

## SECTION 6

### Technology & Other Services

5. Technology and Other Services

- a. Bidder may describe technology enhancements, software applications, and other services that are available through or recommended by Bidder.

**ICSolutions Response:**

**ICSolutions has read, agrees, and will comply with the requirements as stated.**

In addition to the standard features of the inmate communications system described in this proposal, ICSolutions is pleased to offer these additional value-added features and services that will help to increase the efficiency and investigative power of your facilities, as well as the welfare of SBCDC inmates.

### Transcription & Translation Tools

All calls will be automatically transcribed at no cost to the County. Our BRIDGE Transcription / Translation module is a unique ICSolutions feature that **automatically transcribes 100% of call recordings** the moment they are completed. In addition, translation into more than 100 languages – with automatic language detection – is available on all call recordings, email/text messages, and even inmate grievances.

#### Translation of Grievances and Messages

In addition to translating calls, both THE BRIDGE Messaging App and Grievance App also offer a translation feature. THE BRIDGE translation engine **supports over 100 languages**, and it auto-detects the language that is written.

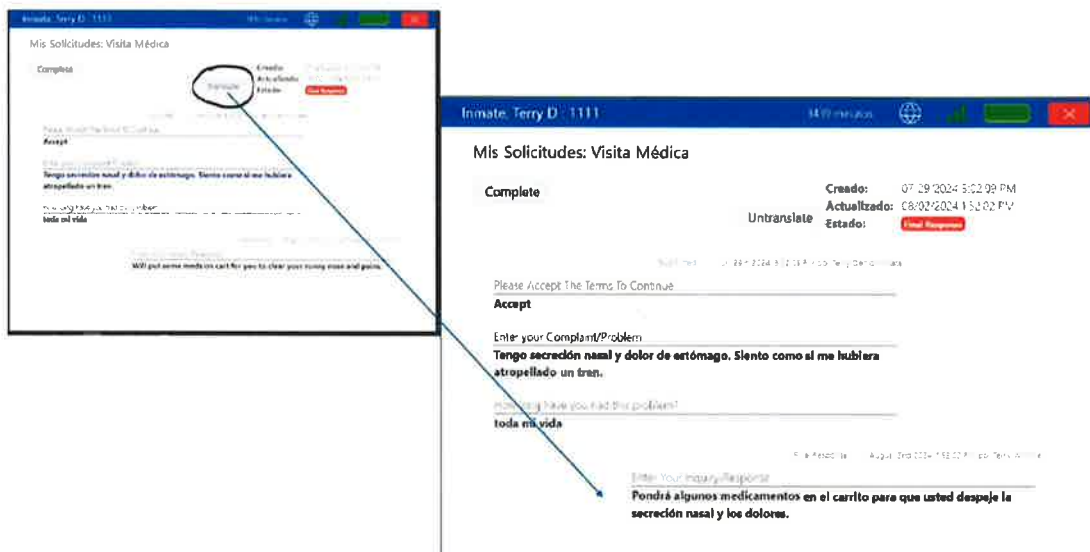
For messaging, if a message is written in another language, an officer can translate not only that individual message, but the entire email chain into English at the click of a button, as seen below.



### Translating an Email Chain

This same functionality also works for our Grievance App. For example, if an inmate fills out their grievance or inquiry in Spanish, THE BRIDGE system will automatically detect that language and can translate it to English for the officer, if needed.

When the inmate receives the response from the officer in English, he/she will also have the option to automatically translate that message back into the native language that they initially used to submit the grievance.



### Inmate Translating Officer Response Back into Native Language

## Lexis Nexis Law Library

ICSolutions will upgrade Scotts Bluff County to the Lexis Nexis law library subscription, accessible via the inmate tablets and kiosks, at no cost to the County or inmates. Lexis Nexis delivers both simple and complex searching of Federal and State case law, statutes, and administrative law.



### Extensive Law Library Resources

The LexisNexis integrated inmate law library solution assists facilities in compliance with state mandates and provides inmates with a secure, thorough, and compliant library collection. The LexisNexis online law library features multi-layered security, easy-to-use search and navigation features, automatic updates, restricted searching and hyperlinking (whereby external links have been removed from sources), and more. The LexisNexis law library includes federal and state cases with summaries, headnotes, and analysis, as well as statutes and court rules and leading treatises to assist inmates in their research.

## Facial Recognition for Tablet Checkout & Login

### A BRIDGE 8.0 Tablet Exclusive!

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THE BRIDGE 8.0 features facial recognition for checking out a tablet from the distribution kiosk or logging into a tablet, ensuring **greater user simplicity AND facility security**.

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The facial recognition feature functions by taking a photo of the inmate the first time that they login to the tablet with their ID and PIN. For subsequent uses, the inmate will no longer be required to enter their inmate ID, only their PIN. The tablet or distribution kiosk will take another photo and if it matches the face that is on file, the login will be successful. If the photo is blurry or is of the wrong person, it will be rejected, and login will fail. This ensures that an inmate cannot login to another person's profile if they have obtained access to their ID and PIN.

Enrollment in facial recognition can happen either automatically or manually. With auto-enrollment, the inmate's face is saved the first time he or she logs in. That will be the basis for facial login moving forward. However, an officer can always review an inmate's account to see which faces have been approved for it. If an officer rejects a previously saved image, it will be removed from the calculation.

There is also the ability to verify all enrollments manually. In this case, the officer will be shown all inmate faces that are pending enrollment, which he/she can either accept or reject.

If facial login fails for any reason, such as the inmate attempting to login at night when there is not enough light to verify the face, he/she will be prompted to login using their inmate ID and PIN, ensuring access to the tablet is still available. Even in this case, a photo will be taken and saved of the inmate logging in.

## THE BRIDGE™ 8.0 Tablet and Kiosk System

### Unique Tablet Distribution Model

Our patented inmate distribution solution is truly one of a kind. Our latest generation tablet is available with a locking charger base kiosk. The 10-bay unit shown below requires the inmate to enter login credentials using the hardened touchscreen before he or she may gain access to a tablet. The kiosk camera takes a picture of each inmate that accesses the system. After a tablet is unlocked and removed, only the inmate that checked it out may login to it. Before an inmate may gain access to another tablet, they must return the original.

This system provides the ultimate in facility tablet management. Even if an inmate were to check out a tablet and never turn it on, the system is fully aware of which inmate is in possession of a given tablet. If a tablet is checked out and is not returned to the base in a certain (configurable) number of hours, the system sends an alert to the specified officer(s).



This solution will ensure secure tablet distribution with **minimal intervention from security staff**. No other tablet system has this capability.

## Drop Indicator Alerts

THE BRIDGE Tablets offer a new feature called Intentional Damage Indicator that monitors drops and damage to tablets, whether intentional or not. The Drop Indicator records different levels of hits, so that activity that causes damage is noted differently than lower-level drops. Reports indicate the inmate's name, date, time, and force of the drop.

The screenshot below shows details of a drop history that indicates the force with which the tablet is dropped. Additional reports are available for individual inmates as well for a specific period time, by damage ratings, for all tablets or for a specific tablet.

Hardware	Any	Any	Damage	Rating	GForce	Date/Time
Filter: Any	Date Range: Today					
Type	Resident	Name	Damage Rating	GForce	Date/Time	
Tablet	1111: Terry Inmate	Terry Gen 4 - T113224	Moderate	5	3/5/2025 1:21:56 PM	
Tablet	1111: Terry Inmate	Terry Gen 4 - T113224	Moderate	4	3/5/2025 1:25:13 PM	

### Tablet Damage

Between 3/4/2025 and 3/5/2025  
Resident: 1111: Terry Inmate  
Sort: Damage Rating

Resident	Tablet	Rating	GForce	Date/Time
1111: Terry Inmate	Terry Gen 4 - T113224	Moderate	5	3/5/2025 1:21:56 PM
1111: Terry Inmate	Terry Gen 4 - T113224	Moderate	4	3/5/2025 1:25:13 PM

### Tablet Drop Detection Report

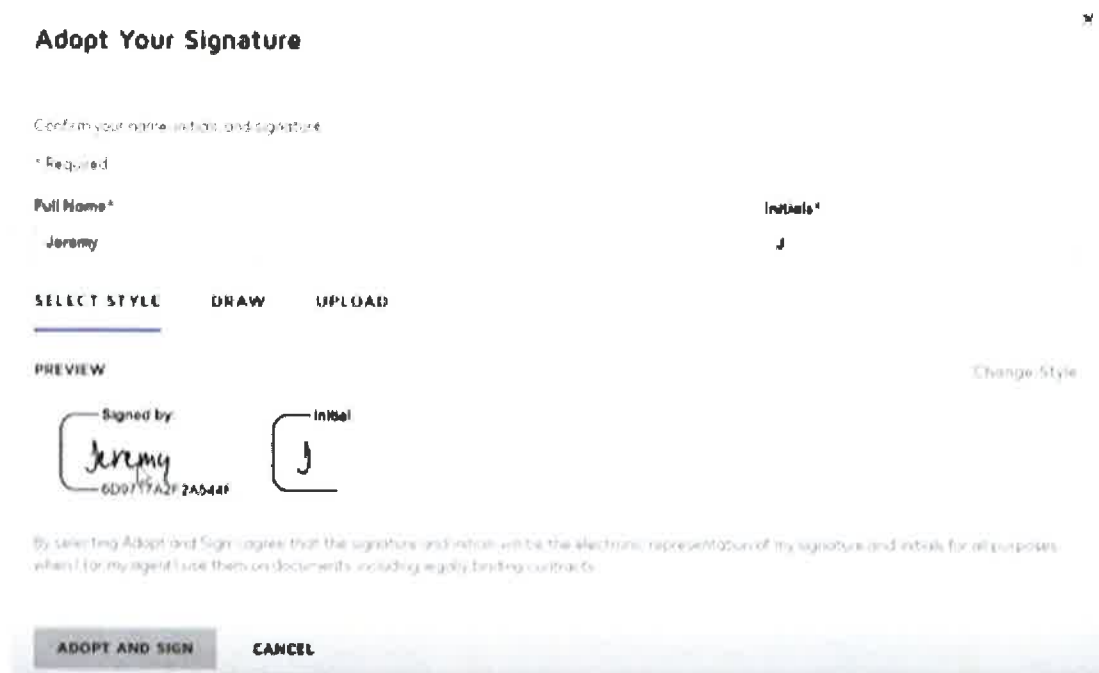
## DocuSign and Updated Privileged Communications

ICSolutions' BRIDGE solution now offers a privileged communications solution whereby approved professional users, such as attorneys, can send and receive privileged communications through a secure messaging service. In addition, these approved professionals may send encrypted documents using DocuSign services to enable inmates to review and sign documents. **This service eliminates the necessity for attorneys to visit in person to share information and obtain signatures for documents.**

Attorneys and inmates using this service must create passphrases to ensure information security, while also ensuring that there is no way to break the encryption used in this service.



### Link to DocuSign



### Creating a Digital Signature

The screenshot shows a 'Create a Passphrase' dialog box with a close button (X) in the top right corner. Below the title is a text input field containing a single character 'I'. Underneath the input field is a section titled 'Requirements' with a bulleted list:

- Length must be at least 5 character(s).
- Must contain at least 1 alphabet character(s).
- Must contain at least 1 numeric character(s).
- Must contain at least 1 special character(s).

At the bottom of the dialog are two buttons: 'Back' on the left and 'Next' on the right. Below the dialog box is a virtual keyboard with the following layout:

	1	2	3	4	5	6	7	8	9	0	-	=	backspace
tab	q	w	e	r	t	y	u	i	o	p	[	]	\
caps	a	s	d	f	g	h	j	k	l	;	'	<	enter
shift	z	x	c	v	b	n	m	,	.	/		shift	
											copy	paste	

### Secure Passphrase

## Real-Time Voice Biometrics

ICSolutions offers the latest voice biometric technology to cover all aspects of the call including THE VERIFIER biometric identity verification and THE IMPOSTER real-time continuous voice detection and imposter identification.



### THE VERIFIER™

At no cost to Scotts Bluff County, ICSolutions will install THE VERIFIER **real-time inmate voice verification** module. THE VERIFIER matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. THE VERIFIER requires each inmate to speak a phrase prior to placing a call to an outside party. For the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in THE ENFORCER.



**Unique ICSolutions  
Feature!**

#### **Built-In Voice Biometrics with Self-Enrollment**

With ICSolutions, our voice biometric features are built directly into THE ENFORCER, AND we feature **self-enrollment of inmate voices** upon booking to cut down on staff administration time!

