsive service helps keep inmates connected with their loved ones.

For facilities that utilize commissions, this human interaction with our paying customers serves as a revenue enhancement. Our customer service representatives can explain how inmate calls work, share call prices, help determine a deposit method that works for the customer, and answer any other questions friends and family might have.

Responsive Service

Our customer service team is available 24 hours a day, 365 days a year. If an onsite visit is necessary, Telmate will dispatch a technician local to the facility according to the following timetable:

Incident Type	Response Time
Individual telephone outage	2 hours
Partial building outage	2 hours
System-wide outage	2 hours

Telmate has a remarkable group of field technicians. Being well-connected to our customer service and automated diagnostic tools, our techs can respond quickly with estimated time for repairs, and, if a hardware failure has occurred, a request to access the equipment.

On-Site Equipment Replacement

Our technicians are respectful of facility staff, and their time. We've found that one way to minimize facility staff time is to swap out faulty equipment rather than repair it onsite. We rarely have issues with any equipment other than handsets and keypads, and we may ask if we can keep onsite at least a few extra (usually several extra) of each of the following:

- handset

- keypad

- complete phone (handset, keypad, and mounting plate)

- router

- If the equipment cannot be stored onsite, Telmate will ensure that extra equipment is stored locally.

Customer Service, Maintenance, and Repair

Telmate is based first, and foremost, on customer service, and we pride ourselves in

every aspect of our customer service process. Our problem logging, resolution and escalation process can be broken down as follows:

- Automated Diagnostics - So effective that it catches most issues before humans are even aware of them.

- Live toll-free customer service, available 24/7, usually in two rings or less.

- Issue tracking through our Web-based application

- Local technicians, located near facilities.

- Remote programming, allows most issues not related to hardware to be resolved remotely, without burdening facility staff.

- The best service level agreement in the industry

- A dedicated account representative to make sure that we are meeting your needs

Issue Tracking System

Telmate has a trouble ticketing system engineered directly into our Web-based application. Once an issue has been logged, it can be followed all the way through to completion. This issue tracking system (also known as public tickets) is part of the same application that is used for everything else related to Telmate - there is no need to log into a new system to verify that your issue was resolved.

Local Technicians

Telmate has a remarkable group of field technicians. Our technicians are very well connected to our customer service, and our automated diagnostic tools. Our technicians frequently receive dispatches from their PDAs, and respond within minutes with time estimates and, if it is failed equipment, they will respond with a request to access the equipment,

Our technicians are respectful of facility staff and their time; we've found that one way to minimize disruption is to swap out faulty equipment rather than repair it onsite.

Repair Commitment - Levels of Service

1.1 Constant Remote Service - 24/7/365 Monitoring & Response

If the problem can be repaired remotely then the Client will be immediately (within 15 minutes of reported problem) informed that we will be fixing the issue remotely, the nature of the issue and the planned resolution. We will update the Client immediately upon resolution of the repair (in no case will the Client go more than 30 minutes without a status update).

1.2 Level Three Service - Two-Hour Onsite Response

Telmate will provide on-site service within two (2) hours from receiving a request, between the hours of 7am and 8pm, seven days per week, in case of minor system problems such as single unit failure or routine service calls. Service technicians have ad-

equate replacement components to repair any onsite equipment involved in a Level Three Service issue.

1.3 Level Two Service - 12-Hour Onsite Response

Telmate will provide on-site service within twelve (12) hours from receiving a request, 24 hours a day, seven days per week in case of system issues affecting more than one unit but less than 25% of system availability. Service technicians will have adequate replacement components and any configuration instructions to repair onsite equipment involved in a Level Two Service issue.

1.4 Level One Service - 24-Hour Onsite Response Service

Telmate will provide on-site service within twenty-four (24) hours from receiving a request, 24 hours a day, seven days per week in case of system issues affecting 25% or more of system availability. Service technicians will have adequate replacement components and any configuration instructions to repair onsite equipment involved in a Level One Service issue.

2. Levels of Service and Escalation

TELMATE SERVICE ESCALATION

HOURS 0 2 12 24

SERVICE ISSUE

CONSTANT REMOTE SERVICE

LEVEL 3 SERVICE: TWO-HOUR ON-SITE RESPONSE

LEVEL 2 SERVICE: 12-HOUR ON-SITE RESPONSE

LEVEL 1 SERVICE: 24-HOUR ON-SITE RESPONSE

RESOLUTION
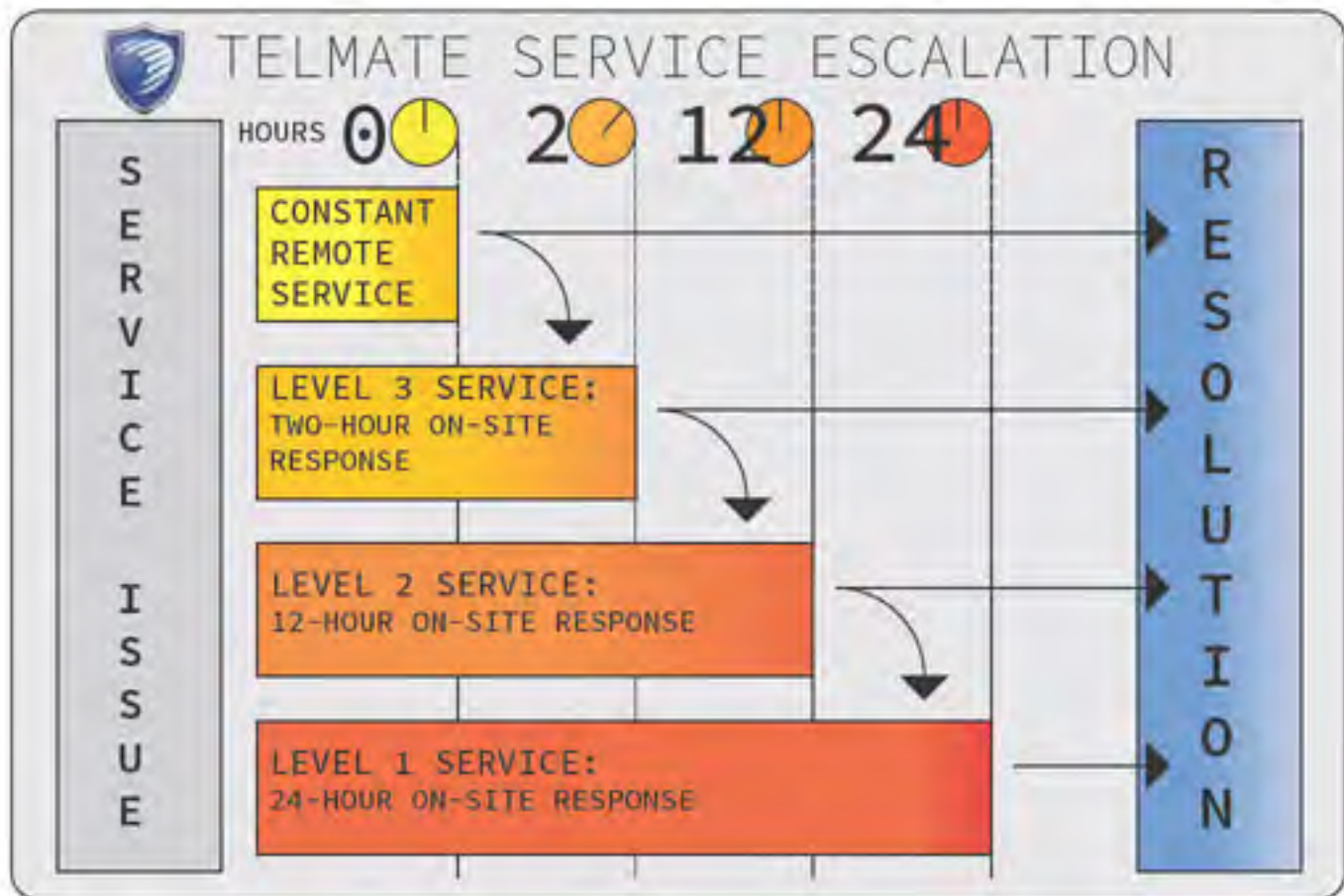
3. Escalation Steps and Procedures

[redacted]

4. Telmate Escalation Matrix

Action	Remote	Level 3	Level 2	Level 1
Nature of Issue	Issue that can be repaired remotely.	One unit or routine service call.	Affecting more than one unit but less than 25% of system.	Affecting 25% or more of system.
Contact Telmate: [redacted] (Customer Support Specialist), Account Manager (AM), Facility Support Representative (FSR) or log onto Intelmate. net.	Notification of Issue and Fix Sent: Status updates will be sent to affected Customers at least every 30 minutes until resolution.	Contact Telmate via any method preferred and report issue.	Contact Telmate via any method preferred and report issue.	Contact Telmate via any method preferred and report issue.
Public Ticket Issued	n/a	Yes	Yes	Yes

Response Time Before Escalation	n/a	2 hours (business hours) if no on-site response	12 hours if no on-site response	24 hours if no on-site response
Resolution	Final Status Update	Call from AM/FSR	Call from AM	Call from Telmate Management

Video Visitation System SLA

Telmate's Video Visitation Service Level Agreement, included below should meet and exceed your response requirements. If it doesn't, we are happy to discuss modifying it to meet your needs:

Telmate Video Visitation Service Level Agreement

Service Level Agreement

This Service Level Agreement (SLA) applies to inmate video visitation equipment, software and services provided by Telmate.

Equipment Installation and Maintenance

During the term of this agreement and any extensions, Telmate will install and maintain all required stations and system components at no cost to the Client. In addition all software upgrades will be provided free of charge. All equipment and labor, as well as our visitation management application, Intelmate.net, will be provided so as to provide a "turnkey" inmate video visitation system.

Training

All training will be provided for the appropriate personnel free of charge for the life of the contract. For every system update released, Telmate will provide the Client with a full description of the update as well as any new training materials necessary to instruct personnel.

Customer Service

Telmate will assign a dedicated customer service professional (Account Representative) as a single point of contact to handle all matters involving inmate video visitation and related services. Inmate services shall include, but are not be limited to, issues regarding inmate video visitation service, maintenance, connections and equipment. The Account Representative will coordinate all issues with the appropriate department within Telmate. In addition, the Account Representative will be responsible to ensure that all matters are resolved timely and promptly communicated with the Facility. The Facility will also be able to call the toll-free Telmate Customer Support line at ▓▓▓▓▓▓▓ at any time day or night to reach a live, US-based Customer Support Specialist who can

initiate any service incident action plan.

Repair Commitment - Levels of Service

5.1 Constant Remote Service - 24/7/365 Monitoring & Response

If the problem can be repaired remotely then the Client will be immediately (within 15 minutes of reported problem) informed that we will be fixing the issue remotely, the nature of the issue and the planned resolution. We will update the Client immediately upon resolution of the repair (in no case will the Client go more than 30 minutes without a status update).

5.2 Level Three Service - Two-Hour Onsite Response

Telmate will provide on-site service within two (2) hours from receiving a request, between the hours of 7am and 8pm, seven days per week, in case of minor system problems such as single unit failure or routine service calls. Service technicians have adequate replacement components to repair any onsite equipment involved in a Level Three Service issue.

5.3 Level Two Service - 12-Hour Onsite Response

Telmate will provide on-site service within twelve (12) hours from receiving a request, 24 hours a day, seven days per week in case of system issues affecting more than one unit but less than 25% of system availability. Service technicians will have adequate replacement components and any configuration instructions to repair onsite equipment involved in a Level Two Service issue.

5.4 Level One Service - 24-Hour Onsite Response Service

Telmate will provide on-site service within twenty-four (24) hours from receiving a request, 24 hours a day, seven days per week in case of system issues affecting 25% or more of system availability. Service technicians will have adequate replacement components and any configuration instructions to repair onsite equipment involved in a Level One Service issue.

Levels of Service and Escalation

Escalation Steps and Procedures

Appendix I - Additional Information

In this section, Telmate is pleased to present Lane with additional information on our products and services. From advanced investigative tools to revolutionary technologies like the Telmate Station and Telmate Tablet, we are dedicated to delivering the best inmate communications experience in the industry.

Solutions That Work:
TelmateEcosystem

Brought to You By
Telmate

TelmatePhones
TelmateStation
TelmateTablet

INMATES

Telmate Control

Telmate Investigator

FACILITY STAFF

Telmate's **Single Integrated Platform** was **designed & built by Telmate**. It includes **multiple** geographically-separated data centers for the most **secure**, **reliable**, and **fast** inmate phone system available.

TelmateEcosystem

Telmate Customer Care
Telmate's GettingOut.com
Telmate Automated Attendant
TelmateKiosk

FRIENDS & FAMILY

Telmate
Transforming Inmate Communications

No other inmate phone provider has such a comprehensive list of offerings, built entirely in-house, and running on a single platform.

What are the Advantages of a Unified Platform?

- **With just one login, from any Web browser, you have complete, secure, command and control** of your entire inmate communications network, including video recordings, phone recordings, deposit history, alarms, alerts and more.

- **Telmate customer service uses the same platform.** With one phone call, at any time, a live Telmate facility support representative will help you with any questions at all, and they are able to see what you see to help diagnose your issue.

- **A single Telmate technician can fix any onsite equipment issues**, without involving an outside equipment or software company. Telmate technicians are trained to assist you with any issues at all. And our technicians are fast, they'll be onsite within two hours.

- **There are no compatibility/integration issues between systems within the Telmate network.** Our kiosks don't need to communicate with the inmate Telmate phone platform, they are already a part of it. And if the inmate phone system is integrated with your JMS or inmate trust fund, the Telmate inmate stations will be as well.

- **Everything is recorded, backed up, and stored in multiple locations, thousands of miles apart.** Information from every Telmate product is mirrored across multiple data centers and accessible securely from anywhere, at any time.