THE VERIFIER utilizes self-enrollment technology, whereby THE ENFORCER prompts the inmate to repeat certain phrases to build the voice model for each inmate. **Self-enrollment saves the facility the step of enrolling the entire inmate population's voices manually upon deployment of THE VERIFIER.**


### THE IMPOSTER™ - In Call

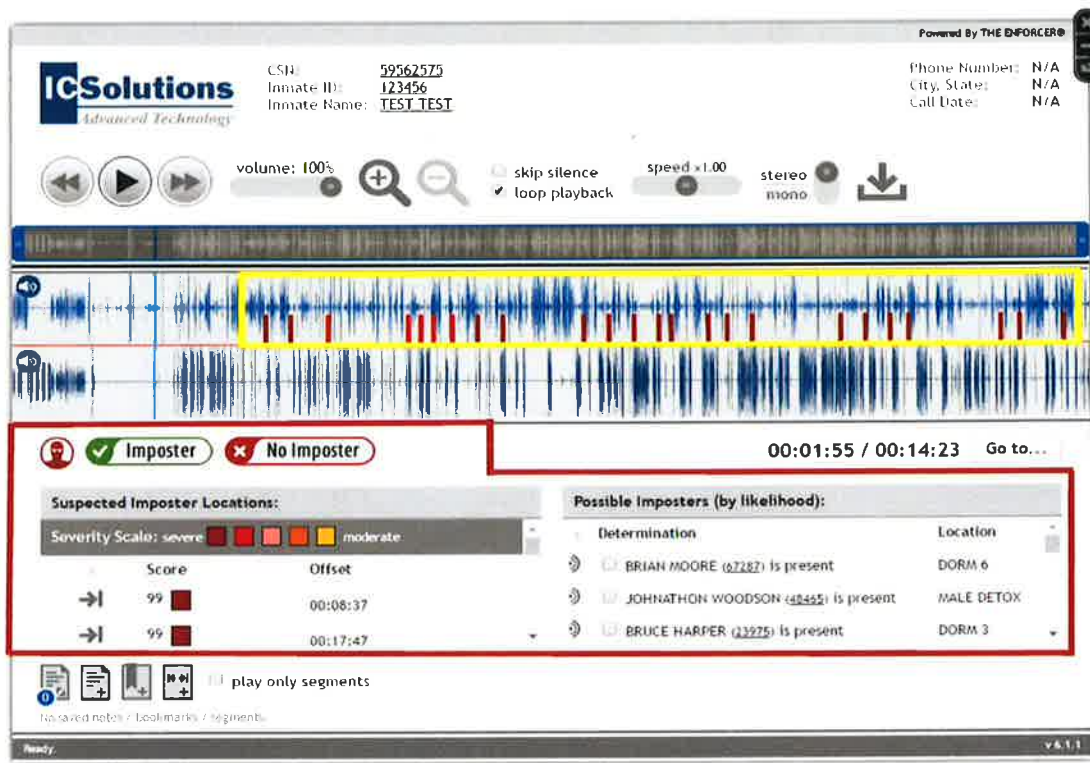
THE IMPOSTER module in THE ENFORCER provides comprehensive, **real-time continuous voice detection, imposter identification**, and other analysis capabilities that enhances our voice biometrics capabilities. These features enable you to reduce and/or control fraudulent calling activity by inmates. For example, when an inmate places a call on behalf of another inmate and hands the phone off after the call has connected, THE IMPOSTER will identify and log the event for *real-time* and *future use* by an ENFORCER user.

THE IMPOSTER leverages the same inmate voice enrollment recordings (voice prints) required at facilities that use THE ENFORCER voice verification module, THE VERIFIER. For all calls placed by inmates at the facility, THE IMPOSTER module compares stored inmate voice enrollment recordings to voices on live calls to detect any voice mismatch(es), identifying potential "imposters" on the call. And, because the detection occurs in real time, **an alert can be sent to interested investigators while the call is still in progress.**

With the alert feature, the system can immediately patch the investigator into an ENFORCER monitoring session once provided with an approved pass code, for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.



When fraudulent activity is suspected on an inmate call, THE IMPOSTER *will display an icon*  for easy identification in The Observer live monitoring screen in **real time** and mark in the call record to view after the call is completed. When the user clicks this icon, the web player opens and displays detailed "suspected imposter" information for user retrieval and analysis.



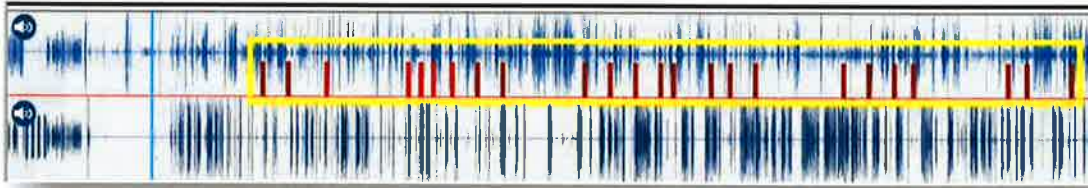
### Imposter Identification on the Web Player

A numerical confidence rating, known as the Severity Scale, can be determined using THE IMPOSTER through THE ENFORCER. An example of the severity scale is displayed in the screenshot below.

Suspected Imposter Locations:		Possible Imposters (by likelihood):	
Severity Scale: severe <span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: orange; border: 1px solid black;"></span> <span style="display: inline-block; width: 15px; height: 15px; background-color: yellow; border: 1px solid black;"></span> moderate		Determination	Location
→	99 <span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black;"></span>	BRIAN MOORE (67287) is present	DORM 6
→	99 <span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black;"></span>	JOHNATHON WOODSON (48465) is present	MALE DETOX
→	99 <span style="display: inline-block; width: 15px; height: 15px; background-color: red; border: 1px solid black;"></span>	BRUCE HARPER (23925) is present	DORM 3

### Severity Scale

The box colors shown in the Severity Scale fields correspond to the colors displayed at the detected offsets in the inmate waveform graph. Each time point (offset) where a suspected imposter voice is detected is marked in a color corresponding to the severity scale (probability) of imposter activity.



**Inmate Waveform Graph**

THE IMPOSTER displays the Possible Imposters (by likelihood). For each possible imposter, the inmate name and Inmate ID is listed. You can use this list to:

- Listen to the voice print for the suspected inmate
- Select (check) a check box to identify one or more suspected inmates as an imposter, based on your analysis
- Save these inmates in the Final Verdict, if you elect to do so

If a call has been identified by THE IMPOSTER to have potential imposter activity, you can use a set of special imposter-related information displaying in the Web Player window to perform the following actions:

- Request and listen to playback only of offsets in the recording where a suspected imposter was detected
- Review a list of suspected imposters by listening to the inmate voice print stored in THE ENFORCER for each inmate
- By comparing suspected imposter offsets and voice prints, optionally select and save the name of the imposter that you believe to be present on the call
- Reach a verdict, i.e., make and save a final determination of whether or not imposter activity took place on the call

Authorized users can access inmate information while performing an analysis by clicking the Inmate ID number. Once imposter activity is determined in the call, you can click either the IMPOSTER or NO IMPOSTER button shown below to permanently save imposter information in the web player.



**Imposter or No Imposter Button**

## THE ENFORCER® Voice Biometrics Reporting

Voice biometric enrollment, pass/fail activity, and imposter detection can be queried to detect illicit activity and PIN sharing. A call detail record is created for all calls, so a report can be created that includes call detail records for all calls that are processed using voice biometrics. Some of the standard voice biometrics reports available on-demand through THE ENFORCER include:

- **Enrollment Status** – A listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.
- **Verification Activity** – A listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voice print has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities, according to a specified date range.
- **Suspected Imposter** – A listing of all calls in which a suspected imposter was detected. Reports can be customized and filtered based on any combination of parameters, such as date/time, Inmate ID, Inmate first/last name, completion code, called number.

More Search Criteria

General

Completions	CSN Range	DNR
Duration	End Type	Privileged
Show Alerts only	Show DTMF only	

Call Origin

Site	Station Group	Station ID
Station Name	Trunk ID	

Validation

Imposters only	Validation
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Billing

Billing ID	Call Type	Card Number
Cost Range	LIDB Code	Tariff Band

Called Party

Location	Response Digits	Show 3-Way only
State	Supervision Type	

### Search Criteria for Imposters Detected and other Parameters Available for Customization

These features are built right into THE ENFORCER platform, offering a voice biometric tool that does not require separate software.

## THE WORD DETECTOR™

### Keyword Search Powered by Nexidia

With our WORD DETECTOR keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. THE WORD DETECTOR searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering THE WORD DETECTOR as an integrated application on THE ENFORCER in 2012, and it is currently in use at dozens of ICSolutions' client facilities.



#### ICSolutions Client Testimonial

### Powerful Investigative Tool

"Using the [WORD DETECTOR] function of THE ENFORCER system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites."

**Warden Carl Humphrey, SCCI – Spalding County, GA**

### Keyword Search - Expanded Capabilities

THE WORD DETECTOR can search recorded conversations not just for specific words, but also for "associated words," i.e., synonyms, related terms, and related slang. To enable this functionality, we built a generic "Association Table" that contains common search terms and their associated words or phrases. We use information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.

The indexing engine that powers THE WORD DETECTOR, Nexidia, has always had the ability to use an Association Table; we have re-designed and expanded THE WORD DETECTOR user interface in order to offer this feature through THE ENFORCER's GUI.

Search complete: Found 4 matches in 994 records "attorney"										
Score	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration	Occur.	
97	690238	BERGER, MEGAN	5A -3 (ANNEX)	1-210-900-5964	74518583	09/28/2016 18:49	6:19	16:30	1	
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2	
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1	
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1	



With this feature in place, investigators can run a search for a specific word, and THE WORD DETECTOR will return results that contain that word or any associated terms. For example, a search for the word "attorney" would find conversations that contain the word "attorney" or the word "lawyer."

**Every month, THE WORD DETECTOR indexes an average of 7.8 million minutes of recordings.  
That's over 90 million minutes of valuable investigative data per year!**

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

In addition to the functionality above, THE WORD DETECTOR users can also run advanced searches for more than one specific word using "and/or" statements. For example, an authorized user could search for "drugs and sell," and THE WORD DETECTOR would return results in which both words appear in the same sentence.

## Thesaurus

The Word Detector enables the user to include defined synonyms for a word in the requested search. By clicking THESAURUS as shown in the example below, the user can access the thesaurus to add or delete synonyms for any word.

The screenshot shows a web-based search interface. At the top left is a 'Search' label, and at the top right is a 'Help' link with a question mark icon. Below these are two radio buttons: 'Latin American Spanish' (unselected) and 'North American English' (selected). The 'Search Phrase:' label is followed by a text input field containing the word 'attorney'. Below the search phrase are two date input fields: 'Date Start:' with '08/23/2016' and 'End:' with '09/30/2016'. Below the dates are two checkboxes: 'Use thesaurus:' (which is checked and highlighted with a red box) and 'Start seconds before:' with a value of '5'. At the bottom are three buttons: 'Add to Watchlist', 'Filter Search', and 'Search'.

## Thesaurus Access – Add or Delete Synonyms

## Watchlists

THE WORD DETECTOR enables users to build and save lists of words or phrases called "watchlists", which continuously searches all future calls for that list of words for a specified time period. Each watchlist is a saved search for one or more words or phrases, and will be detected in inmate phone conversations by the speech recognition engine in THE ENFORCER. Authorized users will then receive notification via email whenever a particular word on the Watchlist is detected.

Watch Title	Occur.	Recent	Notifies
lawyer	0	0	Email
family members	0	0	Email
family names	0	0	Email
family relationships	21	21	Email
mention of gun	0	0	Email

Showing 1 to 5 of 23 entries

Previous 1 2 3 4 5 Next

Show all

Search

Latin American Spanish North American English

Search Phrase: attorney

Date Start: 01/05/2017 End: 01/12/2017

Use thesaurus: Start seconds before: 5

Add to Watchlist Filter Search Search

CSN: Called Number:

Station ID: Inmate ID:

Apply Filter Cancel

### Searching Watchlists in THE WORD DETECTOR

When a search is defined as a watchlist, the user can trigger a notification email message to be sent to one or more defined recipients. On the Create Watchlist screen, a user can select from a drop-down list that displays the email addresses of all ENFORCER users. Alternatively, a user can manually enter the email address of a non-ENFORCER user (such as an attorney or law enforcement investigator). When recipients are specified, these individuals will receive a notification email each time the watchlist words or phrases are spoken in phone conversations meeting the designated date range and filters (inmate ID, called phone number, etc.).

## THE INFORMER™ PREA MODULE

THE ENFORCER system offers THE INFORMER, a messaging system that allows inmates to report illegal activity through the inmate phones. THE INFORMER can be configured to allow inmates to leave a voicemail message for SBCDC staff or allow calls to be placed directly to an investigational entity, such as an Attorney General's office or a Crisis Reporting Hotline.

THE INFORMER Administration function enables you to define the informant options available to the inmate through THE ENFORCER IVR. Through the IVR, inmates can hear and follow as many as nine customized prompts that enable them to report criminal, abuse, or other incidents *anonymously*. Each prompt can be configured to automatically dial *either* an ENFORCER voice mail box or an external number, such as a reporting hotline, a law enforcement agency, or an assigned investigator.

Key	English Prompt	Spanish Prompt	Operation	Duration	Phone Number	Bypass Code	Email Address	Action
1	Violence Incident	[To report a violent incident within the facility]	[To reportar un incidente violento dentro de las instalaciones]	VOCEMAIL	30		tbl@scbdc.com	tbl Admin
2	Inmate Phone Fraud	[To report that inmate use of the inmate phone system]	[To reportar el uso del teléfono interno]	VOCEMAIL	30		tbl@scbdc.com	tbl Admin
3	Rape Hotline	[To report a rape incident]	[To reportar un incidente de violación]	OUTDIAL	30	1234567890	tbl@scbdc.com	tbl Admin

Tip: You may reorder the items by dragging them to where you want.

### Customized Prompts in THE INFORMER Admin screen

The system can support as many tip lines and voice message lines as each facility requests, including the retention of existing tip lines or creation of new tip lines at any time throughout the life of the contract at no cost.

Tip lines can be customized to support whatever requirements the SBCDC requires. Tip lines can be:

- Configured as free calls
- Assigned specific speed dial codes
- Set as privileged, so the call recording can be listened to only by select staff members
- Marked for alerts, so that SBCDC personnel are immediately notified whenever an inmate dials the tip line

In addition, to allow truly anonymous reporting (for PREA (Prison Rape Enforcement Act) compliance, for example), tip lines can be configured so that the inmate is not required to enter their PIN to leave a message.

This feature provides a host of benefits for ICSolutions' clients.

**Improved security** – For quick, effective investigations, thanks to anonymous inmate tips about crimes in the jail(s)

**Compliance with Federal PREA standards** – For the anonymous reporting required to host federal inmates or receive certain grants. At the SBCDC's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA, for instance)

**Totally eliminates the need for paper kites or complaint forms** – Complaint lines can be set up for inmates to replace any paper kites or service forms that SBCDC officers now have to distribute and collect by hand. For instance, one internal voicemail box can be set up for inmates to report issues with the inmate phone services. ICSolutions will set an alert on this line to forward these messages to our local technician, so that when they arrive to service each facility or housing unit they know what situation to address, what parts to bring, and when each phone needs cleaning or maintenance – all with no need for SBCDC staff to take complaints or make notes for them

Any and all message lines the SBCDC would like to create will simply be voicemail boxes on THE ENFORCER itself. The advantage of hosting these voicemail boxes on THE ENFORCER is that each message will be attached to a complete call detail record showing exactly what phone left the message, and at what time. In addition, THE ENFORCER's user logs will track and timestamp when each message is played back and by what user.

Investigators can also use the ADD NOTES tools to make notes for each call such as when they followed up on it, what action was performed, etc. These notes will also be time-stamped and saved. The SBCDC will thus have a complete and completely verifiable track record to refute later complaints by inmates.



## THE ATTENDANT™ IVR (Information Line) for Constituents

At no cost to Scotts Bluff County, ICSolutions can implement our Interactive Voice Response (IVR) system, THE ATTENDANT, to provide public and inmate callers with automated information. This can include basic facility information (location, visitation hours, etc.) and, with a JMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature can be made available if the SBCDC's JMS will support the data exchange necessary. THE ATTENDANT is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating at dozens of sites.

When integrated with the facility's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touchtone phone. Freed from the task of answering multiple phone inquiries, facility staff can be more productive. Inmates will also have access to the system by dialing a speed dial.



**ICSolutions Client  
Testimonial**

**"... Increased Efficiency and Reduced Labor ..."**

"THE ATTENDANT has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff."

**Captain Shane Barker – Summit County, Ohio**

Call prompts are fully customizable according to facility requirements. Call prompt options and associated text provided by Scotts Bluff County will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options

Public and inmate access will be available through a single phone number provided by the SBCDC. After THE ATTENDANT dial-in number has been activated, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the SBCDC. Inmates may also call the IVR to hear applicable information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

THE COMMUNICATOR eliminates the need for correctional facilities to handle and process paper kites – even when phones are the only communication equipment accessible to an inmate.

### The Communicator

[New](#)   [Cancel](#)   [Save](#)

Key	Category	English Prompt	Spanish Prompt
1	Inmate Telephone Requests	Report Inmate Telephone Issues	Informe del Interno Problemas telefónicos
<b>Parent</b>	<b>Duration</b>	<b>Available to role</b>	
--none--	30	<input type="checkbox"/> Response Disabled <input type="checkbox"/> PREA    All Roles	
All Sites		<input type="checkbox"/> Attach Recordings	
All Sites		<input type="checkbox"/> Attach Recordings	
All Sites		<input type="checkbox"/> Attach Recordings	

Include	▼	Inmate (First Last Name)	+	Search	Clear		
Date Ranges	▼	02/14/2024 00:00:00	📅	02/28/2024 23:59:59	📅	More Search Criteria	
Update Categories	Admin	Burn	Download	Print	Export	Change Columns	Reset Columns

Showing 1 to 7 of 7 entries

*	Action	CSN	Category	Inmate	Site	Submitted	Reviewed	Responded	Elapsed	Listened	Actual Time	Score
<input type="checkbox"/>	Reply	118129041	Inmate Telephone Requests	3 P 15	Station 15	02/28/2024 16:51:45					00:00:16	5.72
<input type="checkbox"/>	Reply	118020143	Inmate Telephone Requests	3 B D	Station 15	02/19/2024 21:32:08	02/23/2024 08:50:23 jemigh				00:00:12	2.56
<input type="checkbox"/>	Reply	117931511	Inmate Telephone Requests	3 L K	Station 15	02/14/2024 14:42:28					00:00:09	3.00
<input type="checkbox"/>	Reply	117931173	Inmate Telephone Requests	3 A J	Station 15	02/14/2024 14:20:22	02/23/2024 08:50:44 jemigh				00:00:24	5.04

Depending upon the type of inmate report, the appropriate facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into THE ENFORCER, and the response will be delivered to a secure voice mailbox for inmate retrieval.

Page 287

## **Inmate Voice Messaging**

The Inmate Voice Messaging feature has been incorporated in THE ENFORCER platform to allow called parties with prepaid accounts to leave Voice Messages for inmates and a MESSAGE OF THE DAY feature to broadcast notification messages to one or more inmates at a facility.

### **Inbound Voicemail**

ICSolutions can provide inbound inmate voicemail, whereby messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes. The voicemail system requires the outside party to have an established prepaid account prior to accessing the system.

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their prepaid account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or the first 3 letters of the inmate's last name, to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

### **MESSAGE OF THE DAY**

Inmate Voice Messaging can also be used by authorized facility staff to broadcast messages to one, many, or all inmates in a correctional facility. The authorized personnel simply types the message into THE ENFORCER, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Authorized facility staff can create a MESSAGE OF THE DAY that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into THE ENFORCER, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the MESSAGE OF THE DAY before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from facility staff.

**Inmate Messaging**

Inmate ID, Last Name, or CSN + OR Search Clear

Date Ranges 03/02/2017 00:00:00 03/09/2018 23:59:59 More Search Criteria Create New Message

Click the bubble icon to view the message text.

Message Type: ≡ ✕

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	4519	1661926	HANNERS, BOBBY	ICS Demo 01, TX	G DORM	api_visitor_pos	02/07/2018 14:24	Never	<a href="#">New</a>
	Notification	514	1661794	HYDE, JERALD	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 14:04	Never	<a href="#">New</a>
	Notification	88717	1661048	LUNA-ESMERALDA, LEONARDO	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 13:41	Never	<a href="#">New</a>
	Notification	81372	1661552	COUCH, BRANDON	ICS					
	Notification	27766	1661434	LOYD, HENRY	ICS					
	Notification	46102	1661196	WOOD, JAMIE	ICS					
	Notification	6759	1660918	HICKS, TIMOTHY	ICS					
	Notification	24280	1660914	PANNELL, TYLER	ICS					
	Notification	7572	1660882	BOONE, TIMOTHY	ICS					
	Notification	3916	1660774	HOLLOWAY, AMBER	ICS Demo 01, TX	D BLOCK	api_visitor_pos	02/07/2018 11:47	Never	<a href="#">New</a>

Message for inmate 4519  
Visitation hours will be extended to 8:00PM on Friday, March 10, 2017.

Click the Play button to listen to the recording.

### Inmate Messaging Screen – Message of the Day text

The facility can use the Message of the Day feature to share information with inmates facility wide. Additionally, with the SBCDC's permission, ICSolutions can create messages to inform inmates of new product rollouts, SBCDC-approved rate modifications, or other changes to inmate calling services.

### VoiceMail Security

VoiceMail is treated the same as any call placed in the inmate telephone system. Rather than using a separate system, ICSolutions built our voicemail messaging system into THE ENFORCER, ensuring that all call controls and security features of the ITS also apply to voicemail calls. And, voicemail messages can be accessed and queried through THE ENFORCER user interface. Voicemail calls are controlled in the following ways:

- Only called parties with an existing prepaid account are able to leave a voicemail message for the inmate
- A searchable call detail record and recording is created for every voicemail message
- The inmate is required to enter their PIN to access voicemail messages
- All voicemails are recorded and may be monitored
- THE ENFORCER tracks and timestamps every time a message is played back

On the facility side, THE ENFORCER can be configured so that only authorized personnel can access the voicemail feature, by limiting voicemail access to specific roles on the user management module.



# Section 7

Exceptions & Deviations





## SECTION 7

### Exceptions & Deviations

6. Exceptions and Deviations

- a. Provide a statement expressing understanding and willingness to comply with all provisions of the RFP. If there are provisions of the RFP that the Bidder is unwilling or unable to comply with, the vendor shall identify the paragraph number, list the provision in its entirety, and provide the reason for non-compliance. If there are provisions of the RFP for which the Bidder would like to propose an alternate solution, the Bidder shall identify and list the provision in its entirety and provide the alternative solution.

**ICSolutions Response:**

**ICSolutions has read, agrees, and will comply with the requirements as stated.**

Section C.3 allows the County to terminate the contract for convenience with 30 days' notice, in which case the vendor is entitled to equitable compensation for any satisfactory authorized work completed as of the termination date. Since services are provided at no cost to the County and this project involves a substantial upfront capital investment, which we expect to recuperate via revenues generated over the course of a full three-year initial contract term, ICSolutions proposes the following clarification language be added to Section C.4: "The parties agree that, should the County terminate the contract for convenience (without cause) prior to completion of the base contract term, the term 'equitable compensation' shall mean a pro-rata portion of the vendor's capital investment for each month that would have otherwise remained in the full contract term.



# Section 8

Signature Sheet



**SCOTTS BLUFF COUNTY, NEBRASKA**  
**Detainee Inmate Communication**  
**Signature Sheet**

**Name of Agency:** Inmate Calling Solutions, LLC d/b/a ICSolutions

**Address:** 2200 Danbury Street

San Antonio, TX 78217

**Telephone Number:** (866) 228-4040 **FAX Number:** (210) 693-1016

**Check one of the following:**

☐ Partnership, ☐ Non-Profit Corporation, ☐ Profit Corporation

☒ Other, Specify Limited Liability Company (LLC)

**If awarded a contract in response to this proposal, our company:**

☒ Will ☐ Will not

**be able to meet the specifications as required regarding Insurance requirements**

**Signature of Authorized Signatory:** 

**Printed Name of Authorized Signatory:** Mike Kennedy

**Title and Name of Agency:** Vice President Sales & Marketing

**Date:** 4/29/2025

**The above individual is authorized to sign on behalf of the company submitting this proposal. Proposal must be signey by an official authorized to bind to its provision for at least a period of 90 days.**



# Section 9

**Foreign Adversary Contracting Form**





**SUMMARY OF FOREIGN ADVERSARY CONTRACTING PROHIBITION ACT**  
**LB 1300, NEBRASKA LEGISLATURE (2024), Neb. Rev. Stat. §73-901 to §73-907**

**Legislative Intent:**

The Foreign Adversary Contracting Prohibition Act was passed and signed by the Governor on April 16, 2024, pursuant to LB 1300, with an emergency clause attached for certain sections including sections 7-13 for the Foreign Adversary Contracting Prohibition Act. It is codified under Neb. Rev. Stat. §73-901 to §73-907.

**Purpose:** The Legislature finds that dealing with commercial entities organized under the laws of a foreign adversary or with a principal place of business within a foreign adversary tend to carry increased political risk and threaten state security and the privacy of residents. In response to the risk, the Act prohibits public entities, including a political subdivision and any entity acting on behalf of the political subdivision, from entering into contracts with companies organized under the laws of or controlled by the government of a foreign adversary for technology related products or services for performance of the contract. The Act requires the political subdivision to obtain a certification from any company providing technology related products or services to certify they are not a scrutinized company, organized under the laws of, or controlled by a foreign adversary.

Under the bill, a scrutinized company shall not bid on, submit a proposal for, or enter into, directly or indirectly through a third party, any contract or contract renewal with any public entity for any technology-related public product or service, (See Neb. Rev. Stat. §73-904). No public entity shall enter into any contract or renewal that results in state or local government funds being transferred to a scrutinized company in connection with any technology related product or service in performance of the contract or to any company in connection with any technology related product or service that originates with a scrutinized company. (See Neb. Rev. Stat. §73-906).

**Certification – Not a Scrutinized Company**

A public entity shall require a company that submits a bid or proposal or enters into a contract or renewal for any technology related product or service to certify that the company is not a scrutinized company and that the company will not subcontract with any scrutinized company for any aspect of performance of the contemplated contract and that any products or services to be provided do not originate with a scrutinized company. (See Neb. Rev. Stat. §73-905).

**Definitions- Neb. Rev. Stat. §73-903**

Under the Act, the following terms have the following meanings:

**Company means:** any sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association that exists for the purpose of making a profit, including all wholly owned subsidiaries, majority owned subsidiaries, parent companies, or affiliates of any such entity or business association.

**Foreign adversary means:** a foreign adversary as determined pursuant to 15 CFR 7.4. Per 15 CFR 7.4 foreign adversaries include the People's Republic of China, including the Hong Kong Special Administrative Region (China); Cuba, Iran, North Korea, Russia, and Maduro Regime.

**Owned in whole or in part means:** (a) For a publicly traded company, any share of ownership that entails the ability to direct or influence the operations of the company, the ability to appoint or discharge any board members, officers, or directors, or any other rights beyond those available to a retail investor holding an equivalent share of ownership; and (b) For a privately held company, any share of ownership.

**Public entity means:** the state or any department, agency, commission, or other body of state government, including publicly funded institutions of higher education, any political subdivision of the state, and any other public or private agency, person, partnership, corporation, or business entity acting on behalf of any such public entity.

**Scrutinized company means:**

(a) Any company organized under the laws of a foreign adversary or having its principal place of business within a foreign adversary, and any subsidiary of any such company; or

(b) Any company owned in whole or in part or operated by the government of a foreign adversary, an entity controlled by the government of a foreign adversary, or any subsidiary or parent of any such company; or

(c) Any company that sells to a public entity a final technology-related product or service that originates with a company described in (a) or (b) above, without incorporating that product or service into another final product or service.

Technology-related product or service means: a product or service used for information systems, surveillance, light detection and ranging, or communications. Although there are no definitions provided in the legislation, the city offers the following examples to aid companies as they prepare and submit the certification:

- a. For information systems, this would include technology related products and services used by an organization to collect, transfer, organize, and store city information or that works together to transform data into useful information. Such products or services could include a collection of hardware, software, data centers, servers, the internet, and other hardware devices.
- b. For surveillance, this would include products and services used to monitor an individual's digital and physical actions and communications. This could include facial recognitions software, security cameras, and wearable computing devices,
- c. For light detection and ranging, this would include products and services that utilize Lidar technology to measure large areas of terrain through 3D models.
- d. For communications, this would include products and services for the acquisition, storage, management, transmission, or reception of data or information by the City and could include equipment such as computers, cell phones, telephones, video conferencing equipment, satellite, fiber optics, radio, or any other electronic device enabling the transfer of text, audio, or video content.

**EXCEPTION FOR GOODS:** A public entity may enter into a contract with a scrutinized company for goods manufactured by a scrutinized company if: there is no other reasonable option for procuring such good and the contract is preapproved by the Nebraska Department of Administrative Services and not procuring such good would pose a greater threat to the state than the threat associated with the good itself OR if the purchasing entity is an electric supplier that is not out of compliance with the Critical Infrastructure Protection requirements issued by the North American Electric Reliability Corporation. (See Neb. Rev. Stat. §73-906(2)).

**NULL AND VOID:** Any contract entered into in violation of the Act shall be null and void. (See Neb. Rev. Stat. §73-907(1)).