- **Information is instantly available everywhere.** Once data enters the Telmate system, every part of Telmate becomes instantly aware. A newly added inmate may make phone calls, blocked numbers are immediately blocked, and deposits, even cash kiosk deposits, are instantly available for phone calls.

- **Deposits are instantly available across the network.** Friends & Family can deposit funds for immediate use via cash or a credit card. Once a deposit is made, the inmate receives a message (and voicemail) informing him of the deposit amount. Total balance (and voicemails) may be checked from any inmate phone or Telmate video station at any time for free.

We Don't License Out Responsibility

We could have hired consultants for our network design, rebranded a video visitation solution, partnered with a kiosk payment company, outsourced to a 3rd party call rating service, partnered with an automated information systems company, or farmed out our customer service, but at Telmate we don't license out responsibility.

Instead, we hired the best bi-lingual customer service agents and the best Silicon Valley engineers, and built, from the ground up, a single unified communications network that is secure, reliable, and fast.

UPGRADE your inmate phone system to Telmate
Call or email us today to discuss how Telmate can transform your inmate communications management system.
sales@telmate.com :: 1.855.TELMATE (835.6283)

![Telmate logo]
Transforming Inmate Communications

TelmateInvestigator

Navigating Through a Web of Links

Who are your residents in contact with, and who else are those contacts interacting with? For serious crimes, investigators spend a tremendous amount of time combing through visitation logs, phone records and financial deposit records, if they even exist.

Each piece of information helps to fill in a puzzle that explains who is connected to whom.

In some cases the information may be simply a phone number, and in another it may be a handwritten name in a log book. We've seen bulletin boards and whiteboards covered in intelligence that has taken weeks to collect from dozens of different sources.

Map Any Interaction Automatically

Telmate has introduced a unique investigation tool that combines live phone call, voicemail, and deposit information into a single interactive tool. To begin, you need to select a **person of interest**.

Create an Interactive Chart of Associations

Once a person of interest has been selected, a chart is created showing every associated person or phone number. Each node may be clicked and expanded to additional levels of detail. Each level provides a deeper understanding of their network and the people in it. Your investigations will never be the same.

Create a Timeline of All Activity

View every activity, from deposits to calls, to photo sharing, in one convenient timeline. Print or export your timeline as a PDF for use as evidence in court cases.
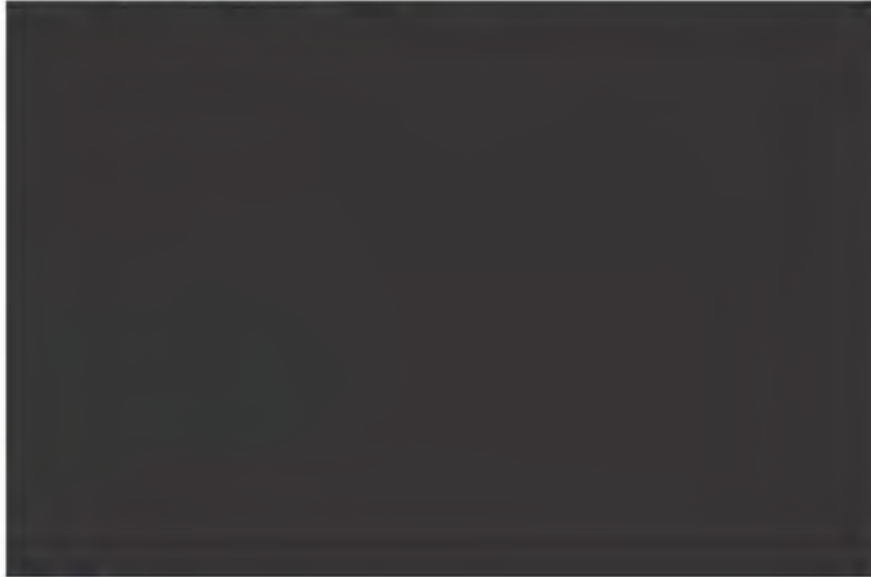
Verified Data

The interactive investigation tree displays different information, depending on the type of contact. Each contact is clickable for access to additional information.

Inmates	Verified Contacts	Unverified Contacts
• Name	• Name	• Name (if known)
• Photo	• Photo	• Photo (if available)
• Location	• Date of birth/gender	• Number type (cell/land)
• Status: in custody or released	• Address	• Location (if known)
• Date of birth/gender	• Phone Number	• Phone Number
• Calls	• Recorded Geo Coordinates	• Calls
• Voicemails	• Deposits	• Voicemails
• Video Visits	• Calls	• Deposits
• Exchanged Photos	• Voicemails	• Alerts
• Messages	• Video Visits	• Fraud Events
• Alerts	• Exchanged Photos	
• Fraud events	• Messages	
	• Alerts	
	• Fraud events	

So now, no matter what action they take, from cash deposit to phone call to visit, you'll know exactly who is interacting with whom, every time.

UPGRADE your inmate phone system to Telmate

Call or email us today to discuss how Telmate can transform your inmate communications management system.

sales@telmate.com :: 1.855.TELMATE (835.6283)

![Telmate logo]
Transforming Inmate Communications

Visualizing the Life of a Resident

Have you ever wanted to see all of a resident's activity in one place? Or when a call happened in relation to a deposit? Now you can. With the Telmate Timeline, we've compiled an inmate's booking, financial, and communication history into a single sortable history.

The Telmate Timeline combines all of the following:

	Booking Info.	Where and when the resident was booked, including booking photo (when available.)
	Deposits	Time, place, amount and depositor details. With Telmate Verified, this includes photos and address information.
	Calls	Includes both attempted and completed calls, as well as callee detail and call duration.
	Voicemail	Includes the phone number and, when available, name and contact information.
	Video Visits	Includes images from the video visit as well as friend and family member contact information.

Focus on What You Want

Filter and sort options allow you to hide any number of months or years. Hide specific categories of data, such as deposits or visits and re-sort with newest or oldest events on top.

Export for Trial Exhibits

The timeline may be exported as a PDF, appropriate as a distributable document or graphic trial exhibit. The timeline may be filtered or re-sorted before converted to a PDF appropriate for printing or emailing.

Solutions That Work
TelmateInvestigator
Three-Way Call Handling

A decade ago three-way calls were relatively simple to detect. Distinct sound signatures, such as specific DTMF tones, reliably identified 3-way calls. As a result, automated detection and blocking technology was relatively effective.

But communications technology has drastically changed in the past decade and new technology and features have drastically reduced the effectiveness of all automated detection and blocking systems.

Services like Skye and Google Voice present a unique problem for the inmate communications industry – **they render existing 3-way call methodologies obsolete**. The owner of a blocked number can simply get a new phone number – sometimes within minutes, and the 3-way call cycle continues. Additionally, VOIP phones, and call bridging features on smart phones make detection more difficult.

Quick Facts
What are 3-Way Calls

Three-way calls, also known as conference calls or multi-party calls, are calls in which multiple phone calls are merged allowing people at three locations to have a single conversation.

Existing 3-way systems typically fall into one of two categories:

1. **Ineffective detection** that misses most 3-way calls

2. **Overly sensitive detection that results in around 50% false positives**, creating an administrative nightmare for friends & family members who may have done nothing more than press mute on their cell phone.

If your 3-way detection system solution is entirely automated, it may have worked well in years past but today it is either disconnecting (and possibly blocking) a large percentage of legitimate calls, or it is ignoring a high number of 3-way events.

How Telmate Differs

1.
Suspected 3-Way Calls Automatically Flagged, Not Blocked
Telmate automatically detects 3-way with an extremely high sensitivity. Detected calls are immediately flagged as "3-Way Suspected" and a clickable timecode is provided to quickly link investigators to the point in the recording where a potential 3-way call was detected. About half of these flagged calls are false positives.

2.
Confirmed by Live Operators
Live operators review **every** flagged "3-Way Suspected" call to ensure accuracy and eliminate false positives. 95% of Telmate's customer service staff are bi-lingual and all are comprehensively trained in 3-way call review.

3.
Speedy Review
It takes one of our live operators less than 5 minutes from the time of detection to review a suspected 3-way call. This response time is continuously tracked and optimized internally by Telmate.

A customer service note is attached to every suspected 3-way call that has been reviewed, allowing investigators a full history of action taken. These notes include:

▸ a shortcut link to the place in the call when the suspected 3-way began.
▸ the destination numbers that were dialed in the recording.
▸ an explanation of the customer service resolution.

Telmate
Transforming Inmate Communications

4. **New Facility Revenue Source**

When a suspected 3-way call is confirmed, charges for the second call are assessed. These charges:

- create a new commissionable revenue source for facilities.
- cover the cost of reviewing 3-way calls by multiple operators.

The Telmate Advantage

Telmate has the most comprehensive, and only 100% accurate, 3-way call detection system in the industry today. Telmate's solution results in **a unique methodology that:**

- **Creates** an effective investigation tool by
- **Generates** additional facility revenue
- **Increases** detection accuracy

TelmateStation

Rethink Inmate Communication

More than just video visitation, Telmate's inmate stations offer your facility a **complete inmate communications suite**. Telmate's inmate stations are designed, built, and maintained entirely by Telmate staff. They utilize the same Telmate unified platform as every other Telmate product, including public cash kiosks, phones, and our automated information line.

This means that you will have a **single web-based login** for accessing and controlling **all inmate communications**, including inmate phone calls, visitation recordings (onsite and offsite), visitation scheduling, and all of the other free features that are included in the Telmate platform.

Video Visitation Features

Telmate's inmate video visitation provides a high quality, safe, convenient alternative to live onsite visits **allowing your facility to:**

- **Offer Family Members From-Home Visitation:** Let friend's and family decide if they wish to visit from their home or from onsite video stations.

- **Increase Safety & Security:** Relieve your staff of their most dangerous burden – inmate transport.

- **Eliminate Contraband:** By physically separating inmates from visitors, a key mechanism for importing contraband, such as drugs, weapons and SIM cards, is shut down.

- **Eliminate Hidden/Shielded Communication:** With Telmate, nothing can be communicated outside the camera's field of view.

- **Meet Legal Mandates:** Video visitation allows your facility to meet legislative requirements without decreasing security.

- **Face to Face Communication:** Allows inmates a chance to communicate face-to-face with their counselors, attorneys, religious leaders, and children.

- **Reviewable Anytime, Anywhere:** A single Web-based application allows staff to review inmate calls, video visits, set alarms, control access, and more from any Internet Web browser or smartphone.

- **A Better Way to Schedule:** Let family and inmates schedule their own visits with our easy-to-use visitor scheduling portal, allowing staff to focus on security related tasks.

Beyond Video

Our easy-to-use inmate platform may be configured to support a wide variety of features and functionality. Below are just some of the may features in use today.

- Secure Web content delivery
- Commissary ordering
- Grievance Request Handling
- Continuing Education
- Secure messaging
- Medical Integration

- Legal resources
- Religious Services
- Addiction Counseling
- Educational games
- Inmate Accounting
- And more

A few sample screens:
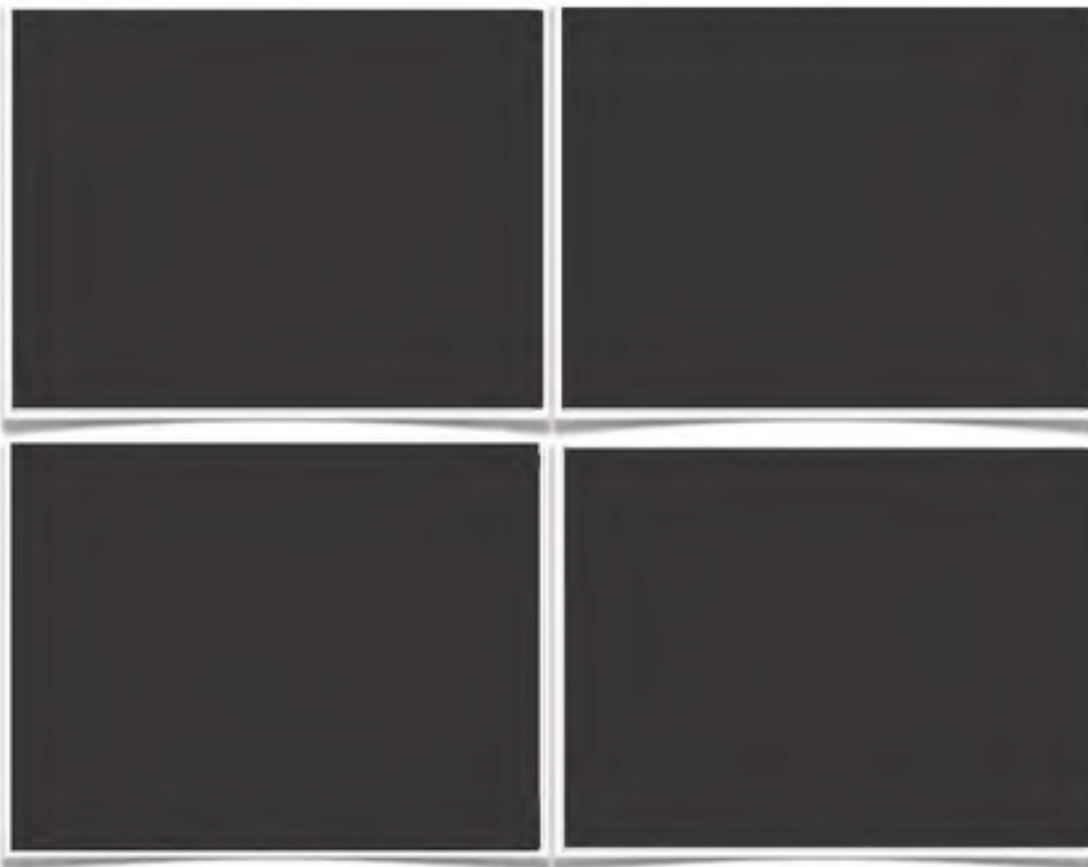
UPGRADE your inmate phone system to Telmate

Call or email us today to discuss how Telmate can transform your inmate communications management system.

sales@telmate.com :: 1.855.TELMATE (835.6283)

Telmate Transforming Inmate Communications

TelmateStation
Requests & Grievances

Introducing Inmate Requests to the 21st Century.