**PENALTY:** Any scrutinized company that bids on or contracts or renews a contract for any technology related product or service or that violates the certification provided pursuant to the Act shall be liable for a civil penalty up to \$250,000 or twice the amount of the contract bid, or the amount of any losses suffered by the public entity as a result of such violation, whichever amount is higher. The contractor shall also be ineligible to enter into any contract with any public entity for a period of five years. The Attorney General may bring an action in any court of competent jurisdiction against any person that violates the Act. (See Neb. Rev. Stat. §73-907(2-3)).

**NOTICE OF VIOLATION:** If a public entity believes that a company has violated the certification process, they shall give the company notice of the alleged violation with 60 days to respond. After responding, the public entity has 60 days to make a final determination and if a violation has occurred may refer the matter to the Attorney General. A whistleblower provision allows any individual to report suspected violations to the Attorney General. (See Neb. Rev. Stat. §73-907(4-5)).

**PROCESS:** All bid proposals, contracts, and contract renewals need to have a Certification Form submitted by the contractor and attached to the contract and the Foreign Adversary Contracting Prohibition Act Certification contract clause should be included in all contracts and renewals. If the contractor indicates on the form they are not supplying technology related goods or services, the contractor will not need to resubmit another certification form for any subsequent renewals.

**FOREIGN ADVERSARY CONTRACTING PROHIBITION ACT  
CERTIFICATION FORM FOR  
TECHNOLOGY RELATED PRODUCT OR SERVICES**

For the purposes of complying with the Foreign Adversary Contracting Prohibition Act ("the Act"), Neb. Rev. Stat. §73-901 to §73-907, I attest and certify as follows:

Name of Company Inmate Calling Solutions, LLC

Check all that apply:

- ☒ I am authorized to attest and certify as the owner of the Company, in whole or in part, or as an authorized representative of the Company, to make the certifications required herein.
- ☒ The Company is providing technology related products and/or services to the public entity and is not a scrutinized company as defined in the Act; it is not subcontracting with a scrutinized company under the Act; and the technology related products and/or services provided herein do not originate with a scrutinized company under the Act.
- ☐ The Company is not providing technology related goods or services as defined under the Act.
- ☐ The Company is a scrutinized company and has entered into an Agreement or an Agreement Renewal with the public entity to provide a technology related good manufactured by a scrutinized company that meets the exception for the provision of a technology related good by a scrutinized company.
- ☒ I hereby attest and certify on behalf of the Company that the responses and information provided on this form are true, complete, and accurate. The Company understands that any scrutinized company that violates this Act or that violates the certification may be subject to action by the Nebraska Attorney General, civil penalty, and that such violation may void the contract.

PRINT NAME: Mike Kennedy  
(First, Middle, Last)

SIGNATURE: 

TITLE: Vice President Sales & Marketing

DATE: 4/29/2025



# Exhibit A

Equipment Spec Sheets





# Mini Stainless Steel 7010SS



## Wintel®

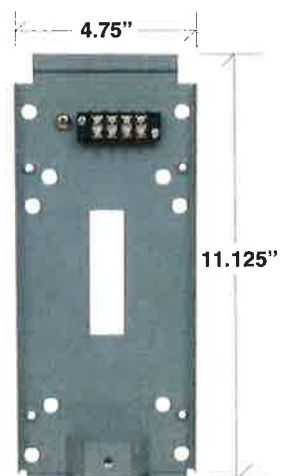
A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750  
407.834.1188 • Fax 407.830.1050 • 800.264.8889  
www.wintelphones.com

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered  
US:1DATE05BITC-254, IC:3267A-ITC254.

### ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



# *Wintel® Inmate Telephones*

Engineering staff with Experience in Telephony introduced DuraClear® Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel® phones or retrofitting DuraClear® Technology from Wintel® will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates "Can't be heard" complaints and is not affected by moisture or weather. DuraClear® handsets have shown below 7% replacement rates over the course of a year!

Wintel® maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel® employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

## **Quality and Manufacturing Specifications:**

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.
- **Designed for Inmate Use:** Wintel® Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel® phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel® phones feature a LOUD button to the right of the keypad.  
*The competitors phones have No button = no user control = non-compliant!*
- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.
- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.
- **Rhino® Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.
- **DuraClear® Technology:**  
Magnetically activated transmitter replaces the old style carbon transmitters  
Four times (4X) the life of the standard carbon transmitter and no more  
Performs even in the poorest line conditions found in State Prison Systems  
i.e. low loop current, low voltage, high resistance  
Looks the same, to the user, as the standard Rhino® Handset  
DuraClear® is unaffected by moisture and humidity, unlike carbon transmitters  
DuraClear® is new and patented technology, found ONLY at Wintel®  
The sound is much Louder, Clearer and Crisper with DuraClear®.



# Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

**Impact Strength of Plastic Handle:** Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

**Pull Strength:** Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

**Cap Removal Torque:** Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

**Wire:** Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

**Electrical Connections:** AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

**Plastic:** A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

**Armored Cord:** Flexible interlocking stainless steel.

*The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.*

## Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750

407.834.1188 Fax 407.830.1050 • 800.264.8889

[www.wintelphones.com](http://www.wintelphones.com)

### The V17 Multi-Purpose Video Visitation Station with Touchscreen Monitor:

The V17 video visitation stations are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts and a 17" hardened touchscreen monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.



- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capability
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

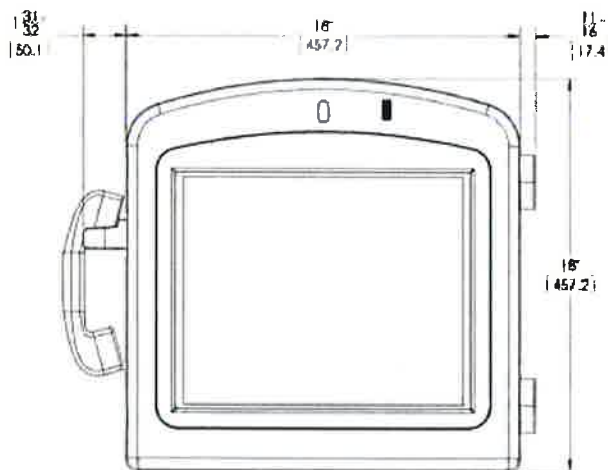
The V17 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V17 enclosures are provided below:



**Side View**



**Front View**



## THE BRIDGE 8.0 Inmate Tablet

THE BRIDGE 8.0 tablet is the most durable in the corrections marketplace. This new generation tablet is fully encased. In fact, there are no fasteners or seams to attract inmate attention. The solid sealed casing technology maximizes resistance to tampering and destruction. Our tablet exceeds the MIL specification requirement for drop testing. During development testing, this unit survived 50+ drops from 6 feet onto concrete.

- 8" color monitor display running 1280x768
- Touch screen protected by Polycarbonate outer shell protects from breakage and intrusion
- High-resolution camera
- Intel(R) Atom™ x5-Z8350 CPU @ 1.44 GHz(4 virtual) (X86), 2GB RAM, Windows 10 OS
- One-piece hardened plastic tamper-and drop-resistant casing
- **Exceeds MILSPEC** standard for drop testing
- Factory-sealed with no fasteners or seams
- No access to tablet controls=no access to boot menus and **NO Jailbreaking!**
- Touchscreen volume control (ADA compliance)
- Operates via Secure Wi-Fi connection
- 3.5mm headphone jack
- Power on/off button is the **only physical control button** accessible to inmates
- Dimensions: 9 x 5.75 x 1 inches
- Weight 1 lb. 12 oz.
- Battery Life – 8 hours, 12 hours at idle, 2.5 hours recharge
- High-quality stereo audio with bitrate of 480,000 bps
- Video broadcast-quality of 400,000 bps that meets industry standards



## The Bridge™ Tablet Distribution Kiosk

The Tablet Distribution Kiosk is constructed of heavy-duty 14-gauge steel, with a shatterproof handset, no removable parts and an 8" hardened touch frame monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1,000 foot-pounds of pull power. Completely encased and tamper-preventive intrusion locks guard against potential vandalism.



**10-Bay Charger**

- 8" color monitor display running 1280x768
- Touchscreen Monitor protected by Polycarbonate outer shell protects from breakage and intrusion
- High-resolution camera
- Lexan handsets
- Factory-Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Touchscreen volume control (ADA compliance)
- Adjustable handset cord lengths (24" standard)
- Heavy duty housing to protect unit from intrusion or tampering
- Mounting rated at 2,000 foot-pounds pull-off power
- Secures 5, 10, or 20 Tablets for automated distribution
- Operates independently as a standalone multifunctional kiosk as needed
- Operates via LAN or Wi-Fi connection

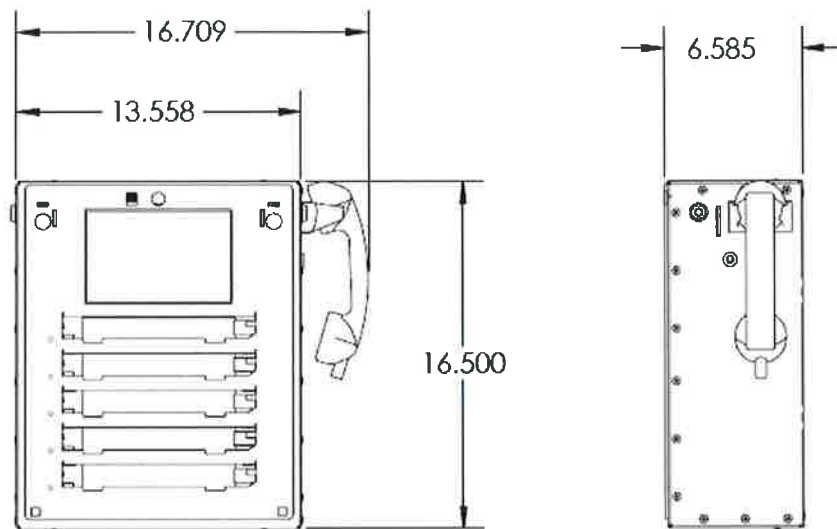


**20-Bay Charger**

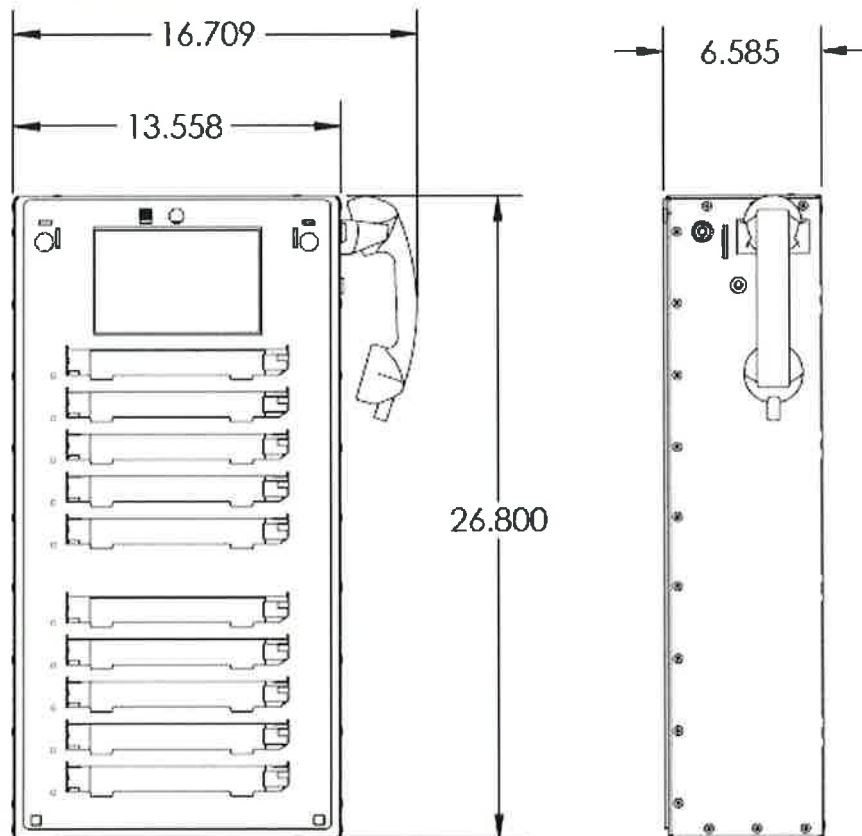
The Tablet Distribution Kiosk offers high-quality stereo audio with bitrate of 480,000 bps and broadcast-quality video of 400,000 bps that meets industry standards. The default video resolution stream is 1024 by 768.

Sample drawings of the sizes and construction of the kiosk enclosures are shown below.

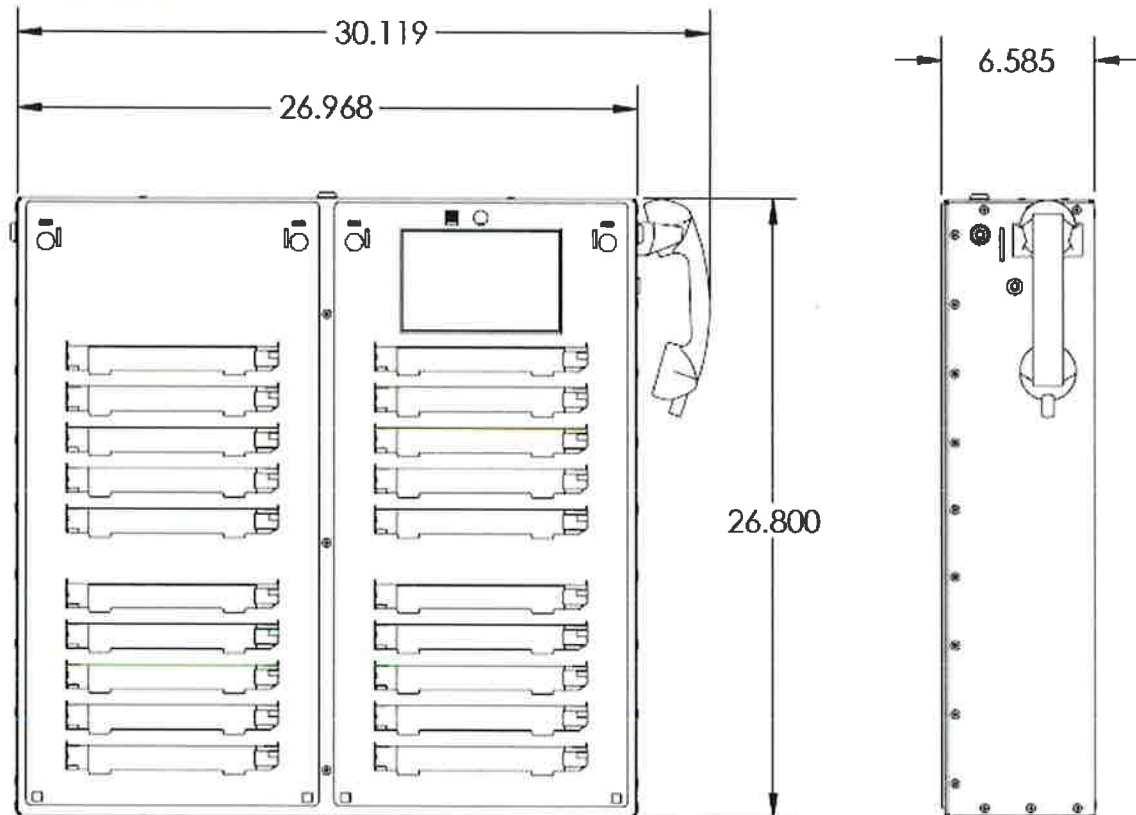
#### 5-Bay Charger



#### 10-Bay Charger



## 20-Bay Charger





# CapTel® 2400i

CapTel®  
Captioned Telephone

*With Powerful Built-In  
Speakerphone*



## SEE WHAT EVERYONE'S TALKING ABOUT!

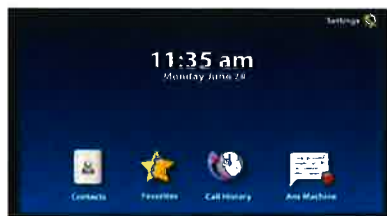
Telephone calls can be challenging for people with hearing loss. The CapTel 2400i makes it easy to enjoy phone conversations, confident you'll catch every word.

**See what your caller says — no more guessing.**

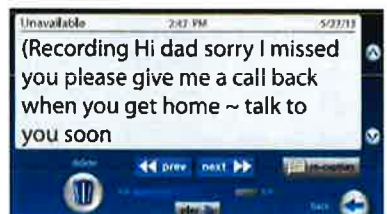
- Shows real-time captions during your calls
- Large easy touch-screen display
- Powerful amplification — up to 40dB gain
- Provides both Auto or Assisted captions - your choice!
- Enhanced speakerphone for hands-free calls

# CapTel® 2400i Captioned Telephone

**CapTel 2400i shows you word-for-word captions of everything a caller says.** No more guessing, no more frustration. Can't quite hear what they say? Read the captions!



Large, colorful touchscreen display with easy to follow menu.



Built in answering machine records voice and captions of your messages.



Standard telephone keypad buttons for familiar, comfortable dialing.

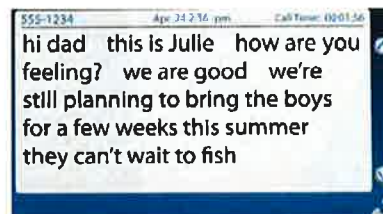


Powerful amplification (up to 40dB gain) increases volume over handset and speakerphone. Hearing aid compatible.

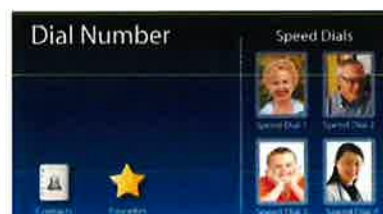
## Requirements

- Designed for people with hearing loss
- High-speed Internet
- Electrical outlet

Choose between fully-automated captions or assisted captions. Adjustable font sizes and colors.



Dial-by-picture capability makes dialing simple.



One-touch access to helpful Customer Support team - available 24/7.



Captions available in English or Spanish.



**CapTel 2400i is the latest innovation from Ultratec, Inc., the leader in Captioned Telephone technology.**

CapTel phones are also available in traditional models, for use with analog lines, high-speed Internet, or via an app for your mobile device.

To learn more about CapTel visit [www.CapTel.com](http://www.CapTel.com)

## P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection



**Product:** P3  
**Platform:** PC  
**Version:** 9.0  
**Release Date:** October 28, 2015  
**Customer Support:** For more information or support, please contact us at **877-885-3172**, email **salesengineer@purple.us** or visit our website at **www.purplevrs.com/p3**.

## Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

## Package Includes

Simple Interface – easy-to-use  
Superior Video Quality  
Call Waiting – enables users to answer a call while on another call  
3-Way Calling – add a second caller to active call  
Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

## P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards  
Crystal-clear audio with acoustic echo canceler

## P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls  
Ability to send DTMF tones using the dial pad  
Services are strictly regulated by the FCC for confidentiality and data protection  
P3 can be mass-deployed using silent install  
Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

## PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher  
Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster  
Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster  
Memory and Disk: 2 GB of RAM and 250 MB of hard drive space  
Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended  
Administrator rights are required for installation and upgrades  
Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)  
DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

## Video Protocols

SIP, H.323  
H.263, H.264  
CIF (352 x 288)

## Audio Protocols

G.711  
G.722.1  
GSM  
iLBC  
Echo cancellation  
Automatic Gain Control and Denoise

## Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps  
Recommended bandwidth of 768 Kbps  
Adaptive low-latency packet-loss recovery  
Automatic bandwidth control, adapts to network conditions

## Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

*Note: If using a VPN, the VPN must be active before launching P3.*

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

*Note: Per FCC regulations, this program cannot be used behind a proxy.*



## P3 Firewall Configuration Requirements

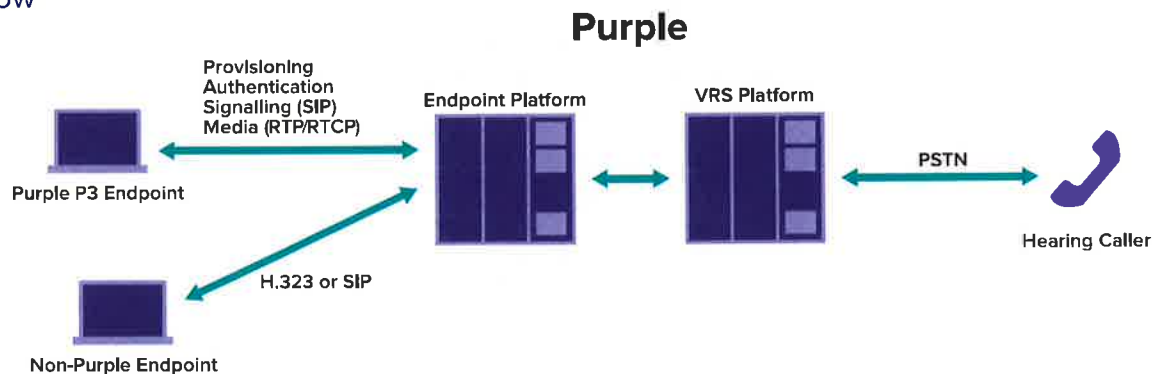
Protocol	Source Ports	Destination DNS	Destination IP Address <sup>1</sup>	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

<sup>1</sup>DNS names verified in October 2015; subject to change by Purple.

<sup>2</sup>Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.

**Web Filter Requirements:** Web Filter Requirements: HTTP/HTTPS lookups on \*.purple.us and \*.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple.  
Current as of October 2015.

## Call Flow



## Support

Analyzing your network and provide recommendation for optimal experience.  
 Provide firewall instructions and support for deployment of our software.  
 Assist with mass deployment and provide training for IT staff for future upgrades.  
 Advise on how to integrate our systems with your existing ACD/Call Manager.  
 Provide support to transition from other VRS software to P3.  
 Excellent Purple Premier Support team available to answer your questions and provide support.

Visit [www.purplevrs.com/usernotice](http://www.purplevrs.com/usernotice) for important information concerning 10-digit numbering and E911 services for VRS.  
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541-201606

2 / 2



# TMG, Inc.

## TM-24-7 4-Wheel Phone/Kiosk Cart

**Body:** High Security, 14 Gauge

**Steel Size:** Post - 51 3/4"H x

10"W x 4"D **Foot:** 7"H x 23

3/4"W x 22"D

**Paint:** Scratch Resistant Black Powder Coat

**Shipping Weight:** 65 lbs. Each

**Mounting:** Pattern for Mini and Standard Size  
Phones and Kiosks

**Phone Stability:** Large heavy 4-wheel base  
helps to prevent tipping

## Product Description

The TM-24-7 Mobile Inmate Telephone/Kiosk Cart is designed to let you move a phone or kiosk quickly and easily to where it is needed. The cart functions as a rolling pedestal. When a TMG Inmate Telephone is mounted on the TM-24-7, the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess line/cord storage.

## Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone/kiosk may be required

The TM-24-7 will accommodate kiosks, all TMG Inmate Telephones, coin telephones, and most competitor telephones. Call to verify which pattern will work for your device.

## *Repair and Refurbishment Services Available*

**Telcom Marketing Group, Inc. -- 1380 Weber Industrial Drive -- Cumming, GA 30041**

**Phone: 770.844.1346**

**Fax: 770.844.9079**

**Toll Free 877.844.1366**

**[www.inmatetelephones.com](http://www.inmatetelephones.com)**



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## Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

### Minicom IV

- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

#### Products

[CapTel](#)  
[Text Telephones](#)  
[Simplicity Signalers](#)  
[Amplified Phones](#)

#### Company

[Company Information](#)  
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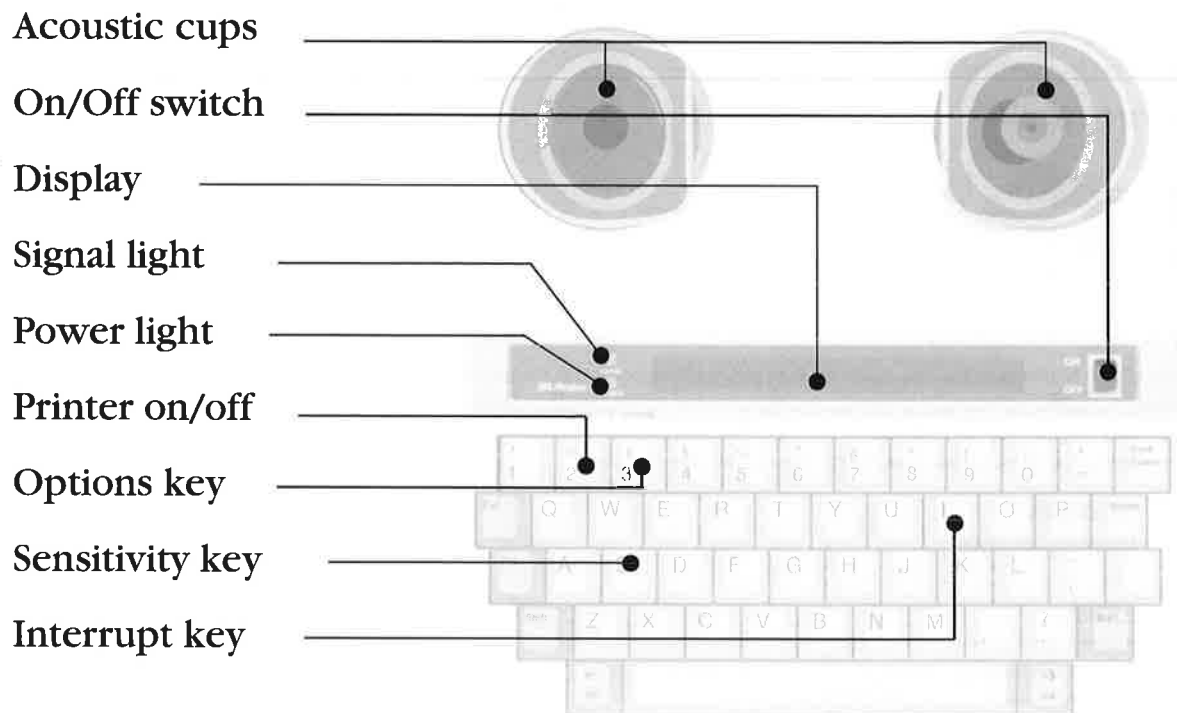
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[\(608\) 238-3008 \(FAX\)](#)  
[Email Us](#)  
  
Ultratec, Inc.  
450 Science Drive  
Madison, WI 53711

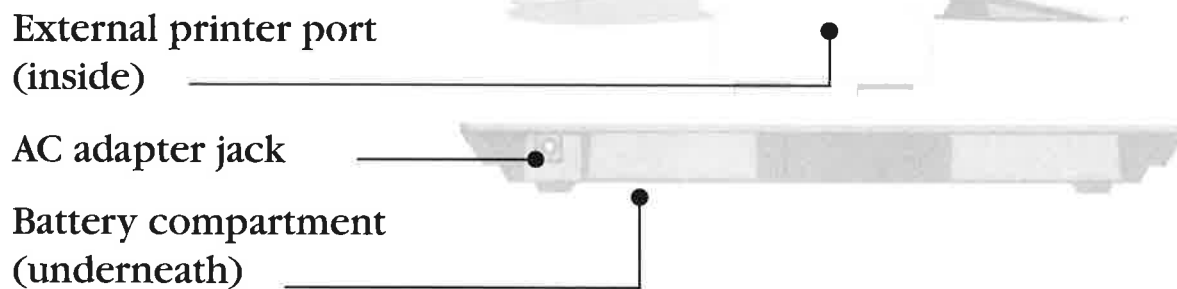
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# Overview of the Minicom IV™

## Top view



## Back view





# SPECIFICATIONS

## Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

## Power

AC adapter—9VDC, 650 mA  
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

## Keyboard

50 ergonomic keys in 5 rows  
Control key plus 4 function keys  
Sticky Keys for single-handed typists  
Character set: A-Z, 0-9, Backspace,  
Return/LF, Space, +=-\$'O"/:;?.,\*# GA, SK.