The Telmate request and grievance system is a complete inmate request management system. You may elect to use it in any way that you wish, with a tremendous potential for administrative savings. **Create, publish, and manage your own digital forms.**

An Improvement over Paper

Changing any critical facility process can be a challenge. Telmate's grievance solution addresses many of the administrative challenges posed by paper forms, and adds a few significant advantages:

How it Works

1. **Create Any Number of Inmate Request Forms**
Telmate's flexible form builder allows you to **create or duplicate virtually any paper form.** Digital forms may be created in **multiple languages** and each field may be designated **text, single select** (such as yes/no) **or checkboxes.** Any question may be marked as required, and there is plenty of opportunity for instructional text and any legally required language. Forms may also be grouped into logical categories, such as *Medical* and *Legal*.

2. **Select the Facility Staff Members that You Wish to Receive each Form**
For each form you may **select as many or as few facility staff** members you wish to designate as recipients. Also, each designated recipient may elect to receive a copy of each submitted form via email. Staff may also be designated as *read only*, which means that they can review but not respond to submitted requests.

3. **Inmates Select and Fill Out Forms via Touchscreen Station**
For inmates, filling out a form electronically is **often easier and faster than filling out a paper form.** The inmate selects a category, such as *Medical*, then a form, such as *Dental Issue* and begins filling it out. Once submitted, the inmate is given a **reference number,** and may access the submitted information at any time.

4. **Select Facility Staff are Notified and May Respond**
Designated recipients are notified via email (if they wish) and are able to view and **securely respond to inmate requests from any Web-connected browser.** Features include **internal notes, direct response** to the inmate (similar to an email response), an option to **forward all information** to an outside email address (like a doctor or attorney), and **change the status** of the submitted request from *new to open or closed*).

Telmate
Transforming Inmate Communications

An Improvement over Paper

Changing any critical facility process can be a challenge. Telmate's request and grievance solution addresses many of the administrative challenges posed by paper forms, and adds a few significant advantages:

- ✓ **Dramatically speed up the entire process** of filing, responding to, and resolving grievances.

- ✓ **Put an end to** the **hand-delivery** of notes between inmates and staff.

- ✓ **No more paper.** The process should end the need to file multiple copies of forms in multiple places.

- ✓ Submitted forms **cannot be deleted or altered.** This means that there is no longer a risk of lost forms.

- ✓ **Review and resolve** inmate accusations of lost or altered forms **with just a few clicks.**

- ✓ **Unique tracking numbers** are assigned from the moment a form is submitted, speeding up grievance tracking.

- ✓ Administrators may be configured to **view all submitted grievances from a single screen.**

- ✓ Submitted forms can be **contextually searched, sorted, and easily filtered** by category, form or status.

- ✓ **Provides an easy way** for staff **to forward all activity** for any grievance **to any person**, such as attorneys or specialized medical staff, via email.

- ✓ **Completely control the routing of filed requests** to the appropriate responders.

- ✓ **Complete auditing system** allows administrators to view all grievance-related activity, including when inmates read responses, and what staff members viewed and responded and when.

Solutions That Work:
TelmateStation
Learning & Training

Giving Inmates Educational Opportunities

Telmate's software provides inmates access to resources that can do everything from improve basic reading to teach new valuable job skills for the future.

Our form builder allows facility staff, or others whom they grant access to, to create surveys, short quizzes to gauge progress, or even full-length tests.

Online Training Resources

Telmate is constantly evaluating and adding new educational resources to the existing library of materials, and today that list includes:

- **Arcademic Skill Builder**
  www.arcademicskillbuilders.com
- **Speakaboos Educational Videos**
  www.speakaboos.com/
- **Starfall - Learn to Read**
  www.starfall.com
- **CK - 12 Foundation**
  www.ck12.org/student/
- **Coursera**
  www.coursera.org
- **Khan Academy**
  www.khanacademy.org
- **Vocational and Adult Education**
  www2.ed.gov/ovae

Live Video Training

Using the same easy-to-use tools that make Telmate's video visitation possible, therapists, counselors and teachers to speak face-to-face with inmates. Video allows for a more direct and personal style of teaching and allows the use of whiteboards, props and other pedagogic devices. Whether it's job training or court-mandated anger management counseling, video visitation allows human training, discussion and evaluation without the threat inherent in inmate escorts and transportation. Videos may be reviewed and downloaded from any web browser by facility staff.

Telmate
Transforming Inmate Communications

Training Resources

Telmate provides a wide array of scheduling options that will work for anyone. Telmate's calendar view allows friend's and family members to view a month at a time, and immediately see any available times.
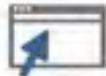
Create, Assign & Evaluate Polls, Quizzes, and Exams from Any Browser

Telmate's form creation, response notification and submission review tools makes interactive surveys and tests easy. Measure the success of your programs and individual learning, or allow outside educators to create and access polls and test responses. Reply to submitted tests to communicate results and provide encouragement.

Residents Select Educational Material

After verifying their identity, residents may read and watch educational material, take tests, and submit results. Tests, once submitted, turn into email threads that allow back and forth communication with the teacher, tutor or proctor.

Same Comprehensive Administration System

Telmate has a single unified administration system, Telmate Command, so when your staff wish to review any inmate activity, create polls and tests, view and respond to inmate submissions, or just send an encouraging note to an inmate, they can do so from the same Web-based administration system that they use to review phone calls, video visits and everything else that Telmate offers. If outside organizations conduct these functions for your facility, Telmate's easy-to-use user management system makes creating limited-access accounts easy.

Try Telmate's educational features, and give your inmates a new opportunity to learn.

TelmateStation
Video Visitation Scheduling

Helping You Get out of the Scheduling Business

With our easy-to-use visitor scheduling portal, your staff no longer need to manually schedule visits, freeing up time for more pressing tasks.

Our scheduling system enforces existing visitation rules & requirements (such as length, time, and frequency), and verifies the identities of those who communicate with your residents.
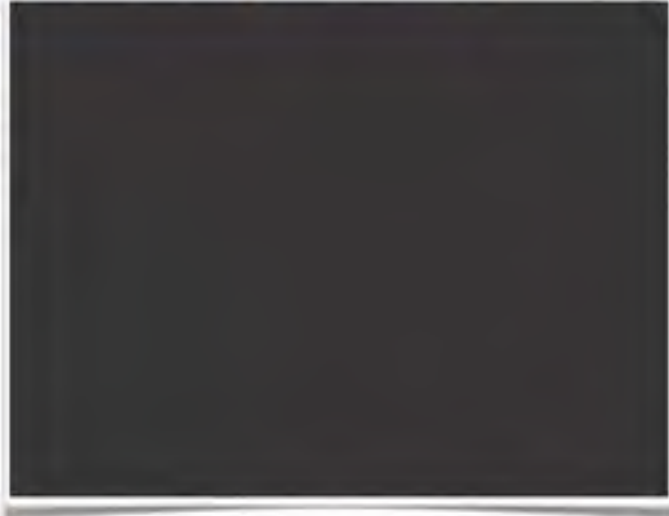
Schedule from Anywhere

Telmate provides a wide array of scheduling options that will work for anyone. Telmate's calendar view allows friend's and family members to view a month at a time, and immediately see any available times.

Schedule via Web Browser
Friends & family may schedule, change or cancel visits using a Web browser from their home or work computers. Telmate's scheduling is compatible with all modern Web browsers on Microsoft Windows, Apple Macintosh, and Linux computers.

Schedule via Smartphone
Those with Android or Apple smartphones or tablets may schedule directly from their devices, even at the last second.

Schedule from Telmate's Lobby Kiosk
Those without computers may elect to schedule from Telmate's convenient lobby kiosk. The same lobby kiosk may be used to fund visits, or add funds to their own or to resident's prepaid accounts.

Residents Self-Schedule from Telmate's Video Stations
Residents may schedule and cancel visits, and approve visits scheduled by others from any Telmate video station that they have access to. The resident is notified with an audible sound, and their name is displayed on the devices when a visit is pending.

You're Still in Control

Even with Telmate's fully automated scheduling, Telmate Control allows complete visitation schedule control. Your facility staff may still review and modify scheduled visits, and print visitation day schedules appropriate for public posting. Telmate's software automatically reserves the necessary video stations, and notifies participants of upcoming visits or changes via email, text message, and from the inmate video station home screen.

Automatically Verify Every Visitor's Identity

Understanding who your residents are contacting is often just as important as the visitation recordings. With Telmate, you'll know who's visiting every time. Telmate's video visitation scheduling automatically uses the Telmate Verify identity verification system to confirm the identity of every visitor before a visit can even be booked. Friend or family members are asks a series of identity questions the first time they use the system, and Telmate confirms that the provided information matches what's available from public records or their provided identification.

Automatic Notifications

Telmate automatically alerts visitors whenever there is a scheduling update or cancellation, and also sends a reminder as the visit time approaches. Messages and alerts are sent via phone, email and SMS.

Residents are notified with an audible sound from the video visitation stations, as well as onscreen messaging.

Simplifying Sign in.

Secure ID verification not only benefits your facility, but friends and family as well. Once registered, onsite visitors can simply swipe their ID to log in to their account to schedule visits, add funds, and more.

TelmateStation
Photo, Video, Text Exchange

Solutions That Work

When it comes to police work, there will **never** be **a substitute for hard work.** But wouldn't it be nice, once in a while, to simply log into your Web browser and receive a video of a meth lab, along with a person's actual Telmate Verified name, a photo of their face, a scan of their identification, and as a bonus, the geo-coordinates.

Inmate Communication the Old Way

Traditionally, inmates have been permitted to interact with the outside world via three methods: **phone calls, in-person visits,** and **traditional mail.**

Telmate's Recommended Inmate Communications

Telmate's inmate video visitation system broadly changes two things. First, Telmate **removes opportunity for the physical exchange of goods** between inmates and the outside. Second, Telmate adds a number of social features that expand the potential connections between inmates and their friends & family members on the outside. These new features allow inmates to utilize:

- **Photos & Video:** Inmates may take both videos and photos and share these files with friends & family members
- **Messages:** Inmates may receive and send text-based messages (similar to email) with friends & family members
- **Live video:** Allowing inmates and friends & family members to interact over video in realtime

"WOULDN'T IT BE NICE… TO SIMPLY LOG INTO YOUR WEB BROWSER AND RECEIVE A VIDEO OF A METH LAB, ALONG WITH A PERSON'S ACTUAL (VERIFIED) NAME, A PHOTO OF THEIR FACE, AND AS A BONUS, THE GEO-COORDINATES."

Why Allow more Communication Methods?

Greater opportunity for self incrimination. The more an inmate communicates, the more likely he or she will self incriminate. In the process of writing messages, posting photos, and interacting over video, many inmates forget that everything is recorded and monitored, and as a result, they frequently admit crimes, name cohorts, and give away locations. We have also discovered that there is something about the medium of video that makes people want to share. We have yet to hear an investigator ask for less evidence once it starts accumulating.

"THE TRUTH IS, I'VE NEVER HEARD A SHERIFF ASK FOR FEWER PIECES OF STRONG EVIDENCE."
- OREGON SHERIFF

A treasure trove of visible background evidence. There is simply no better tool for gang units, major crimes teams, narcotic teams, general criminal investigators, or prosecutors than having the ability to view photos and videos of inmates' criminal associates and friends. Desktop access to tattoos, gang signs/symbols, vehicles and weaponry, often clearly visible in available imagery, can be invaluable for investigations. And reviewing photos is very fast, especially when compared to phone recordings.

When friends & cohorts upload photos and video, they frequently forget or don't realize that Telmate software now tracks the geolocation of the upload. So, when photos and videos appear with obvious drug paraphernalia in the background, or in at least one case an entire meth lab, investigators have actionable evidence.

Telmate
Transforming Inmate Communications

Telmate's 4-Step Photo Upload & Review Process

1. **Friend & Family or Inmate's identity is Verified**
The user logs in and verifies their ID.

2. **Photo is Geotagged/Uploaded**
The photo is geotagged automatically at time of login and then uploaded. If uploaded photos contain geotags in their EXIF data, that data is uploaded as well.

3. **Photo is Reviewed by Live Telmate Professionals**
The photo enters a review queue and is held for a live Telmate photo review professional to screen the photo for prohibited content.

4. **Photo is Approved or Flagged for Jail Staff, Investigators, and Prosecutors**
Approved photos are immediately available to inmates and their friends and family members. Flagged photos can be held or hidden from view if deemed necessary.

Who Can See Wall Posts?

Direct Inmate-to-Inmate Communication is Blocked
Inmate's cannot see content from other inmates. All photos, text and video shared by an inmate can only be seen by their friends & family members. This prevents direct inmate-to-inmate communication with Telmate. Facility staff, however, can review everything.

Prevent Drug Smuggling

An unfortunate trend is to coat mailed photos or letters with drugs using a solution dissolved in water. Inmates lick, or suck, the paper to ingest the drug with predictably unfortunate result. Switching to all digital communications, such as those offered by Telmate, creates a barrier preventing the sanctioned transfer of physical goods between inmates and those on the outside.

Track Every Piece of Communication from one Web Browser login

With only digital communication, every piece of direct communication between and inmate and the outside is available to investigators through a Web browser. This allows ready access to text, photos and videos from a single login.

Geo-Coordinates

Telmate tracks the geolocation of the Internet access point of the computer being used and (if available) where the photograph was taken (often from pictures taken with smartphones). Photos with obvious drug paraphernalia, combined with a verified address or geolocation can be grounds for a warrant.

Ease of Screening

The most common concern we hear at Telmate is that sex offenders, especially pedophiles, may have access to photos of young children. The truth, however, is that technology actually makes it easier and far less expensive to screen for nudity than ever before, much easier than screening images available today in newspapers, periodicals, and television advertisements or even photos sent through the mail system. Any intelligence that is uncovered can prove invaluable to criminal investigators, prosecutors, probation and parole officers, and even to judges considering appropriate sentencing to certain inmates.

Increase social ties to the outside

The vast majority of inmates are going to be released at some point. Numerous studies tie inmate communications with their friends & family to reduced recidivism. Allowing inmates to maintain ties to people that will form their future support network is a critical part of successful re-integration with the community.

Solutions That Work

TelmateVisitation Scheduling
Via Telephone

Take your facility out of the scheduling business.

When it comes to scheduling onsite visits, facilities typically have two options. The first option is to allow visits on a first-come-first-serve basis. The downside to this is overcrowding in the lobby and lavatories, and the inherent security concern when hundreds of people crowd into a small space each weekend. The second option is to dedicate tremendous staff resources to allow friends and family members to schedule, change, and cancel visits with a live employee over the phone. With this option, even when the phone isn't ringing, a staff member needs to be on standby.

Self-Scheduling is an Alternative

Telmate's phone-based visitation scheduling solution allows friends and family members to call a dedicated phone number and interact with an automated attendant. Callers select their inmate by name, then select a time to visit. Rescheduling or canceling visits can be done by simply calling the same visitation phone number from the same phone that was used to schedule the visit. Allowed visitation hours are extremely flexible, and are determined by you. The schedule accommodates holidays and any irregular patterns or unique events that may be specific to your facility.

Check it out Yourself

The following are two live visitation scheduling systems, with real inmates and real schedules.

Tillamook County, OR	866.407.3079
Carter Count, KY	866.570.5732

How it Works

1. **You Define a Schedule for Your Facility**
For each of your facilities that allows visitation, determine the visitation capacity (eg. number of visitation booths), weekly schedule, holidays and special schedules, and the length of allowed visits. Next, you or your Telmate account manager, whichever you prefer, will configure your schedule by simply logging into secure.telmate.com and selecting *Visit Reservations*.

2. **Friends & Family Call a Designated Phone Number**
A public phone number with an automated attendant will be available for friends and family members to call. They select an inmate and a visit time, and they receive a confirmation that it is available.

3. **Friends & Family May Reschedule or Cancel Anytime Before Visit Day**
By simply calling the scheduling number from the same phone used to schedule the visit, friends and family members may reschedule or cancel.

4. Print a Visit Schedule the Morning of Each Visit Day

The schedule for each day is always available to staff from secure.telmate.com, but most facilities prefer to print the schedule each visit day and post it in the lobby. Facility staff can always schedule visits from secure.telmate.com, so if changes need to be made, or if family members with special needs require assistance, reservations can always be made, changed, or canceled by staff members.

Below are a few screenshots of the administration screens for Telmate's over-the-phone visitation scheduling system:

Visit scheduling is available directly from the Telmate home screen.

Configure custom schedules for any number of locations.
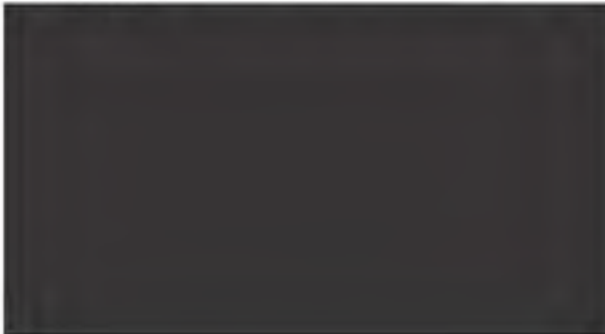
The visitation schedule is always available and may be modified by staff from secure.telmate.com
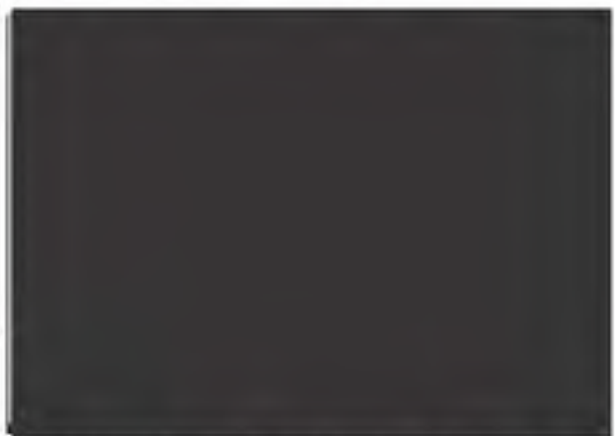
A list of scheduled visits for each location may be printed for posting in the lobby, or as a reference for your front desk.

Solutions That Work:

TelmateKiosk (Lobby)

The Telmate kiosk offers friends & family a **convenient, accessible and localized option** to add funds to any inmate account. Deposits may be made to inmate prepaid accounts from **any** Telmate kiosk in **any** facility we service.

At Telmate we design, build & service our own lobby kiosks.

Our automated kiosks **decrease the time** facility staff would ordinarily spend accepting and processing payments from visitors, as well as **expand payment options** to include cash, credit and debit cards. When our kiosks are integrated with commissary systems, friends & family may also use them to deposit money into an inmate trust fund.

Please note that there are **no servers**, and there is **no data storage hardware installed onsite** in a standard installation. This minimizes the likelihood of an onsite failure, and means that no one facility is dependent on any other facility for the kiosk to be operational.

Features

- ✔ Ruggedized, powder-coated steel housing.
- ✔ Integrated camera with full range of view.
- ✔ Full color touch screen monitor behind tamper-proof coating.
- ✔ ID Scanner plate for secure ID verification of depositors.
- ✔ Magnetic stripe reader for both ID and credit/debit cards.
- ✔ Cash intake device and receipt printer.

ADA Compliant

Achieving compliance with the Americans with Disabilities Act for telecommunications equipment isn't easy, but Telmate's solution is fully ADA compliant, so our customers do not need to worry.

Specifications

Kiosk Dimensions	51"H x 18.5" W x 7" D
Kiosk Base Dimensions	18.5" W x 26" D
Meets ADA Requirements	YES
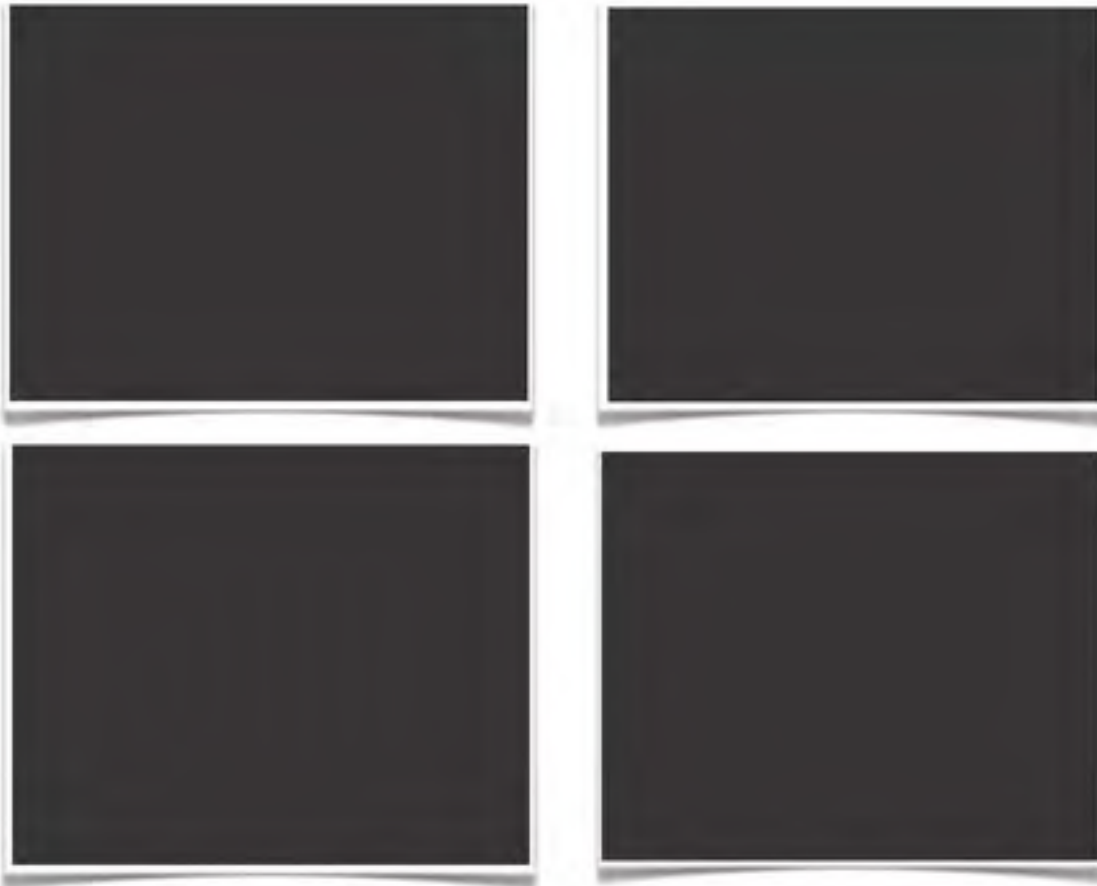
The hardware and software in Telmate's lobby kiosks were specifically designed by our user experience experts for people with:

- low rates of literacy
- height challenges (such as those in wheelchairs)
- Spanish only language abilities
- limited touchscreen and software experience

Deposit Anywhere

Additionally, our lobby kiosks are interconnected, so a family member near any Telmate kiosk nationwide is able to deposit cash for an inmate housed in any other facility with Telmate service, such as those listed on the map to the right.

TelmateCommand (PREA)

A Solution You Can Trust

Instituting full PREA (Prison Rape Elimination Act) compliance can be both complex and an administrative challenge. Telmate has created a comprehensive telephone-based reporting system and support infrastructure to route, track and archive reported PREA incidents. Telmate's solution provides your facility with an integrated solution that protects inmates, correctional officers and the facility.

How it Works

1. Using any inmate phone, an inmate can leave a secured, recorded voicemail on the Telmate PREA System. Voice biometric identification is not used for reporting PREA incidents.

2. The Telmate PREA response system immediately sends an email or SMS text message to each person on a predefined PREA notification list and phones the designated primary PREA responder for the current time and day.

3. When the designated officer listens to the PREA reporter's voicemail, the system automatically timestamps, dates, and stores the officer's name with the recording. The officer may then enter notes directly into the Telmate application and list all steps taken to address the issue. Telmate records all actions, further providing a history of action for each facility.

4. Alternatively, a facility may elect to connect the reporting inmate to the PREA officer directly. If this reporting method is used, Telmate records the entire conversation, further providing a chain of evidence.

Telmate technicians will work with your facility to configure a system that works for your needs. Telmate experts are also available 24/7 for any type of assistance. The steps described here have been an integral part of the Telmate solution since 2007.

Quick Facts
Prison Rape Elimination Act

The Prison Rape Elimination Act of 2003 was enacted by Congress to address the problem of sexual abuse of persons in the custody of U.S. correctional agencies. Final federal standards were released on May 17, 2012 and US detention centers with more than 50 beds must comply within three years and 30 days.

For more, visit: http://nicic.gov/prea

The Telmate Advantage

With Telmate, all PREA recordings in the Telmate system are digitally stored on multiple secured offsite call recording and process servers located thousands of miles apart. The system is highly redundant – calls or notes will never be lost and calls cannot be modified. The time and date the voicemail occurred is timestamped with the recording. The time and date the officer listened to the recording and any notes that were added are also timestamped. Should the inmate claim that the PREA voicemail was never addressed, these features provide a chain of evidence to support the officer and the facility.

Appendix J - Press Releases and Articles

In this section, we present press releases and articles concerning Telmate, our products, and our services.

PRESS RELEASES

Telmate Invited to Present at FCC Workshop on Reforming Inmate Calling Services Rates

San Francisco, CA, July 15, 2013 – Telmate, a leading provider of inmate phone and communications systems, was one of only two technology companies in the industry invited to present at the Federal Communications Commission (FCC) hearing on reforming inmate calling services rates.

Telmate CEO and Co-Founder, Richard Torgersrud, presented as part of a panel discussion that considered how inmate calling services (ICS) have evolved to drive efficiencies while providing improved services in response to the unique needs of correctional facilities. The panel explored the complexity and costs of providing these specialized services, and their importance in maintaining inmate safety, facility staff safety and public safety, while helping to reduce crime and decrease recidivism.

"We have built the industry's most advanced communications services that keep inmates connected with their friends and families while helping to maintain the safety of inmates, facility staff and the public," said Telmate CEO Richard Torgersrud. "We work closely with our correctional facility customers as they structure their rate plans to meet their unique needs." Mr. Torgersrud went on to agree with the commission saying that, "It's true that some call rates are just too high," but he cautioned them to avoid a one-size fits all approach. "Eighty percent of correctional facilities in the U.S. have less than 200 inmates. Designing a single price solution based on the needs of a state DOC with 1000 beds will leave city and county jails with a price structure far too low to support adequate service in their facility. Telmate urges the commission and the FCC to let the elected state and county officials have the option to set pricing appropriate for their communities."

Held on July 10, 2013 in Washington, D.C., the workshop was presided over by Chairwoman Mignon Clybum, acting Chairwoman of the FCC. Other elected officials at the hearing included Delegate Patrick Hope of Virginia, Congressman Bobby Rush of Illinois, and Congresswoman for the District of Columbia, Eleanor Holmes Norton.

On December 28, 2012, the Commission released a Notice of Proposed Rulemaking in the matter of Rates for Interstate Inmate Calling Services to "consider whether changes to our rules are

necessary to ensure just and reasonable [inmate calling services or ICS] rates for interstate, long distance calling at publicly- and privately-administered correctional facilities."