## Display

Blue/green vacuum-fluorescent  
20 characters  
0.25" (6mm) character height

## Acoustic Coupler

Accepts both circular and square telephone handsets

## Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

*Baudot Code:*

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

*Turbo Code:*

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

## Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DTN

Total Access

# 900E Series

Market Leading IP Business Gateways



## Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

## Overview

The Total Access® 900E Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

### VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

### Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

### Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



# TA 900E SERIES

## QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FREL2), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

## Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

## Product Specifications

### Physical Interfaces

#### T1

- Quad T1/FT1
- RJ-48C

#### Ethernet

- **Three Ethernet Interfaces (WAN/LAN Support):**
  - └ One Gigabit
  - └ Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

#### USB 2.0

- One Interface

### Digital Voice

- PRI
- Feature Group D
- **Signaling Methods:**
  - └ E&M Wink
  - └ E&M Immediate
- T1 CAS Support
- RJ-48C

### Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- **FXS 2-wire Impedances:**
  - └ 600Ω
  - └ 600Ω +2.16μF
  - └ 900Ω
  - └ 900Ω +2.16μF
- **FXO 2-wire Impedances (Lifeline FXO):**
  - └ 600Ω
  - └ 600Ω +2.16μF
  - └ 900Ω
  - └ 900Ω +2.16μF
- **Signaling Methods:**
  - └ Loop Start

#### ■ FXO 2-wire impedances (Standard FXOs):

- └ 600Ω
- └ 600Ω +2.16μF
- └ 900Ω
- └ 900Ω +2.16μF

#### ■ Integral FXO (900e Series)

#### ■ Signaling Methods:

- └ Loop Start
- └ Ground Start

#### ■ FXO 2-wire Impedances:

- └ 600Ω +2.16μF
- └ 900Ω +2.16μF
- └ Rs 220 ohms, Rp 820 ohms, Cp 115nF
- └ Rs 270 ohms, Rp 750 ohms, Cp 150nF
- └ Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- └ Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- └ Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- └ Rs 370 ohms, Rp 620 ohms, Cp 310nF
- └ Rs 800 ohms, Rp 100 ohms, Cp 50nF

#### ■ Signaling Methods:

- └ Loop Start
- └ DPT
- └ Ground Start

### Craft

- DB-9

### Memory

- **RAM:** 512 MB RAM
- **Flash:** 128 MB Flash

### VoIP

- SIP
- MGCP (FXS Interfaces Only)

### Packet-based Voice Resources

- **CODECs**
  - └ G.711-64k PCM
  - └ G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

# Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

## Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

## NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

## Tone Services

- Local DTMF Detection
- Local Tone Generation:
  - └ Dialtone
  - └ Busy
  - └ Call Waiting
  - └ Alternate Call Waiting
  - └ Receiver Off Hook
- Ringing:
  - └ Distinctive Ring

## Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
  - └ Name and Number (MDMF, SDMF)
  - └ Call Waiting Caller ID
- Voice Mail:
  - └ Stutter dialtone
  - └ Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
  - └ Busy Line
  - └ No Answer
- Call Transfer:
  - └ Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

## Security

### Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

## NAT

- Basic NAT (1:1) and NAT (Many:1)

## QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

## VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

## VPN

- IPSec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

## Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRP

## Routed Protocols

- IP

## DHCP

- Client
- Server
- Relay

## Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

## Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

## Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

## Product Specifications

### Physical and Power

#### Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

#### Dimensions

- **Total Access 908e:**  
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**  
1.75 in. x 17 in. x 10 in. (H x W x D)

#### Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

#### Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
  - └ Voice
  - └ Gig 1
  - └ T1 1 - 4
  - └ Status
  - └ USB
  - └ Ethernet 1 - 2

### Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

### Battery Backup Options

- Rackmount or Wallmount

### Warranty

- Five Years (North America)

## Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
<b>Battery Backup Systems</b>	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
<b>Software Upgrade Options</b>	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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ADTRAN  
Certified  
Supplier



TL9000

# NetVanta 1531

## Layer 3 Lite Gigabit Ethernet Switch



### Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

### Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

### Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

### VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

### Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

### Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

### iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

### Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.







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# NetVanta 1531

## Layer 3 Lite Gigabit Ethernet Switch

### Product Specifications

#### Physical Interface

##### Ethernet Ports

- 10–10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

##### Console Port

- DB-9, RS-232

#### Switching Performance

- Non-blocking Layer 2/3 Switching

#### Maximum Forwarding Bandwidth

- 24 Gbps

#### Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

#### Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

#### Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

#### Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

#### Port Statistics

- Number of TX/RX Frames, Collisions, Errors

#### Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

#### VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

#### Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command<sup>®</sup> support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

#### Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

#### Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

#### Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

#### Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

#### Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

### Ordering Information

Equipment	Part No.
<b>NetVanta 1531</b>	<b>1700570F1</b>
<b>NetVanta 1000BaseSX SFP Transceiver</b>	<b>1200480E1</b>
<b>NetVanta 1000BaseLX SFP Transceiver</b>	<b>1200481E1</b>
<b>NetVanta 1 Meter SFP Interconnect Cable</b>	<b>1200484G1</b>
<b>NetVanta 3 Meter SFP Interconnect Cable</b>	<b>1200484G3</b>
<b>Dual Mounting Tray</b>	<b>1700508F1</b>
<b>Wall Mount Brackets</b>	<b>1200884G1</b>
<b>19 in. Rack Mount Brackets</b>	<b>1700511F1</b>

# Smart-UPS 120 V

Advanced line interactive power protection  
for servers and network equipment



## The world's most popular network and server UPS

The award-winning Smart-UPS® unit from APC® by Schneider Electric® is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable

**APC™**  
by Schneider Electric



## Smart-UPS Tower and Rack-mount 750 – 3,000 VA

Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices



[ SMT750 ]



[ SMT1500RM1U ]



[ SMT1500RM2U ]



[ SMT1500RM2U ]



[ SMT750 ]

### Standard Features

#### High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs

#### Emergency Power Off (EPO):

Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above)

#### Alphanumeric LCD Display:

Intuitive interface provides detailed and accurate information with ability to configure locally

#### Battery Disconnect:

Convenient way to disconnect battery for transport

#### Network-grade Power:

Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

#### Communication Ports:

Serial, USB, and SmartSlot™ for accessory cards

#### Advanced Battery Management:

Temperature-compensated charging extends life and advanced algorithms recommend replacement date

# Smart-UPS Extended Run 750 – 3,000 VA

Convertible extended run models ideal for critical servers and voice/data switches



[ SMX3000LV ]



[ SMX1500RM2U ]



[ SMX1500RM2UNC ]



[ SMX3000RMLV2U ]

## Additional Features

### Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

### High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

### Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

### Models Available with Pre-installed Network Cards:

Models with "NC" suffix have pre-installed AP9631 network cards with environmental monitoring

### Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

### Switched Outlet Groups:

Reboot hung devices, shed non-critical loads to conserve runtime, and sequence start-up/turn off

## Smart-UPS Display

Intuitive, easy-to-use LCD interface

### Standard Features

#### LCD Display Screen

Clear, consistent, and detailed information in your choice of basic or advanced menus

#### Power Status:

- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output voltage and frequency
- Battery capacity and runtime
- Energy meter and more

#### Control:

UPS and outlet group settings

#### Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

#### Test and Diagnostics:

Initiate battery and runtime calibration tests

#### Logs:

See explanation of last 10 transfers and faults

#### About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

#### About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

#### Quick Status Indicators

Online, on battery, fault, and replace battery LEDs for quick status identification

#### Escape:

Exits to the previous menu or screen

#### Return:

Used to enter or confirm settings

#### Navigation Arrows:

Allow for quick adjustment of settings



## Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.



### Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

### Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

### Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

### Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

## Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V				
Output frequency	57 – 63 Hz				
Waveform type	Sine wave				
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R	
Switched outlet groups	-	1			
Input					
Nominal input voltage	120 V				
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)				
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)				
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Replacement battery	RBC48	RBC6	RBC7	RBC55	
Runtime estimates					
200 W	:22	:45	1:24	2:17	2:29
500 W	:05	:10	:23	:51	:55
700 W		:06	:12	:34	:37
1,000 W			:07	:21	:23
1,400 W				:13	:14
1,600 W				:10	:12
Full load	:05	:06	:07	:07	:06
Communication and management					
Interface ports	Serial (RJ45), USB, and SmartSlot				
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays				
Emergency power off (EPO)	Optional			Yes	
Surge protection and filtering					
Surge energy rating	459 J	480 J			
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449				
Physical					
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5
Net weight (pounds)	29	42	53	112	116
Conformance					
Regulatory	UL 1778, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP				



## Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J		540 J	459 J	480 J	
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

## Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 - 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116		APCRBC115	APCRBC117		
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to <a href="http://www.apc.com">www.apc.com</a> for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

## Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 - 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 - 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to <a href="http://www.apc.com">www.apc.com</a> for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		





# Exhibit B

Report Samples



## The ENFORCER® Reports

### Admin Setup Only Report

02/02/2011 19:59 - Page 1



Admin Setup Only Numbers  
Site: Newport DOC  
Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59

Inmate Id	Inmate Name	Facility	Number	Call Start Time
	ALLARD, JOHN		16038328467	01/31/11 20:42
	ALLARD, JOHN		16037381462	01/31/11 21:23
	AMBROSE, GREGORY		16037757194	01/29/11 16:16
	AMELL, JOSHUA		16039881260	01/31/11 15:05
	ARCHULETA, CROSDEN		16033186124	01/28/11 14:37
	BEACH, JAMES		16033934872	01/30/11 18:39
	BENOIT, CHRISTOPHER		16033482558	02/01/11 18:23
	BERWICK, DANIEL		16033483211	02/01/11 13:24
	CASANOVA, JUAN		17872563506	01/28/11 17:51
	COLE, SEAN		16035228470	01/28/11 10:13
	COSTA, MICHAEL		16038417194	02/01/11 08:48
	CULLEN, ALLAN		17819019406	01/30/11 08:42
	DANFORTH, MATTHEW		16039698862	01/28/11 18:42
	DANFORTH, MATTHEW		16032053495	01/31/11 15:32
	DANFORTH, MATTHEW		16037171878	02/01/11 17:34
	DEJESUS, MIGUEL		19783198359	01/28/11 14:20
	DEJESUS, MIGUEL		19783050404	02/01/11 09:44
	DUNCAN, RICHARD		18023452091	01/29/11 21:28
	DUVAL, RYAN		16038335384	02/02/11 11:37
	FERNANDES, ROBERT		16173863370	01/31/11 10:57
	FRENCH JR., ROY		16032383067	01/28/11 13:32
	GARCIA, MATTHEW		16037182039	01/29/11 19:18

## Attorney Registration Status Report

02/03/2011 08:27 - Page 1



Attorney Registration Report  
Site: Newport DOC  
Start time = 11/29/2010 08:27 End time = 02/03/2011 08:27

Description	Num	Total	PCT
Approved	29	235	12
Pending Approval	34	235	14
Rejected	172	235	73
<b>Total</b>			<b>99</b>

# ICSolutions® Report Samples

## Attorney Registration Rejects Report

02/03/2011 08:58 - Page 1



### Attorney Registration Rejects Site: Newport DOC

Start\_Time = 11/29/2010 00:00 End\_Time = 02/03/2011 23:59

Inmate ID	Name	Site	Number	Req Date	User
	LEE, DANIEL	NVESP01	17027718592	2010-11-29	ghill
	LOPEZ, ISAIAS	NVSDC01	17024201551	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17028795038	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17024555697	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17024554099	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17026713478	2010-11-30	ghill
	HUNTLEY, JOHNATHAN	NVLC001	17752198342	2010-11-30	ghill
	WALTERS, BREJONIQUE	NVFMW01	17026460625	2010-11-30	ghill
	DEGAETANO, GABRIELLE	NVFMW01	17023490407	2010-11-30	ghill
	PATTERSON, JAVOHN	NVHDP01	17022925294	2010-12-01	dshell
	NEWLON, BONITA	NVFMW01	17758277200	2010-12-01	ghill
	TORRES, JOSE	NVHDP01	17753040314	2010-12-01	ghill
	DELEON, CYNTHIA	NVFMW01	18006971234	2010-12-02	ghill
	DELEON, CYNTHIA	NVFMW01	17752478868	2010-12-02	dshell
	GONZALEZ, RAUL	NVHDP01	18885060466	2010-12-02	ghill
	LOPEZ, RICARDO	NVESP01	17028799126	2010-12-03	ghill
	AGUILAR, JACOB	NVHDP01	15596842850	2010-12-04	ghill

## Call Detail Report

02/02/2011 16:01 - Page 1



### Call Detail Report Site: Newport DOC 1296680502

Report Parameters	
Phone Number	ALL
Inmate ID	ALL
Choose Call Connected	Connected Only
Choose Completion Code	All
Choose Tariff Type	All
Choose 3Way Events	No Filter
Choose Call Type	All
Choose Alerts	No Filter
Start Time	01/17/2011 00:00
End Time	02/02/2011 23:59

02/02/2011 16:01 - Page 2



### Call Detail Report Site: Newport DOC 1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

# ICSolutions® Report Samples

## Call Record Statistics Report

02/02/2011 20:04 - Page 1

INMATE CALLING		Call Record Statistics	
ICSolutions		Site: Newport DOC	
		Start Time = 01/31/2011 00:00 End Time = 02/02/2011 23:59	
Site Name	Call Type	Completion Code	Call Count
Newport DOC	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

## Debit Balance Report

02/02/2011 20:24 - Page 1

INMATE CALLING

Debit Balance

ICSolutions

Site: Newport DOC

Choose\_Status = All Inmates Choose\_Balances = All Choose\_Account\_Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simmonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

# ICSolutions® Report Samples

## Debit Statement Report

02/02/2011 20:32 - Page 1

**INMATE CALLING**  
**ICSolutions**

Debit Statement  
Site: Newport DOC  
Start Time = 12/27/2010 00:00 End Time = 02/02/2011 23:59 Inmate ID = 1-603-369-4068 Called Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call	Center	2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit		2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call	Center	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit	agent: credit_card	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:02:48	00:02:48	\$20.35		\$1.50	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

## Debit Activity Report

02/03/2011 09:23 - Page 1

**INMATE CALLING**  
**ICSolutions**

Debit Activity  
Site: Newport DOC  
Inmate ID = ALL First Name = ALL Middle Name = ALL Last Name = ALL Start Time = 01/25/2011 00:00 End Time = 02/03/2011 23:59