The purpose of the workshop was to gather additional data on inmate calling services focusing on, among other things, the impact of current ICS rates on inmates and their families, a review of state reforms of ICS rates, and a discussion regarding the cost of providing service and how to balance the needs of consumers and correctional facilities.

A video recording of Mr. Torgersrud's presentation and comments may be found at http://www.telmate.com/company/press-releases/fcc-workshop-2013/. Additional information on the workshop and the status of the FCC review may be found on the FCC website at http://www.fcc.gov/events/workshop-reforming-inmate-calling-services-rates.

About Telmate

Telmate is one of the fastest growing inmate telephone and communication systems providers in the United States, and is a leader in customer service and cutting-edge technologies including video visitation, secure messages & photo sharing, and facility investigator tools. The Telmate communication system is deployed in over 245 facilities throughout 43 U.S. states, and two Canadian provinces. Telmate is headquartered in Ontario, Oregon with an additional office in San Francisco, California. To find out more about Telmate visit www.telmate.com

Inmate Phone & Communications Leader, Telmate launches www.GettingOut.com, a New Friends & Family Website

San Francisco, CA, May 2013 – Telmate, a leading provider of inmate phone and communications systems, today launched www.GettingOut.com, a new website devoted specifically to connecting friends and family with incarcerated loved ones or friends.

In addition to educating friends and family about GettingOut's complete communications offering including phone calls, video visitation, secure email and wall posts, and photo sharing, www.GettingOut.com was designed with the user experience firmly in mind as it makes it simple for friends and family to make deposits into an inmate's account and schedule visits. Also, the site gives users access to helpful Frequently Asked Questions and other articles and resources designed to support the best customer experience.

"Our goal has always been to provide the best communications products to help friends and family connect with inmates," said Telmate CEO Richard Torgersrud. "With GettingOut.com our aim is to receive friends and family in a friendly environment and make it simple for them to connect with their loved ones or friends."

About GettingOut & Telmate

GettingOut is the friends and family brand of Telmate. Telmate is one of the fastest growing inmate telephone and communication systems in the United States, and is a leader in customer service and cutting-edge technologies including video visitation, secure message & photo sharing, and facility investigator tools. The Telmate communications system is deployed in over 243 facilities throughout 43 U.S. states, and two Canadian provinces. Telmate has offices in San Francisco, CA and Ontario, Oregon.

To find out more about Telmate visit www.telmate.com.

Telmate Wins Oregon DOC Contractor of the Year

SALEM, Oregon – May 15 2012. Telmate was named "Contractor of the Year" yesterday by the Oregon Department of Corrections (Oregon DOC). Telmate is the first and only phone vendor to have ever won the award.

In presenting the award, Deputy Director Mitch Morrow lauded Telmate for its innovation and professionalism. Specifically, he highlighted Telmate's caller registration process, investigation tools and Telmate's 24/7 customer service.

"Their account managers and field staff have visited inmates," said Deputy Director Morrow. "They went to death row. They went to general housing. They set up accounts for our agency, and they're right there to resolve any frustrations or problems that arise."

Deputy Director Morrow further described Telmate as, "a fantastic technology that's going to take us into the future."

Installation of Telmate phone service in all 14 Oregon DOC facilities began last July and expanded to include video visitation in November. The Oregon DOC has 4,300 employees who administrate 14 prisons, housing over 14,000 inmates at any one time.

Telmate's VIP video visitation system produced remarkable results from the very first month of installation in the Oregon DOC. To date, over 4,000 video visits have been completed, and inmates have connected with friends and family members in 314 cities in 33 states, and in multiple foreign countries. One early user of the VIP video visitation service was able to see his family that lives thousands of miles away for the first time in 15 years.

Through its Telmate Verified system, Telmate has accurately identified over 70,000 Oregon DOC friends and family members since last July through its Telmate Verified system. The verification system was developed in conjunction with the Oregon DOC to help prevent both fraud and extortion.

This summer, Telmate will expand its technology offerings to Oregon DOC inmates with the introduction of a new all-digital inmate request and grievance system. The new request system will eliminate paper and modernize the way requests and complaints are filed, recorded, processed and appealed throughout the Oregon DOC. Numerous features in Telmate's grievance system began as suggestions from Oregon DOC staff who will use the system daily. Telmate then designed a solution around those suggestions, so that it would be as user-friendly and responsive as possible to the needs of the DOC.

Also arriving this summer at the Oregon DOC will be Telmate's secure digital photo and message exchange, a feature already in use at around 30 facilities across the United States. Digital photo and message exchange reduces the opportunity for the physical exchange of goods between inmates and the outside, and it reduces the time delays associated with traditional mail delivery.

About Oregon Department of Corrections

The Oregon Department of Corrections houses over 14,000 inmates in 14 prisons located across the state. Its mission is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior.

Oregon DOC Contact: Elizabeth Craig

Web-Based Remote Video Visitation System Installed at County Detention Center

February 7, 2013. A new state-of-the-art remote video visitation system has been installed at the Sweetwater County Detention Center that will permit people to visit inmates via the Internet without leaving their homes.

The web-based visitation system, called Telmate, went online February 4, according to Sheriff Rich Haskell. Video visitation stations, known as "t-phones" have been installed in the most of the detention center's cell pods, with a portable unit available on a rotating basis for the remaining pods.

Each t-phone is essentially a touchscreen computer monitor equipped with a phone and a web camera. Those who wish to have video visitations with a inmate, such as family members, must set up a visitation account online at www.visit.telmate.com or at a special kiosk located in the Detention Center lobby at the Detention Center. (Officials noted that this kiosk is not available for video visitations.)

Cost is $19.80 for a 30-minute visit.

The Detention Center lobby kiosk features other services that benefit inmates and their families. With cash or a valid credit card, for instance, funds may be placed in an inmate's trust account, which may be used for telephone calls, video visitations, or commissary. In the near future, it will be possible to post an inmate's bond at the kiosk after regular court hours, which are Monday through Friday, 9:00 AM to 5:00 PM. Haskell said a special announcement will be made when this feature becomes available.

There are special fees, including convenience fees, associated with use of the lobby kiosk. Haskell pointed out that these fees are assessed and collected by Telmate, and do not go to the county.

For example, if cash is added to an inmate's trust account, a $2.95 transaction fee is charged, plus a convenience fee of 2.95% of the deposit amount. If a credit card is used at the kiosk to add to the inmate's trust account, the transaction fee is $5.95 and the additional convenience fee is 9% of the deposit amount.

If the kiosk is used to post bond after hours, the transaction fee for cash is $3.95 and the convenience fee is an additional 3.95% of the bond amount. If a credit card is used, the transaction fee is $5.95 and the additional convenience fee is 8.95% of the bond amount.

There are other Telmate fees and services, Haskell said, but the transactions described above tend to be the most common. Credit card deposits to inmate trust accounts may also be made online.

Visits must be scheduled through the visitation account. Inmates may also schedule visits, but only with those who have established online accounts. Remote visitation hours run from 6:00 AM to 10:00 PM, Mountain Standard Time, except for inmate count and lockdown periods.

All social visitation sessions are subject to monitoring and recording, Haskell said, and a number of rules apply and will be enforced. Video visitors wearing clothing with messages, holding up signs, displaying nudity, or behaving sexually, is prohibited, as is drug use, threatening language, gang symbols, or other behavior proscribed by the Sweetwater County Detention Center. In addition, inmates will not be allowed video visitations with "prohibited person;" that is, people that, by court direction, they are not permitted to contact.

Haskell emphasized that the remote video visitation resource is a privilege and may be denied to an inmate for disciplinary reasons or due to operational necessity.

In order to use the system, the visitor's laptop or personal computer must have a webcam, microphone, and speaker, a supported Internet browser (IE 7, 8, or 9, Firefox 7, 8, or 9, or Safari 4 or 5), the current Adobe Flash, and a high-speed Internet connection, such as DSL, cable, or Wifi. Dial-up and satellite are not supported by Telmate, nor, at present, are smart phones and tablet devices.

Inmates also have limited Internet access at the rate of 10 cents per minute. Access is restricted to a list of specific sites featuring education, news, sports, religion, finance, health and wellness, and employment. Any links that appear on the approved sites that would take the inmate to sites not on the list do not work, and no Internet contact with other inmates is permitted.

Telmate also handles the Detention Center's inmate telephone system. Only inmates may initiate phone calls. (If someone wishes to contact an inmate, their options are to call and leave the inmate a voice mail, write a letter or visit the inmate during official visiting hours.) To place a call, an inmate dials the phone number. When people being contacted receive the call, they first hear an automated announcement identifying the caller as an inmate, at which time they may opt to accept the call. If the inmate has no calling funds and is calling that person for the first time, the call will be free for a brief period of time – often less than a minute. This provides the inmate the opportunity to explain how the call system works. When this short call is complete, the inmate is placed on hold, giving the person called the opportunity to pay via credit card to continue the current call or deposit funds in the inmate's account to continue the call. (If there

is money remaining afterward, the inmate may use the funds to call any number or, if the funds are deposited to the number of the person called, to that phone only.)

"The system was installed and operates at virtually no expense to the county," Haskell said. "We pay Telmate nothing; they derive their revenue from the inmates' and visitors' user fees."

The Telmate system is presently in use at nearly 175 jails and correction facilities in the United States and Canada, including the Campbell, Albany, and Sheridan County Detention Centers, the Montana Department of Corrections, and the Oregon Department of Corrections.

Questions about using the system should be directed to Telmate's customer service line at 1-866-516-0115.

TELMATE IN THE NEWS

Telmate featured in Louisiana's *The Advertiser*

An article on Telmate's recently installed services in Lafayette Parish, Louisiana was recently published in *The Advertiser*. We include the article below.

System allows families to connect with inmates

Program is free to start, but will eventually cost 50 cents a minute

Jul 26, 2013 6:11 AM | 0 Comments

The Lafayette Parish Sheriff's Office has launched a new video system that allows friends and family to visit inmates at the Lafayette Parish Correctional Center from their home or anywhere with internet access.

The Telmate Inmate Solution system went online today, offering users a free two-week trial, sheriff's office communications coordinator Julie Naudin said.

Onsite visitation at the LPSO Community Corrections Facility on 100 Poydras Street will remain the available with free public access from 8 a.m. to 8 a.m.

"Now the new thing is that you can also do that from your house or anywhere where there's internet access, so theoretically you could visit anybody at the jail as long as you have web access anywhere in the world basically," Naudin said.

The online system eventually will begin charging 50 cents a minute, Naudin said.

Telmate, which is owned by Pinnacle Public Services, touts that has 241 installed systems in security facilities in the U.S. and Canada.

The company has installed the system at the jail at no cost to the sheriff's office, Naudin said.

The benefit to visitors and inmates is that online visitation can be done from anywhere seven days a week until 10 p.m. That means family and friends can visit incarcerated loved ones during holidays and other celebrations, Naudin said.

"Most of our inmates are local ..., but they still have family all over the place," Naudin said. "Now if you have a birthday party going on and you want to call up Uncle Bob, then you can definitely do that – even on a Sunday night."

The Telmate system records all voicemails, video visits and electronic messages corresponded with inmates, which the company says is a security benefit for corrections facilities. Inmates can also utilize the system to send messages and make requests to staff, Naudin said.

"Years ago, the visitation schedule was extremely rigid," he said. " Now you set the schedule you want instead of us doing it."

For more information about the Telmate system visit www.gettingout.com.
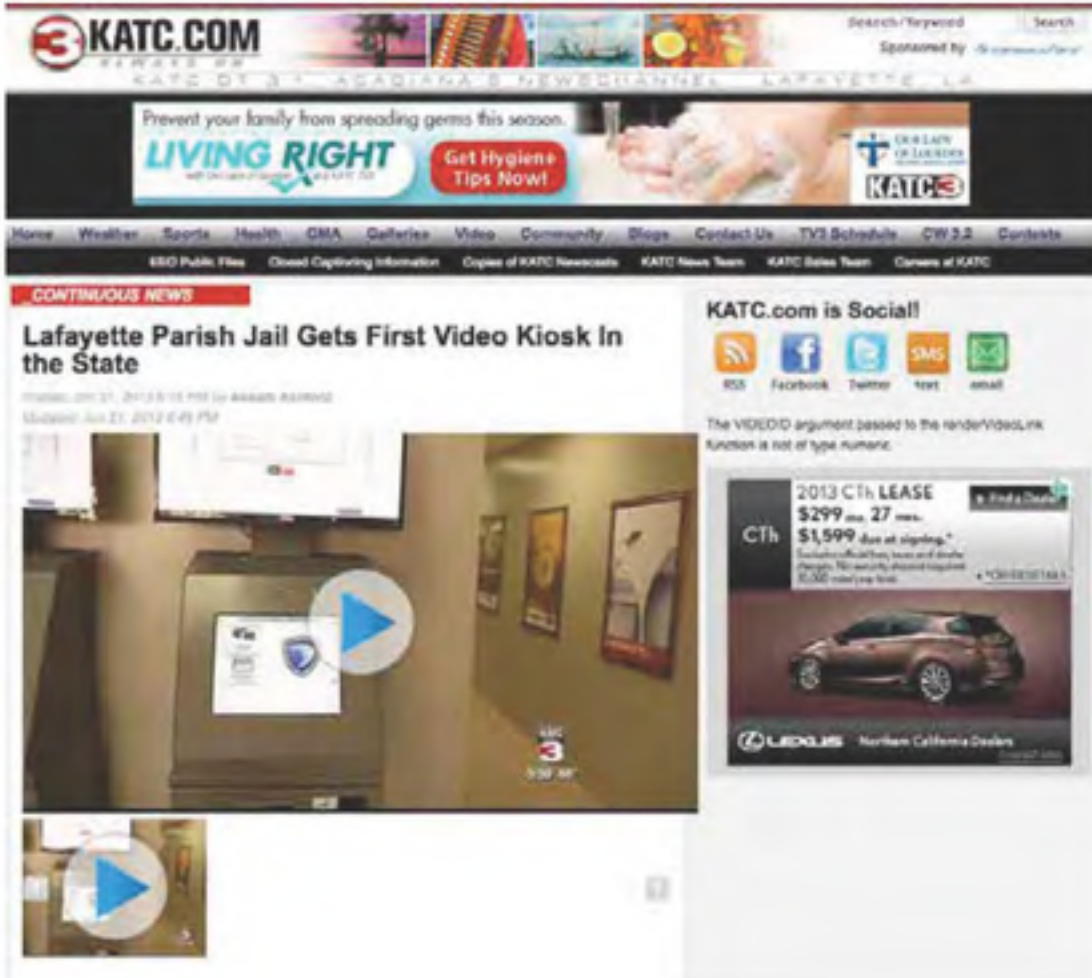
Written by Jessica Goff

FILED UNDER
News
Local News

Telmate featured in *The Advocate*

An article on Telmate's recently installed services in Lafayette Parish, Louisiana was recently published in *The Advocate*. We include the article below.

Lafayette jail upgrades video visitation system

Advocate staff photo by BRYAN TUCK — A new teleconferencing system for inmates and their families will go live Monday at the Lafayette Parish Correctional Center in Lafayette.

BY BILLY GUNN
Acadiana bureau

LAFAYETTE — Starting Monday, inmates at the Lafayette Parish Correctional Center will have more opportunities for face-to-face video conversations with family and friends.

Workers with private jail communications company Telmate this past weekend were on schedule to complete the installation of a new video visitation system that offers more video stations on which inmates can visit loved ones.

"This is going to be a great opportunity for the family members," said Rob Reardon, who runs the parish jail.

Inmates will be allowed to video conference with people outside the jail from 8 a.m. until 10 a.m. every day, an expansion from the current 8 a.m. until 8 p.m.

schedule on weekdays, said Julio Naudin, a program development manager for Sheriff Mike Neustrom.

The old system offered fewer operational hours on weekends, Naudin said.

There are more than 800 inmates at the jail on most days, and they will be allowed two free 30-minute person-to-person video chats each week, Naudin said.

Inmates or their families will be charged 25 cents to 50 cents per minute after the free 30-minute blocs, depending on where the calls are made.

The new system is a big improvement over one installed years ago, in part because the new system works, Reardon said.

The old system, purchased from Telmate in 2005 with a $240,000 federal grant, quit working this past Monday.

"We got every last minute out of that system," Reardon said.

The old system offered the same services, he said, but at a limited number of locations within the jail. Reardon said families had to use video stations in the jail lobby and there were fewer places within the jail system where inmates could use them.

Now, Naudin said, up to 17 inmates can use the system at one time, and families can tune in anywhere there's an Internet connection.

He said the expanded hours during the week and weekend "will allow for more personal connections on family event days such as birthdays, anniversaries, public holidays and religious holidays."

Loved ones and others, who have no access to the Internet, may use the service at the sheriff's new complex at 100 Poydras St., called the LPSO Community Corrections Center Campus.

The campus will open its doors to those using the "online visitation system" at 8 a.m. Monday, Naudin said.

Telmate will allow inmates free use of the system for the first week, and will not charge for excess minutes, he said.

People can sign up at the center on Poydras, or at one of two kiosks in the lobby of

the Lafayette Parish Correctional Center, located at 916 Lafayette St. in downtown Lafayette. They can also register at www.gettingout.com.

Telmate, based in San Francisco, is installing and operating the system at no cost to the Sheriff's Office, Reardon said.

Revenue is expected to come from inmates, families and friends who pay for extra time each week, he said.

As with the old system, conversations will be recorded and monitored, with guards ready to pull the plug on an interaction if they suspect something inappropriate, Reardon said.

Inmates also can use the system to make requests of their jailers, he said, such as requesting toiletries and inquiring about court dates.

Telmate Featured In Fox 15 KADN Lafayette

An article on Telmate's recently installed services in Lafayette Parish, Louisiana was recently published in *Fox 15 KADN Lafayette*. We include the article below.

Lafayette Parish Sheriff's Office now offers new video visitation system

Photo by KADN staff

Can now talk to friend or family member in jail out of the comfort of your own home

Brittany Bodden

Wednesday, July 3, 2013 - 5:13pm

LAFAYETTE, LA (KADN) — New information from the Lafayette Parish jail. Visits can now take place via the internet. Lafayette parish is the first and only jail in Louisiana to have this new Telmate video visitation system, which means you no longer have to abide by office hours. You can set up a time with an inmate any day between the hours of 8:30 am to 10 pm.

"You can celebrate birthdays, you can celebrate other things from your home when they happen, so it makes it easier," says Julio Naudin, Program Development Manager for Lafayette Sheriff's Office.

It also makes it easier for people who want to visit, but don't live in town. The video visit is in it's second week of operation and they've already scheduled about 600 visits, but they expect that number will dramatically increase. To learn more you can go to www.gettingout.com.

News

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Telmate Proposal for Lane County RFP "Inmate Telephone and Video Visitation Services"
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Telmate Featured In KATC Lafayette

An article on Telmate's recently installed services in Lafayette Parish, Louisiana was recently published in *KATC Lafayette*. We include the article below.

Telmate Proposal for Lane County RFP "Inmate Telephone and Video Visitation Services"
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Next week, the Lafayette Parish Sheriff's Office will start a new program to better connect families who have loved one's behind bars. The jail will introduce new video conferencing kiosks.

Deputies say the new system will not cost taxpayers a penny. It's being provided by a company called Telmate, which will also be responsible for maintaining the service. It's essentially like Skype or Facetime for inmates, with kiosks located in several areas in the jail.

The new system will require family and friends to register before they can use the system.

The same restrictions apply to these virtual visitations as in-the-flesh visits. For instance, if an inmate is on probation for bad behavior, their access to the kiosks could be limited.

Director of Corrections Rob Reardon says the system will provide family members an opportunity to get closer to their loved ones.

"From a flexibility standpoint the families can actually determine their own schedule, as opposed to how we had it in the past," says Reardon. "We had to actually tell them when they could visit."

Officials say the new system will also increase security, since the system can cut down on inmate transfers to the visitation area and decrease the number of visitors physically going inside the jail.

Telmate will have the new system installed and ready to use Monday morning.

Telmate featured On KPEL 96.5 Radio

Telmate was recently featured on the KPEL 96.5 morning show in a segment about the new video visitation program in Lafayette Parish, Louisiana. We include the article below.
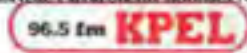
Lafayette Parish Sheriff Institutes New Video Visitation

by Ken Romero June 01, 2015 4:41 PM

Julio Naudin photo by KPEL

Julio Naudin from the Lafayette Parish Sheriff's Office visited 'Mornings With Ken and Bernie' today to explain the new prisoner video visitation program. Video visitation at the Lafayette Parish jail is not new but this system is. According to Naudin,

> We've had a point-to-point system for some time where you can 'video visit' a prisoner but with a point-to-point system you had to be at the jail to visit a prisoner. You had to come in and sit in front of a monitor and then we called the inmate then the connection was made and you got to visit.

The new system called 'Tel-mate' changes how visits are made. Naudin said,

> The system called 'Tel-mate' is fully digital internet based so what that means is you can do your visit from home or anywhere you have internet access and you have a computer with a camera.

According to Naudin there are several advantages to the Tel-mate system.

> Visits can be scheduled anytime from 8:30am until 10:00pm seven days a week. If you're having a birthday party at home for someone the inmate can be included with a video visit.

When asked about the cost of operation Naudin replied,

> There is no cost to us. That's the great thing. There was no cost to the Sheriff's Office. The company that installs this actually does the installation at no cost. After a certain amount of time there is a cost involved. You do have a certain amount of free time. If somebody comes down to visit you get two free visits a week...For a small fee you get to visit from home. In terms of money it's a small amount. Profit was not the motive. The motive was more access and keeping up with the times.

Telmate featured in Alabama's *Times Daily*

Telmate was recently featured in the *Times Daily*. We include the article below.

Telmate featured in Washington's *The Olympian*

Telmate was featured in The Olympian *in January 2013.* We include the article below.

The Olympian
theolympian•com

Video visits to maintain level of security at jail

CHELSEA KROTZER / Staff writer

Telmate Proposal for Lane County RFP "Inmate Telephone and Video Visitation Services"
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Telmate Featured in *Corrections Forum* Magazine

Telmate was featured in Corrections Forum magazine in the July/August 2012 and November/December 2012 editions. We include the articles below.

July/August 2012

BY DONNA ROGERS, EDITOR IN CHIEF

TELECOMMUNICATIONS:
BENEFITS OF A MULTI-MEDIA BUNDLE

All-in-one stations bundle phone services that combine recording and investigative tools with new features like video visits, commissary and surfing the Web.
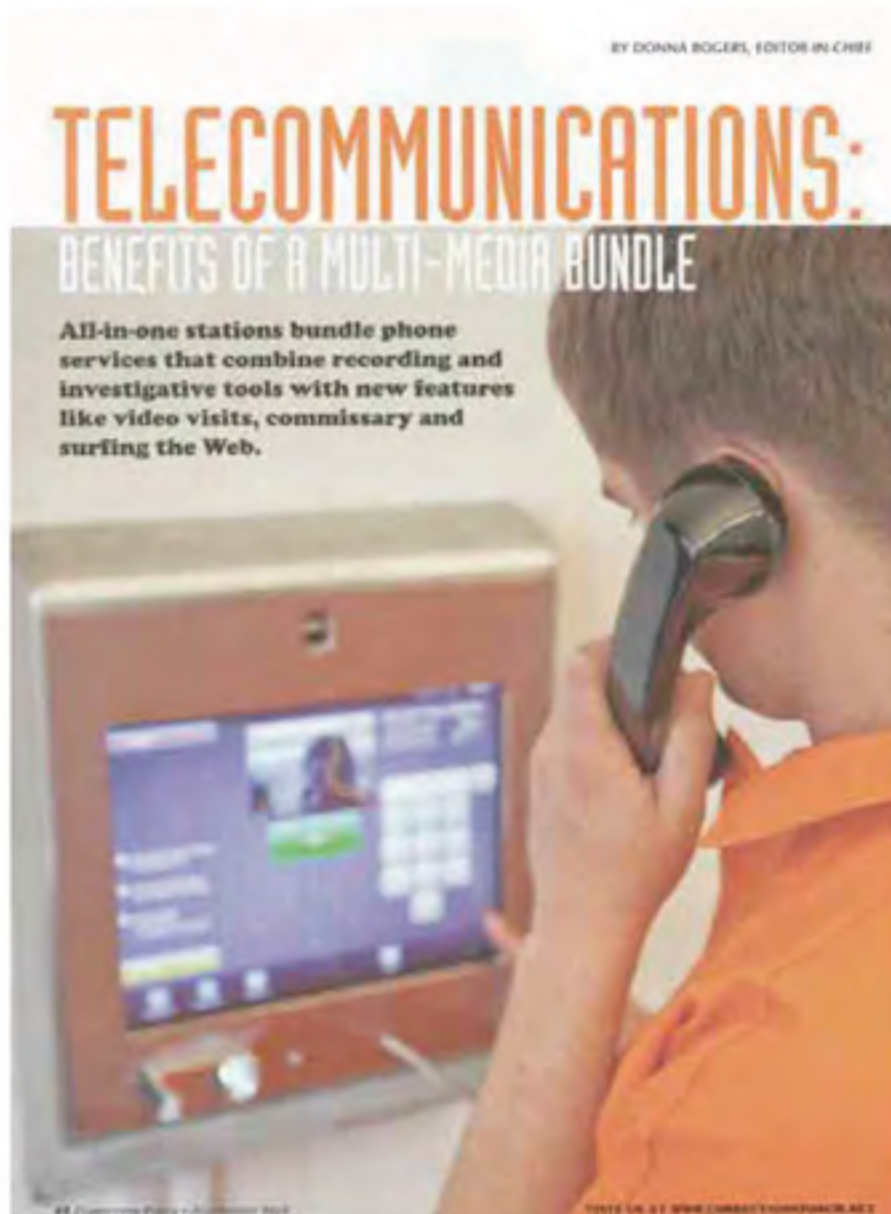
TECHNOLOGY continues

to explode for inmate communications. Software and hardware innovations are being developed for the corrections industry that integrate a wider range of functions than ever before. Inmate phones are bundled with commissary ordering, medical schedules, video visitation, TV and music and even secure email and Internet searches.

Most importantly to cash-strapped agencies, the technology is affordable because in many instances the hardware is placed in the facility at no cost to the agency and is paid for through a commission. The stars are beginning to align and lo and behold, these services are finally beginning to trickle into facilities—often through pilot programs—and are taking root.

"Our feeling is inmate phones will [go the way] pay phones did in late 90s," says Chris Ditto, marketing director with a company that offers a multi-media system. He points out that offenders live in the 21st Century, using Twitter, posting messages on Facebook, chatting on FaceTime and texting. If they are being booked, "No wants to step back twenty years in terms of technology. If I were arrested, I wouldn't want to send my parents a fax," he notes. "[Inmate technology] has to keep up with changing trends in communication."

While phone companies such as GTL provide phone service with sophisticated monitoring and reporting features for many correctional facilities, multi-media devices located in inmate pods or cells are broadening services, lightening the load for custody staff and making facilities more secure.

Ditto's company, TelMate, based in Oregon with support offices in San Francisco, makes a small rugged stainless steel full-color multi-media inmate station with a touch screen which offers

Telmate inmate telephone system station

a complete inmate communications suite. In addition to secure telephone it includes a number of optional features such as onsite video visitation; offsite Internet video visitation; commissary ordering; educational games; secured messaging; web-based medical system integration; web-based legal resources; and secure web content delivery.

"Phones are easy," Ditto adds, "but other stuff is the future of inmate communications."