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-290-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
	<b>Subtotal</b>						12.10	21
	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
	<b>Subtotal</b>						0.00	1
	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
	<b>Subtotal</b>						19.95	26
	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
	<b>Subtotal</b>						9.45	23
	PIRKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-478-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
	<b>Subtotal</b>						22.95	23
	WATSON	TAHRON	A	968757	1-564-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
	<b>Subtotal</b>						17.55	27

# ICSolutions® Report Samples

## Debit Transaction Report

02/03/2011 09:30 - Page 1

INMATE CALLING ICSolutions		Debit Transaction Report Site: Newport DOC Start Time = 02/02/2011 00:00 End Time = 02/03/2011 23:59 Inmate_ID = ALL				
Inmate	Name	Date/Time	Amount	Trans. Type	User	Description
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811, online(TERM=72.70.240.143): credit_card
	LAROMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805, agent: credit_card
	AMUROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837, online(TERM=72.70.125.87): credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570, online(TERM=72.70.125.87): credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535, online(TERM=75.69.212.58): credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085, online(TERM=98.229.239.119): credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939, online(TERM=75.68.120.115): credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857, agent: credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719, agent: credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070, online(TERM=96.61.88.138): credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646, online(TERM=69.147.174.2): credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713, online(TERM=71.232.225.124): credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942, agent: credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524, online(TERM=71.181.30.162): credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842, online(TERM=24.91.79.127): credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827, agent: credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3383450, online(TERM=75.194.12.156): credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858, agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103, online(TERM=75.194.98.98): credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322, online(TERM=98.217.214.172): credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003, agent: credit_card
	BLISS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782, agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571, online(TERM=75.68.3.72): credit_card

## Frequently Used PANs Summary Report

02/02/2011 20:10 - Page 1

INMATE CALLING ICSolutions		Frequently Used Pans Summary Site: Newport DOC Min_PAN_Count = ALL	
Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4



# ICSolutions® Report Samples

## Frequently Used PANs Detail Report

02/02/2011 20:16 - Page 1

INMATE CALLING ICSolutions		Frequently Used Pans Site: Newport DOC Min PAN Count = 10		
Phone Num	Called Party	Inmate	Name	Site
207-651-5965			WATSON, TAHIRON BILODEAU, BRIAN VALLEY, TED KYER, JOSEPH BROWN, RAYMOND GILPATRICK, KELLY WATSON, ANDRIE MOCCIA, ANTHONY VENEY, BRUCE PEREZ, MIGUEL SMITH, TORREY SILVENT, JOHN BREHM, ROBERT RICHARDSON, ANTHONY SESTER, SEAN SMITH, DENNIS RENAUD, KEITH JONES, TREVIS CONVERSE, TIMOTHY RABIDOU, KEVIN MONTALBAN, JUAN BASSETT, GREGORY DANSEREAU, MICHAEL MILLER, DONALD	
207-775-4321				

## Frequently Called Numbers Report

02/02/2011 16:21 - Page 1

INMATE CALLING ICSolutions		Frequently Called Numbers Report Site: Newport DOC Start Time = 01/02/2011 00:00 End Time = 02/02/2011 23:59 Choose Threshold Basis = Calls Threshold = ALL		
Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

# ICSolutions® Report Samples

## Global Number Report

02/03/2011 09:55 - Page 1

Global Number  
Site: Newport DOC

Choose\_Privileged = All Choose\_Free\_Call = All Choose\_Passive\_Accept = All Choose\_Ignore\_Silence = All Choose\_Ignore\_DTMF = All Choose\_Any\_Alert = All  
Choose\_Search\_Type = Phone Number Search\_Text = ALL Choose\_Block = All Choose\_DNR = All  
Choose\_Email\_Alert = All Choose\_Pager\_Alert = All Choose\_Monitor\_Alert = All

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Pass	Alert	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	houston
0117-701-280-8888						All			60				10-08-11 05:23	icoleman
02-272-4604		GOULD, ELLIEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPHY, LORETTA				All			60				09-06-04 11:25	enf
03		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03115-228-991-0802		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-286-7602		NASH, SUE				All			60				09-06-04 11:25	enf
03-305-4152		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-320-2302		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMIE				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3039		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSIE, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BL OGGITT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DEHISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAEL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOUJADIS, MARTHA				All			60				09-06-04 11:25	enf

## Global Number History Report

02/02/2011 16:33 - Page 1

Number History Report  
Site: Newport DOC

Phone\_Number = ALL Start\_Time = 01/17/2011 00:00 End\_Time = 02/02/2011 23:59

Phone Number	Spd	Name	Blk	DNR	Prv	Call Types	Pass	Alert	Max Dur	Ign Dtmf	Ign Sil	Green Off	Act.	TmStamp Updt	User Updt
1-530-669-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dfl	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110122 09:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	UPD	110124 10:13	mgloves
1-603-540-9095			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dfl	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dfl	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dfl	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dfl	NO	NO	NO	INS	110120 21:41	cp

# ICSolutions® Report Samples

## Inmate Alerts Report

02/02/2011 16:39 - Page 1

INMATE CALLING ICSolutions		Inmate Alerts Site: Newport DOC						
Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R	YES			
		SENER	JASON	C	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.nm
						603-225-5240 not allowed to call atm		
		SCHILLINGER	GREG	CARL	YES	mi-ke-she-chan		
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

## Inmate PANs Report

02/02/2011 16:44 - Page 1

INMATE CALLING ICSolutions		Inmate Calling List Site: Newport DOC Inmate_ID = ALL, Choose Status = Active Inmates First_Name = ALL, Middle_Name = ALL, Last_Name = ALL, CP_Name = ALL, CP_Phone = ALL, Choose Block = All					
Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Block	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

# ICSolutions® Report Samples

## Inmate Status Report

02/02/2011 16:51 - Page 1

**INMATE CALLING**  
**ICSolutions ID**

Inmate Status Listing  
Site: Newport DOC  
Inmate\_ID = ALL, First\_Name = ALL, Middle\_Name = ALL, Last\_Name = ALL, Choose\_Status = All Inmates Choose\_Inmate\_Sort = Inmate

Inmate ID	Passcode	Name	Site	Location	Status	No. PAXs	Notes
	6971	INTERNAL, DO NOT DELETE			Allow	0	
	3115	BARRETT, JAMES			Inactive	1	
	3866	WENDELL, MARK		R and D 1 WEST 07	Inactive	2	
	4008	NEWTON, JASON		07B	Inactive	1	
	2849	RANDALL, WILLIAM			Inactive	1	
	9995	PARENT, MICHAEL			Inactive	10	
	5883	GRAY, RICHARD			Inactive	4	
	1757	ISHIDA, DAVID			Inactive	2	
	2287	HODGES, JOYCE			Inactive	2	
	1166	MARTINA, ANTHONY			Inactive	4	
	6152	SIMONDS, STEVEN			Inactive	4	
	5156	PINARD, GEORGE			Inactive	2	
	9787	MAYOTTE, DARRYL			Inactive	6	
	2674	GOTO, KOJI			Inactive	7	
	9784	SAUVE, MICHAEL			Inactive	1	
	4422	MORSE, JASON			Inactive	3	
	6553	EVERY, RANDALL			Inactive	9	
	1088	KABOGO, VICTOR			Inactive	5	
	2182	HAMEL, ROBERT			Inactive	4	
	6586	CALL, DOMINIE			Inactive	3	
	8738	WASHINGTON, JASON			Inactive	4	
	3282	STEINHACH, NATHAN			Inactive	5	
	8724	WARRINER, PAUL			Inactive	4	
	5461	DANIELS, MICHAEL			Inactive	6	
	9910	PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

## Number Alerts Report

02/02/2011 17:05 - Page 1

**INMATE CALLING**  
**ICSolutions**

Phone Number Alerts  
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	HILARY	YES	60-3-3-26-3058		
All Sites	1-603-393-2651	PLOURDE	YES			
All Sites	1-603-524-0809	O'CONNELL, MEGAN	YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-724-9815		YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnsplit@nndoc.state.nh.us
All Sites	1-603-998-3913		YES			

# ICSolutions® Report Samples

## PIN Fraud Report

02/03/2011 09:46 - Page 1

**INMATE CALLING**  
**ICSolutions**

**Pin Fraud**  
Site: Newport DOC  
Start Time = 11/29/2010 00:00 End Time = 02/03/2011 23:59

Site	CSN	Ph ID	PII Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	RTD INTAKE	SCNTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLUS		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-B-3	CIPRIANO, ARON		4200	80884220	80884	220

## Prepaid Summary Report

**Prepaid Summary**  
A bill-like summary of a prepaid account

Prepaid Summary

Phone Number  Numbers Only

Start Date

End Date

Output

**ICSolutions** Inmate PAN List  
Advanced Technology ICS Confidential

[First Name] [Last Name]  
[Address]  
[City], [State] [Zip]  
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

# ICSolutions® Report Samples

## Recording Access Report

02/02/2011 16:58 - Page 1



Recording Access  
Site: Newport DOC  
Pick\_User = All Start\_Time = 12/09/2010 00:00 End\_Time = 02/02/2011 23:59 Inmate\_ID = ALL Phone\_Number = ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphibin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHIESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

# ICSolutions® Report Samples

## Revenue Report

Month	MTD	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
201102	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201101	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201012	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201011	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201010	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201009	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>

03/01/2018 05:44 - Page 1



Revenue by Account Type  
Facility: ICS Enforcer Demo  
Site : ICS Enforcer Demo; Start : 2018-02-01; End : 2018-03-01 00:00:00

Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
<b>Subtotal</b>		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
	International	19	7034	127	85.09	0.00	22.95	108.04	
<b>Subtotal</b>		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
<b>Grand Total</b>		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0




# ICSolutions® Report Samples

## Revenue Summary Report

INMATE CALLING ICSolutions		Revenue Summary Site: Newport DOC Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59				02/02/2011 18:09 - Page 1				
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

## Station Activity Report

02/02/2011 17:38 - Page 1



**Station Activity**  
 Site: Newport DOC  
 Start Time = 01/17/2011 00:00 End Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30
	6304	B-TIER-4	1979	575	532	5330	895.40
	6305	B-TIER-5	156	0	0	0	0.00
	6306	B-TIER-6	2229	649	600	6273	1049.70
	6307	C-TIER-4	535	177	166	1439	250.20
	6308	C-TIER-5	494	138	129	1711	282.55
	6309	C-TIER-6	994	350	318	3832	625.15
	6310	D-TIER-3	1411	412	371	3368	575.75
	6311	D-TIER-2	1827	478	429	4188	716.60
	6312	D-TIER-1	918	243	233	2763	457.51
	6313	E-TIER-3	164	14	12	112	18.85

# ICSolutions® Report Samples

## Station Group Report

02/03/2011 10:12 - Page 1



Inmate Station Group Privileges  
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 5 East
LCC, Lovel		PATTERSON	JACK	A	LCC 5 West
LCC, Lovel		PATTERSON	JACK	A	LCC 6 East
LCC, Lovel		PATTERSON	JACK	A	LCC 6 West
LCC, Lovel		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A West
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B West

## Inmate Suspensions Report

02/02/2011 16:23 - Page 1



Inmate Suspensions  
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D.	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHILDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MADER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFFORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	PER HEARINGS OFFICER PAUL FORTIER
		LUNDESVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDESVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	Temp. suspend per NHSP-M investigations

# ICSolutions® Report Samples

## Trunk Usage Report

02/02/2011 17:59 - Page 1

INMATE CALLING		Trunk Usage		
ICSolutions		Site: Newport DOC		
		Start_Time = 01/26/2011 00:00 End_Time = 02/02/2011 23:59		
Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	599	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

## Volume Users Report

02/02/2011 18:05 - Page 1

INMATE CALLING		High Volume Users				
ICSolutions		Site: Newport DOC				
		Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =				
Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEL	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58

## The Visitor™ Reports Inmate Visitation Schedule

(test) Inmate Visitation Schedule  
Facility: Boone County Jail, IN  
site = Boone County Jail, IN, visit type = All, inmate housing = All, inmate station = All, inmate id = ALL, inmate  
first name = ALL, inmate last name = ALL, start time = 10/04/2016 00:00:00, end time = 10/04/2016 23:59:59

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SITE	VISIT START	VISIT ID	VISIT TYPE	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	000000012844	Maxwell, Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	140031511	Deputy, Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	201200026770	Neese, Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	201200026691	Paul, Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	201200027034	Mathus, Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	140030448	Farris, James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	140031347	Cottongim, Mackenzie	F11	F
Boone Cnty	10/04 15:30	19000	Video	201200026514	Mossburg, James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	201200026754	Ford, Nathan D	D01	D
Boone Cnty	10/04 16:00	19120	Video	000000007227	McKinney, Dale A	A08	A
Boone Cnty	10/04 16:00	19286	Video	201200027034	Mathus, Michael D	E03	E
Boone Cnty	10/04 16:30	19288	Video	140031283	Musser, Ryan M	F15	F

## Visitation Schedule

(test) Visitation Schedule  
Facility: Boone County Jail, IN  
site = Boone County Jail, IN, visit type = All, visitor location = All, inmate housing = All, inmate  
station = All, visitor first name = ALL, visitor last name = ALL, inmate id = ALL, inmate first name = ALL,  
inmate last name = ALL, start time = 10/04/2016 00:00:00, end time = 10/04/2016 23:59:59

10/04/2016 09:44 - Page 1

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	VISITOR LOCATION	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	LINDLEY, RHONDA - 10/23/1959	Boone Cnty	000000012844	Maxwell, Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	DEPUTY, CHRISTINE - 09/16/1993	Boone Cnty	140031511	Deputy, Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	NEESE, MARIA - 04/04/1963	Boone Cnty	201200026770	Neese, Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	PAUL, VIRGINIA - 02/19/1933	Boone Cnty	201200026691	Paul, Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	LANE, PATRICIA - 06/15/1981	Offsite	201200027034	Mathus, Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	DALEY, ANNA - 05/21/1983	Boone Cnty	140030448	Farris, James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	THARP, JUSTIN - 05/17/1997	Boone Cnty	140031347	Cottongim, Mackenzie	F11	F
				Mills, Mynah - 04/14/1996					
Boone Cnty	10/04 15:30	19000	Video	COPELAND, AUTUMN - 04/10/1991	Boone Cnty	201200026514	Mossburg, James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	REYNOLDS, TIFFANY - 06/01/1993	Boone Cnty	201200026754	Ford, Nathan D	D01	D