These inmate stations are designed, built, and maintained entirely by Telmate staff. They utilize the same unified platform as every other Telmate product, including public cash kiosks and booking kiosks. Facility staff then have a single web-based login for accessing and controlling all inmate communications, including inmate phone calls, visitation recordings (onsite and offsite), visitation scheduling, and all other features. The data also integrates with the facility's jail management system.

Like the sophisticated traditional inmate phone systems, these multi-media devices are not lightweights when it comes to security, report writing, and investigative tools and searches.

Telmate has an investigation tool called Investigator Tree that

combines live phone call, voicemail, and deposit information into a single interactive tool. During an criminal inquiry the investigator selects a person of interest, and a chart is automatically created showing every associated person or phone number. Each node may be clicked and expanded to additional levels of detail. Each level provides a deeper understanding of their network and the people in it, the company says. These connections save immense manpower compared with the days or weeks it might take to collect information from dozens of sources and compare them manually on whiteboards and bulletin boards.

Investigator Tree is actually part of a larger feature called Secure ID Verification. Through it, the facility can identify every interaction with persons outside the facility. The verification can take place in any number of ways—via a cash or web deposit, a voicemail, phone call, a visit, etc. Through a series of identifiers like voice biometrics, ID scans and photos on file, the jail can know exactly who the inmate is interacting with. Because each person is identified positively it makes it easier to conduct an investigation if that is necessary.

Video Visitation

Another huge tool that is picking up speed in corrections facilities for obvious reasons is the use of video visitation rather than in-person visits. Use of this technology which provides a critical one degree of separation keeps the facility much freer of contraband such as illegal cell phones, weapons or drugs that can cause dangerous situations inside. It also eliminates the cost of moving prisoners. "Escorting them even from their pod to visitation area can be dangerous and expensive," notes Ditto.

While a bunch of companies are starting to offer video visita-

> "Our feeling is inmate phones will [go the way] pay phones did in late 90s."
>
> —Chris Ditto

Telmate's public cash kiosks and booking kiosks utilize the same unified platform as every other Telmate product allowing them to interconnect.

tion, says Ditto, now a small number of firms are going beyond onsite visitation, that is, from lobby to pod or from jail to satellite, to remote visitation where the visitor uses their home computer to talk to the inmate similar to a Skype or video conferencing call. "There is tremendous amount of excitement about it," Ditto adds.

He says it's because of "a whole bunch of problems it solves." For example, it saves the visitors from arriving at 5 or 6 am to stand in line to wait to be admitted, it precludes children exposure to undesirables in the waiting room and it has big benefits to counsel that can connect to their clients from their offices. It also may eliminate facility expansion costs if they need to build an added area for visiting.

Progressive Sheriff

Twin Falls County, Idaho, Sheriff's Office has been using Telmate video stations since March 2011 with success. The 224-bed jail in southern Idaho detains an "influx of people from out of state coming up the [U.S.] 93 corridor," explains Jail Captain Doug Hughes, who is referring to a north-south highway that runs from Arizona to the Canadian border. "People are coming out of California, Oregon as well as Nevada," he observes. Having remote visitation on 26 video stations "has been a blessing for my staff. Prior to that they were moving offenders to visitation all the time. It was a security risk and safety risk for all."

The automation provides another advantage as well, he points out. Rather than restricting visitors, visiting hours can be expanded from 10 am to 10 pm daily.

Paying for it has been working out nicely too. Twin Falls inmates get two free 30-minute visits a week. They can pay for visits up to six times a week and each subsequent 30 minute visit is $7, a cost that "doesn't seem to be an issue" with family and friends, Hughes says.

Complementing Traditional Phones

Not all telephone providers will be expanding from their core business to provide multi-features services. That's where other companies will be providing value-added services. One such company that has provided installation and maintenance of phone service in the inmate market since 1997 is anticipating entering the video visitation market. Publicall Telecommunications, based in Windermere, Fla., is teaming up with Dallas-based TelEasy, a kiosk vendor already working with corrections, to provide visitation services, explains Ricardo Cumberbatch, Publicall's president.

This service is not meant to take the place of the phone service. It's meant to be complementary not competitive, he says. Visitation onsite is often offered at no cost, Cumberbatch explains. If the video call is made to a remote location it's just a little more expensive than a telephone call, he adds. While some states have physical contact statutes that permit face-to-face visits, he continues, "if [through video calls] we reduce physical visits by even 30%," he concludes, "facilities will see some cost savings." ○

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BY DONNA ROGERS, EDITOR-IN-CHIEF

How video &
other multi-media
communications
are coming
together in one
sheriff's office.

INMATE
INTERCONNECTIVITY

IN 2007

the Kitsap County Sheriff's Office on the Kitsap Peninsula in Washington state was still using an old legacy telephone system they had installed in the 1980s. While it was a medium-to-small facility in semi-rural area, it was frustrating with all the technology available at the time, why a Western Washington agency on the outskirts of Seattle couldn't monitor calls for investigative purposes, noted the department. With 10,000 bookings a year and an average daily population ranging between 360 to 390 offend-

ers, they knew they needed to come into the 21st century.

So when their telephone contract came up that year, they put out an RFP for a system that could provide them with the ability to search recorded information to conduct investigations. The communications system they purchased can not only monitor inmate conversations to help solve crimes but also can display the information on a screen and capture it in a pdf format that can be stored with a case file to be easily retrieved when needed.

All contemporary inmate telephone systems have monitoring

features, which provide a giant leap from old legacy systems. Kitsap County has experienced these benefits in a range of ways. The investigative tools we've gained, explains Sgt. Keith Hall, administrative sergeant of the KCSO Jail Division, have been useful in narcotics cases, instances of inmate on inmate intimidation, and even in intercepted calls threatening suicide, and have prevented them from doing harm to themselves.

But while it is a crucial piece, investigative monitoring is merely the tip of the features iceberg—and KCSO continues to add

VISIT US AT WWW.CORRECTIONSFORUM.NET

Some of the choices inmates can get on a secure Internet connection offered by Telmate.

enhancements.

Hall says the department selected its system from Telmate, an Oregon-based telecommunications company, predominantly because they were impressed by its customer service. "They were responsive with a live person within a few rings," he says.

After the investigative tools, the next biggest piece of the solution that saves the sheriff's office the most time and money is video visitation, points out Hall. Installed there for a year, the Telmate inmate video visitation kiosk allows visitation to work more smoothly—it is saving man hours and allowing more visits. Before the system was implemented, visits were limited to one 30-minute visit a week due to limited visiting space. Now, inmates can have unlimited visits—the first is free, and then they pay a fee of $7.50 for each additional visit. They can also visit over the Internet from their home for $20.

That may be a small fee to pay considering the location of the jail. Though it's near Seattle and Tacoma, Kitsap Peninsula can't be reached by land from either of those cities. Visitors need to take

a toll bridge or a ferry from either and the cost of the ferry from Seattle is $13.50 for vehicle and driver (from Tacoma it's $5). Add the drive time, which takes "a minimum of 50 to 70 minutes," and fuel costs, says Hall, and video visitation on the Internet comes at a "significant benefit to the community."

Before the installation, visiting was also more limited because only inmates from like units could visit at the same time. "We prohibit mixing of inmates," Hall notes. Now, because inmates stay in their own living units rather than go to a central visitation area, they can visit simultaneously. "Many more can visit because we don't have the scheduling nightmare of not mixing inmate classifications."

Further, more inmates can schedule more visits because fewer staff are needed for escort.

"The user is the driver for visitation," Hall says. In the evenings or on weekends, visitors can ring the bell, enter the secure visiting area (with no need to be searched), log into the video visitation kiosk and leave on their own accord when the visit is complete.

It has provided a benefit to staffing budgets. Corrections officers once had to staff ten shifts, seven days a week. Now they only need to staff one shift, five days a week, saving nine shifts. Over the past four and a half years, they have reduced staff from 113 to 83—20 positions—through attrition, elimination of empty positions and several layoffs, he notes. "We have had a significant savings," he says, "an experienced corrections officer makes about $27 an hour."

Phone, Internet & More

Telmate's Inmate Stations may be configured to support a wide variety of features and functionality. They offer secure Web content delivery, commissary ordering, continuing education, legal resources/law library, religious services, and integration with kiosks for trust fund accounting. The sheriff's office is adding features one by one. Along with the phone service, a year ago they added the ability for secure Internet access. "We look at it as an inmate management tool, something we can offer to give them an additional outlet for time," says Hall. It is part of "resources that are there to read news, entertain themselves. Like TV it's just another tool to keep them occupied." And while Web access hasn't generated funds for the county as of yet, it is part of a revenue sharing matrix with the vendor that will eventually have a return on investment.

Currently the sheriff's office is implementing a commissary system that will tie the phone station with a Keefe Group commissary program. KCSO continues to incrementally add features that distance their legacy system and bring their new system up to the latest technology available for correctional use.

"We are trying to take small bites at the apple, get it stabilized and take another bite. That way we've got any bugs worked out," Hall concludes. ○

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Telmate Featured in Oregon Live

Telmate's solution for the Oregon Department of Corrections was featured an article that ran in print in *The Oregonian* on September 4, 2012 and online on OregonLive.com on September 12, 2012. We include the OregonLive.com version of the article below.

OregonLive.com
Everything Oregon

New technology helps Oregon inmates stay connected

Published: Wednesday, September 12, 2012, 10:29 AM   Updated: Wednesday, September 12, 2012, 10:30 AM

Les Zaitz, The Oregonian
By

View full size

Benjamin Brink/The Oregonian

Coffee Creek Correctional Facility in Wilsonville has a new kiosk where inmates will be able to buy and download "corrections-friendly" music on MP3 devices. Inmates will also be able to use the devices to receive photos and text messages from the outside. Elizabeth Huffman, an inmate at the women's prison, was allowed to give the new system a try this week.

Most Oregon inmates are finding it cheaper to phone home, and state officials hope they burn up the lines.

Flat-rate calls are part of a wave of new technology rolling out in the state's 14 prisons. Starting this week, the state's 14,200 inmates can buy MP3 players to receive text messages and photos, and to buy and store music. Another system will enable them to "video visit" families who are often hundreds of miles away.

State Corrections Department officials expect the technology to drive down recidivism and cut prison costs that now consume nearly a dime of every dollar in the state's general fund budget. Studies show inmates who have outside contact are less likely to commit new crimes once they are freed.

"We know scientifically that visiting is good not just in order to create safe prisons," said Colette Peters, director of the Oregon Department of Corrections. "It actually improves public safety and prevents future victimization."

The system won't cost taxpayers. The contractor, **Telmate** of Ontario, will cover equipment costs. Inmates and their contacts will split service costs. The Corrections Department will continue to collect commissions on the phone system totaling $3 million a year, which it spends on inmate programs.

Prison workers, able to contact inmates directly through voice or text messages,

How much to stay in touch?

Inmate costs*

MP3 player: 4G, $120; 8G, $140. Inmates can get a

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expect to save time.

"This enhances our productivity tremendously in ways we couldn't ever use tax money to fund. The cost would be prohibitive," said Kelley Morton, a Corrections Department policy manager. "This is very good for the taxpayers and DOC."

Under the new phone system, launched July 1, inmates in Oregon prisons pay a flat rate for domestic calls. That raised the cost for local calls. But now a call from the big prison in Ontario to Portland or Eugene costs $4.80 for a 30-minute chat, down from $15.85. Inmates and their families deposit money to cover the calls and can pay online through Telmate in addition to paying by mail or in person.

For the first time, inmates can be contacted from the outside by phone. Family and others can leave a voice mail of up to three minutes. Experience elsewhere shows messages don't sit for long.

"The average length of time for a voice mail to be picked up is a couple of hours. And no one is telling them they have a message," said Christopher Ditto, Telmate marketing director.

Video visits are expected to be another popular feature with inmates. The online chats are scheduled, and the outside contact pays the fee. The service starts next month in the two most remote prisons -- **Snake River Correctional Institution** in Ontario and **Warner Creek Correctional Facility** in Lakeview.

Prison officials are most eager to get Snake River online. It's the state's largest prison with nearly 3,000 inmates -- most from the west side of Oregon. To visit in person, many families have to drive six or more hours.

Inmate Brian K. Yancy, 35, convicted in 2005 in Jackson County of robbery and assault, served five years at Snake River. He saw his wife and three children three to four times a year because they faced a 10-hour drive from their home in northern Nevada. Two years ago, he was transferred to the Lakeview prison, still a three-hour drive one way.

The new video visiting "is going to benefit us a lot," Yancy said. "When the weather's bad, you worry about your family traveling through the mountains. And the economy isn't too good."

Yancy said he's especially eager to see his children, even online, on a monthly basis. "The kids can see me more often, and it will be like having both their parents around."

$25 rebate if they turn in a CD player, which can be converted into an illicit tattoo gun.

Domestic calls: 16 cents a minute, with 30-minute maximum ($4.80)

International calls: 50 cents a minute, with 30-minute maximum ($15)

Music download: $1.75 a song

Cost to others

Video visit: 66 cents a minute, with 30-minute maximum ($19.80)

Text message to inmate MP3: 44 cents; discounts for multiple messages

Photo to inmate MP3: 60 cents

Details: telmate.com

* Others can deposit money to cover these.

He said he expects the video visits to improve connections with his wife. "You can talk on the phone, but it's hard to have a relationship when you can't see that person," Yancy said.

View full size

Benjamin Brink/The Oregonian

Inmates or their families will need to buy the MP3 players, and all content will be monitored.

The Oregon Corrections Department transformation is Telmate's largest. The company has converted county jails across the country, and two years ago rewired the state prisons in Montana.

Dale Tunnell, investigations chief at the **Montana Corrections Department**, said inmates made dramatically more calls. "They think it's great," he said.

The system also gives prison officials a new investigative tool. All calls, chats and messages are recorded, and state investigators can analyze patterns. "We've made some really good cases involving contraband," Tunnell said.

Oregon officials expect the same bonus. Call information "is very valuable for looking for patterns of extortion, theft, that kind of thing," Morton said. Inmates also will be limited to "corrections-friendly" music downloads.

Peters, the Corrections Department director, said the new technology should especially help the 59 percent of Oregon inmates who get no visitors. Inmates with outside contact behave better in prison and perform better when released, she said.

A landmark study of Minnesota inmates found that "any visit reduced the risk of recidivism by 13 percent for felony reconvictions and 25 percent for technical violation revocations."

Prisoners also will have better social media skills when they leave, Morton said. "When inmates get out, they often face a radically different world," Morton said. "If we can give them an opportunity to practice, this might help them be better prepared for doing online banking, and that that's how people communicate now -- little bits of information."

-- Les Zaitz,

on Twitter

Appendix K - Hardware

TELMATE HARDWARE

We include information about the following types of Telmate hardware in this section:

- **Telmate**Phone Telephones
- **Telmate**Phone TDD/TTY Devices
- **Telmate**Phone Cordless Phones
- **Telmate**Station Video Visitation Stations
- **Telmate**Kiosk: Lobby
- **Telmate**Kiosk: Booking
- **Telmate**Phone Uninterruptible Power Supply (UPS)

Tough On The Outside.
Reliable On The Inside.

Quadrum Telecom's "Tough Guy" security phones are built to work harder, last longer and stand up to more abuse that any other prison phones/coinless you can buy. Designed for compatibility with the local telephone company central office, as well as private service provider switches.

Features

- Armor Dial Keypad with 1/8" thick steel vandal resistant plate with built-in volume control.
- Off-hook micro switch hoookswitch activation
- One-piece switch hook (reinforced metal housing)
- Four security screws (6Q2). Five security screws (7Q).
- Tamper resistant housing system
- Transmitter sidetone reduction feature with three levels eliminates the need for expensive confidencer handsets
- Works with most call restrictors and auto-dialers.

Options

- Stainless Steel or Bell Blue
- Instruction Card Window available on 7Q
- Ringer

Two Year Warranty

The Quadrum Telecom 6Q2 and 7Q are warranted to be free from defects in materials and workmanship for a period of two years from the date of shipment. Put an end to prison phone breakdowns with the "Tough Guys" from Quadrum Telecom.

QUADRUM TELECOM PRISON PHONES COME WITH
VOLUME CONTROL
MEETS ADA REQUIREMENTS

6Q2   7Q

Specifications

Operating Loop Current Range		20 mA and 80 mA
Transmit and Receive Response at Normal Volume		Meets EIA-470
Meets Water Spray Test as Specified in Bellcore		TR-TSY-000456 7.2.2.2
Environmental - Operates in Relative Humidity of		95% Condensing
Operating Temperature		-40 to +60 Degrees C
Meets ADA Requirements		
Hearing Aid Compatible		Meets EIA-RS-504
Dimensions	6Q2	5.2"W x 10.7"H x 2.3"D
	7Q	7.5"W x 21"H x 3.6"D (top); 4.6"D (bottom)

L.L.C.

Sales Representatives:

Cheryl Barker 866-528-5352   Jerry Sherman 877-528-5352
Randy Pakos 800-735-6597   Pat Soltis 800-735-6597

QUADRUM TELECOM
A TU Company
www.quadrum.com

TelmatePhone

Telmate installs only the highest quality phones and parts available. All of our phones are designed specifically for correctional institutions and encased in high security, 14-gauge stainless steel. The armored keypads are constructed of heavy chrome metal and the handsets use armored cord with steel lanyards and heavy 14-gauge steel retainers. The phones contain no removable parts and are designed and installed in way that prevents safety hazards to users, and minimizes vandalism and destruction of property. Phones are well secured to walls and inmates cannot remove them. All phones are purchased, installed and maintained by Telmate.

Telmate uses the Quadrum Telecom 6Q2 and 7Q "Tough Guy" security phone models. Phones have a warranty of 12 months and Telmate will replace any broken phones, handsets or other phone equipment.

To the left is a cut sheet from our telephone manufacturer.

Superprint
4425 TDD/TTY
Device

Uniden WXI
2077 Waterproof,
Submersible Cordless
Phone

TDD/TTY Devices

Telmate can provide the County with TTY/TDD devices as needed. Below is a sample TTY/TDD device (Harris Communications TDD Superprint 4425), which is fully compatible with our system, and Telmate can provide this specific model or a similar model of the County's choosing. ALL calls, including TDD/TTY calls, are routed through Telmate's secure, unified platform.

Superprint 4425

One of the most technologically advanced TTYs, the Superprint 4425 features a built-in printer, direct connect with two built-in phone jacks, plus auto-busy redial, three-way calling and TTY transfer. Auto answer takes messages when you aren't available.

Features:

- **Built-in 24 character printer** — prints everything you type in lowercase letters and everything the other person types in uppercase letters.

- **3 selectable print sizes** — choose from normal, bold or wide sizes.

- **32k memory** — enough to save hundreds of memos and telephone numbers.

- **Automatic date/time printing** — printed at the beginning of each call.

- **Turbo Code™ and Auto ID™** — Turbo Code® lets you have "real-time" conversations with other Turbo Code® TTYs while Auto ID™ indicates to other callers that you're using a TTY.

- **E-Turbo** — for simplified relay calling.

Cordless Phones

Telmate is able to provide Uniden WXI 2077 Waterproof Submersible cordless telephones and/or other wireless instruments (phones) for the required areas. The portable phones provided are **compatible with the Telmate System** and support all the same features available on the inmate phones. For example, the facility will be able to monitor phone calls and require PIN codes and voice verification just like they do on the inmate phones. These features can also be turned off if the facility so wishes.

This phone features:

- Waterproof up to 3 ft. for 30 minutes

- Rubberized handgrips

- High visibility color

If desired, Telmate can also provide a hardened inmate phone on a cart or on rollers that will allow inmates to call from their cells. This style of phone requires only a phone cord to connect the moveable phone and a standard wall jack. This phone will operate identically to all other inmate phones (voice biometrics, calling rules, recording rules, etc.) and recordings will appear alongside all other inmate calls.

Video Visitation System

Telmate Inmate Stations

More than just video visitation, our new inmate stations offer your facility a **complete inmate communications suite**. Telmate's Inmate Stations are designed, built, and maintained entirely by Telmate staff. They utilize the same Telmate unified platform as every other Telmate product, including public cash kiosks, phones, and our automated information line.
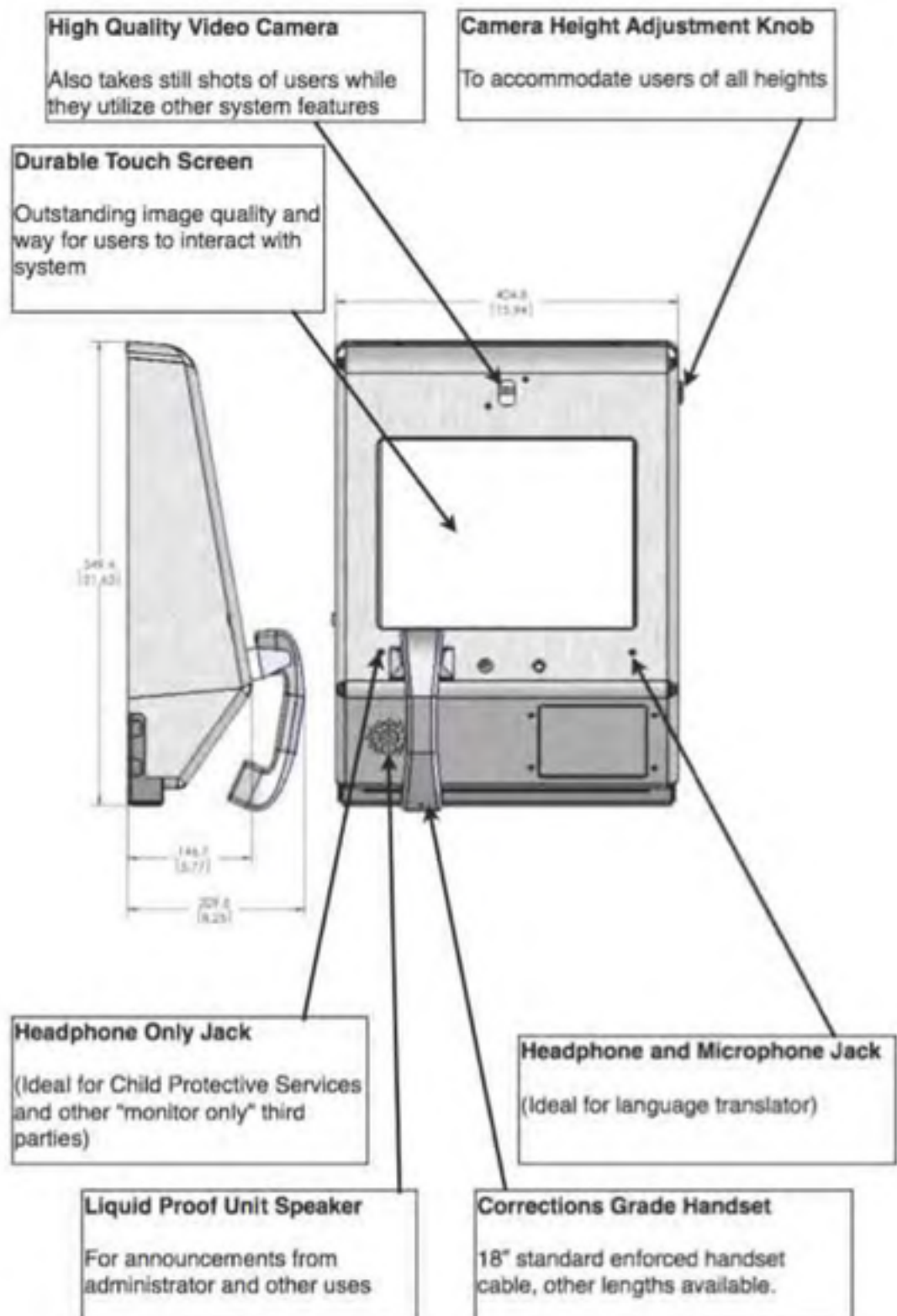
Hardware

Telmate's inmate stations are made of heavy-duty stainless steel with rounded corners for safety and an extra-tough full-color touchscreen. The camera can be adjusted for a range of heights – from wheelchair users to basketball forwards.

- **ADA Compliant:** Telmate's inmate stations meet and exceed ADA requirements for both phones and kiosks.

- **Wide Temperature Range:** We use special long-life components for normal operation between -4º and 176º F.

- **Splash Resistant:** Rubber gaskets protect against spills and splashes.

- **Hardened Touchscreens:** The 7.5mm thick screens are UL 60950 certified for impact resistance and more.

- **Tough Handsets:** Our correctional grade handset with lanyard is the same model that we use on our inmate phones. None are better for resilience or clarity, and we always have a ready supply of replacements on hand.

- **Field Serviceable:** Telmate's engineers and field technicians worked together to ensure that every major part can be serviced or replaced on-site including the camera, touch screen, headphone jack, handset and logic board.

The images on the left (prior page) and the following pages show more detail about Telmate's Industry-Leading Inmate Video Stations.

Specifications for Telmate Inmate Stations

High Quality Video Camera

Also takes still shots of users while they utilize other system features

Camera Height Adjustment Knob

To accommodate users of all heights

Durable Touch Screen

Outstanding image quality and way for users to interact with system

Headphone Only Jack

(Ideal for Child Protective Services and other "monitor only" third parties)

Headphone and Microphone Jack

(Ideal for language translator)

Liquid Proof Unit Speaker

For announcements from administrator and other uses

Corrections Grade Handset

18" standard enforced handset cable, other lengths available.

Telmate's ADA-Compliant Automated Lobby Kiosk

The Telmate kiosk offers friends & family a convenient, accessible and localized option to add funds to any inmate account. Deposits may be made to inmate prepaid accounts from any Telmate kiosk in any facility we service.

At Telmate we design, build & service our own lobby kiosks.

Our automated kiosks decrease the time facility staff would ordinarily spend accepting and processing payments from visitors, as well as expand payment options to include cash, credit and debit cards. When our kiosks are integrated with commissary systems, friends & family may also use them to deposit money into an inmate trust fund.

Please note that there are no servers, and there is no data storage hardware installed onsite in a standard installation. This minimizes the likelihood of an onsite failure, and means that no one facility is dependent on any other facility for the kiosk to be operational.

Features

- Ruggedized, powder-coated steel housing.
- Integrated camera with full range of view.
- Full color touch screen monitor behind tamper-proof coatin
- ID Scanner plate for secure ID verification of depositors.
- Magnetic stripe reader for both ID and credit/debit cards.
- Cash intake device and receipt printer.

Specifications

Kiosk Dimensions	
Kiosk Base Dimensions	
Meets ADA Requirements	YES

Uninterruptible Power Supply (UPS)

We plug each piece of equipment into an Uninterruptible Power Supply (UPS), ensuring they will continue to operate in the event of a power outage. Below is an example UPS Telmate has installed in several facilities, though the model we install in your facility may vary based on your needs.

APC HS 500

Specifications

Input Voltage (On Line)	95 - 142 Vac
Input Frequency	47 - 63 HZ (autosensing)
Output Wave Form (On Battery)	Stepped Sine Wave
Maximum Load	500 VA 300 Watts
Operating Temperature	32 - 104° F (0 to 40° C)
Storage Temperature	5 - 113° F (-15 to 45° C)
Operating Humidity	10 - 90% non-condensing
Storage Humidity	10 - 95% non-condensing
Physical: (D x W x H)	14.65 x 8.85 x 4.13 in (37.2 x 22.5 x 10.5 cm)
Weight	16.3 lb (7.4 kg)
Typical Recharge Time	6 - 8 hours
EMI Classification	FCC Part 15
Approvals	cTUVus, FCC Part 15 FCC Part 68, Industry Canada