# ICSolutions® Report Samples

## Visitor Accounts

10/04/2016 09:47 - Page 1

(test) VISITOR ACCOUNTS  
Facility: Boone County Sheriffs Office

visitor lastname = ALL, visitor firstname = ALL, visitor username = ALL, visitor phone = ALL,  
visitor email = ALL, visitor class = All, visitor status = All, visitor suspended = All

VISITOR NAME/DOB	VISITOR USERNAME	VISITOR PHONE	VISITOR EMAIL	VISITOR CLASS	VISITOR STATUS	VISITOR SUSPENSION
ABBETT,ANTHONY 07/15/1964	ANTHONYABBETT	317-306-9384	anthony_abbett@yahoo.com	Default	Approved	No
ABSTON,DONALD 09/23/1994	DIHEDUCK94	765-894-2427	abstonduck72@gmail.com	Default	Approved	No
ACEVEDO,MELISSA 12/29/1982	LOVEHINNA10@AOL.COM	407-970-9877	lovehinna10@aol.com	Default	Approved	No
ADAMS,QUEST 10/16/1989	QADAMS17	317-654-2679	questadams@icloud.com	Default	Approved	No
AKAU-AKAMU,AMBER 03/13/1994	AMBER96792	317-667-4772	skch808@gmail.com	Default	Approved	No
AKIN,JEREMY 04/01/1993	JEREMY4193	765-894-7939	jeremyakin555@gmail.com	Default	Approved	Lifetime
AKIN,JEREMY 04/01/1993	JEREMYAKIN5555@GMAIL.COM	765-894-7939	jeremyakin0612@gmail.com	Default	Approved	No
ALDRIDGE,TAWNYA 05/10/1984	TAWNYA ALDRIDGE	765-336-4643	tawnyamarie1892@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPER3111	561-215-9936	thomasarpetalexander@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPER1113	561-215-9936	harper3111@hotmail.com	Default	Approved	Lifetime
ALLEN,JESSICA 08/19/1988	JLALLEN0327@GMAIL.COM	765-894-0223	jllallen0327@gmail.com	Default	Approved	No

## Visitor Relationships

10/04/2016 09:50 - Page 1

(test) VISITOR RELATIONSHIPS  
Facility: Boone County Sheriffs Office

visitor lastname = ALL, visitor firstname = ALL, visitor phone = ALL, visitor suspended = All

VISITOR ID	VISITOR NAME/DOB	VISITOR PHONE	INMATE ID	INMATE NAME	RELATIONSHIP	RELATIONSHIP STATUS	VISITOR SUSPENSION
11464	ABBETT,ANTHONY 07/15/1964	317-306-9384	200900024045	Veach,Sean D	Father-In-Law	Approved	No
11551	ABSTON,DONALD 09/23/1994	765-894-2427	201100025547	Altuc,Shannon D	Friend	Approved	No
11189	ADAMS,QUEST 10/16/1989	317-654-2679	140029347	Tate,Johnathan	Friend	Approved	No
11343	AKAU-AKAMU,AMBER 03/13/1994	317-667-4772	140031149	Cullen,Leo P	Fiance	Approved	No
11359	AKIN,JEREMY 04/01/1993	765-894-7939	140029866	Rumion,Adria	Friend	Approved	Lifetime
			140030032	Trent,Aaron M	Friend	Approved	
			200900023890	Shue,Mitchell A	Friend	Approved	
			200900024045	Veach,Sean D	Cousin	Approved	
			201000025079	Bailey,Rachel B	Friend	Approved	
			201100025547	Altuc,Shannon D	Friend	Approved	
11741	AKIN,JEREMY 04/01/1993	765-894-7939	201200026481	Conner,Brandon R	Friend	Approved	No
11470	ALDRIDGE,TAWNYA 05/10/1984	765-336-4643	000000013609	Bishop,Joshua L	Wife	Approved	No
			140029628	Martinez,John L	Friend	Approved	
			201200026553	Hale,Desmond R	Friend	Approved	
11680	ALEXANDER,THOMAS 08/29/1969	561-215-9936	201200026365	Cordes,Audrey R	Girlfriend	Approved	Lifetime

# ICSolutions® Report Samples

## Visitation Incompletions and Cancellations


10/04/2016 09:49 - Page 1

(test) VISITATION INCOMPLETIONS AND CANCELLATIONS  
Facility: Boone County Jail, IN  
site = Boone County Jail, IN; visit id = ALL; visit type = All; visitor firstname = ALL; visitor lastname = ALL; inmate  
firstname = ALL; inmate lastname = ALL; cancel reason = All; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT		VISITORS NAME/DOB	INMATE ID	INMATE NAME	REASON	NOTE
			TYPE						
Boone Cnty	10/04 18:30	19302	Video		RIGDON,DONAVAN - 01/13/1997	201200026553	Hale,Desmond R	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 19:00	19295	Video		FREDERICK,DAWNETTA - 01/26/1981	201100025845	Malone,Christopher	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 20:00	19284	Video		BIRGE,ASHLEY - 12/26/1984	200900023674	Herry,Steven C	canceled by facility	The inmate has gone inactive

## Visitation Records

03/16/2020 14:53 - Page 1



**INMATE CALLING**  
**ICSolutions**

**VISITATION RECORDS**  
**Facility: ICS Enforcer Demo**

site = All; start time = 11/01/2018 00:00:00; end time = 12/31/2018 23:59:59; csn = ALL; visitor lastname = ALL; visitor firstname = ALL; visitor station = ALL; inmate id = ALL; inmate lastname = ALL; inmate firstname = ALL; inmate housing = ALL; visitation records sort = Default

SITE	VISIT START	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE ID	INMATE NAME	INMATE HOUSING	DURATION
ICSDemo01	11/01 10:30	3462636	MARTINEZ,NICOLE 06/14/1982	V04	95188	Prada -Estrada,Genaro G	B Block	00:25:02
ICSDemo01	11/01 13:00	3463314	ANDERSON,MATTHEW 01/14/1976	V04	31913	Burdeslaw,Elizabeth B	D Block	00:25:02
ICSDemo01	11/01 13:00	3463320	GIBSON,TARA 04/30/1991	V05	86077	Asherbrater,Leslie C	G Block	00:25:02
ICSDemo01	11/01 13:01	3463322	SWAFFORD,RENEE 12/15/2000	V01	77517	Berryhill,Shawn D	E Block	00:23:12

## Revenue Visitation Records

03/16/2020 15:10 - Page 1

REVENUE VISITATION RECORDS  
Facility: ICS Enforcer Demo  
site = All; start time = 01/01/2019 00:00:00; end time = 11/30/2019 23:59:59; csn = ALL; visitor  
lastname = ALL; visitor firstname = ALL; visitor station = ALL; inmate id = ALL; inmate  
firstname = ALL; inmate lastname = ALL; inmate housing = ALL; revenue visitation records sort = Default

SITE	TRANSACTION DATE	VISIT ID	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE	INMATE HOUSING	DURATION	FINAL COST
ICSDemo01	11/01 01:29	78702	3745484	TRIVETTE,ANGELA 06/29/1981	V02	Waldrop,Wade A(12718)	B Block	00:25:02	0.00
ICSDemo01	11/01 11:05	78712	3746388	JONES,MOYACCA 08/21/1974	OffSite	Hurt,Brandon R(89422)	B Block	00:18:43	6.50
ICSDemo01	11/01 11:21	78714	3746548	WELDON,SAMANTHA 06/09/1971	V02	Weldon,Samantha H(94935)	D Block	00:25:02	6.50
ICSDemo01	11/01 13:06	78726	3746878	CURINGTON,CRYSTAL 01/06/1985	V02	Hanby,Cory W(560)	G Block	00:25:02	0.00

# ICSolutions® Report Samples

## Visitation Transactions



### VISITATION TRANSACTIONS

03/16/2020 15:12 - Page 1

Facility: ICS Enforcer Demo

phone number = ALL; visitor lastname = ALL; visitor firstname = ALL; balances = All; start time = 03/01/2019 00:00:00; end time = 02/29/2020 23:59:59; visitation transactions sort = Default

PHONE NUMBER	LASTNAME	FIRSTNAME	TRANSACTION DAY/TIME	AMOUNT	DESCRIPTION
1-256-708-7439	THURSBY	KAYLA	03/28 15:01	0.00	Visit ID#81946: 2019-04-02 15:30 - 15:55
1-256-347-7758	JAMES	MEGAN	04/04 08:10	0.00	Visit ID#81948: 2019-04-04 09:00 - 09:25
<b>Grand Total</b>		<b>2</b>		<b>0.00</b>	



## THE BRIDGE 8.0 Reports

### Resident Messages

#### All Resident Messages

For 1111: Adam Wilson

Date	Sender	Recipient
Start of Email Chain		
01/11/2019 11:49AM	Terry Wilshire	1111: Adam Wilson
Document Attached		
Start of Email Chain		
02/28/2019 2:47PM	Terry Wilshire	1111: Adam Wilson
test		
stay out of trouble		
Start of Email Chain		
05/17/2019 11:25AM	1111: Adam Wilson	J Mac
Video Visitation Invite		
Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.]		
Start of Email Chain		
08/14/2019 9:47AM	1111: Adam Wilson	DerekT EscueTest
Video Visitation Invite		
Jail ATM: Buster Doe would like to video visit with you. Tap this link to start a call: [Link removed to protect your account. Please view the SMS message sent to you.]		
Start of Email Chain		
01/21/2020 1:45PM	1111: Adam Wilson	Terry Wilshire
test		
yuhgkj		
Start of Email Chain		
06/22/2020 8:51AM	techfriends techfriends	1111: Adam Wilson
test		
test		
Start of Email Chain		
07/02/2020 3:05PM	1111: Adam Wilson	twilshire1@comcast.net
Secure Messaging from Tech Friends		
Here is a test message from me.		
Start of Email Chain		
08/10/2020 12:28PM	System System	1111: Adam Wilson
1 Hour Gold Pass Has Been Purchased For You		
Great News!		
techfriends techfriends has purchased 1 Hour Gold Pass for you. If you already had an active 1		

Printed: 1/23/2024  
11:47:30 AM Eastern  
By: Terry Wilshire

Confidential Property of Terry County Jail

Page 1 of 20

## Grievance History

<b>Type:</b> General Grievance Coweta	<b>Status:</b> Closed	<a href="#">Create</a>
DESCRIPTION	STATUS	CREATED
This issue is NOT GREIVABLE, please see your inmate handbook for reference.	Closed	2:30 PM
The Officer Saved your Life! This is not a Grievance, your submission is not sustained.	Closed	03/16/2023
this is our response	Closed	01/05/2023
Your grievance is being investigated	Closed	12/08/2022
not greivable	Closed	12/22/2021

## Approved Contacts

Resident Details

Wilson, Adam J : 1111

Active

[Home](#)
[Account](#)
[Activity](#)
[Financial](#)
[Information](#)
[Restrictions](#)
[Contacts](#)
[Connections](#)
[Schedule](#)
[Queue](#)
[Media](#)
[Reports](#)

Filter:

Pending + Approved

Search:

Contact Name (Last)

NAME	STATUS	PUBLIC USER	FACILITY	COMMENTS
tracy	Approved	Approved	Approved	2/1/23
manj	Approved	Approved	Approved	
jenge	Public Defender	Approved	Approved	

# ICSolutions® Report Samples

## Hardware in Use

Hardware Any Any

hardware Shutters Reports

Filter: Active Resident View: List Type: All Resident Kiosks

TYPE	TYPE NAME	NAME	ID	LOCATION
	Pod Kiosk	CH0221028-07	N/A	DeNotuse DeNotuse DeNotuse DeNotuse
	Pod Kiosk	CH0221028-07	Unlocked	DeNotuse DeNotuse DeNotuse DeNotuse
	Tablet Station	CH0221028-07	Unlocked	DeNotuse DeNotuse DeNotuse DeNotuse
	Tablet Station	CH0221028-07	Unlocked	DeNotuse DeNotuse DeNotuse DeNotuse
	Pod Kiosk	CH0240181-04	N/A	DeNotuse DeNotuse DeNotuse DeNotuse
	Tablet Station	DeNotuse DeNotuse DeNotuse DeNotuse	Unlocked	DeNotuse DeNotuse DeNotuse DeNotuse
	Tablet Kiosk	DeNotuse DeNotuse DeNotuse DeNotuse	Unlocked	DeNotuse DeNotuse DeNotuse DeNotuse
	Tablet Kiosk	DeNotuse DeNotuse DeNotuse DeNotuse	Unlocked	DeNotuse DeNotuse DeNotuse DeNotuse

## Tablet Usage

KY County Jail 3/27/2024 3/27/2024 Load

<b>Messages Approved:</b>	<b>178</b>	<b>Approved Inmates</b>	<b>560</b>	<b>Top Residents</b>	
Incoming:	84	Requests Sent:	0	<b>Name</b>	<b>ID</b>
Outgoing:	94	Requests Acted On:	0	<b>Messages</b>	
<b>Messages Rejected:</b>	<b>0</b>			BRUCE EALEY	953802
Incoming:	0			BRUCE EALEY	43481
Outgoing:	0			HAN	931896
				BRUCE EALEY	957253
				JONES	955165
				JONES	
				WILLIAM	

<b>Inmate Stats</b>		<b>All Family:</b>	<b>1085293</b>
Unique Senders: 53		Calls Made:	0
Unique Recipients: 64		Calls Answered:	0

# Exhibit C

## Sample Commission Report



# Monthly Commission Report

November 01, 2024 - November 30, 2024

Settlement Date: January 14, 2025

Agency:

Agency Name

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
<b>Local</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	699	3,054	\$398.96	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	699	5,709	\$944.44	0.00%	\$0.00
<b>Local Total:</b>		<b>1,398</b>	<b>8,763</b>	<b>\$1,343.40</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>IntraLata</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	664	3,006	\$351.70	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	617	5,767	\$922.44	0.00%	\$0.00
<b>IntraLata Total:</b>		<b>1,281</b>	<b>8,773</b>	<b>\$1,274.14</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>IntraState</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	1	9	\$1.09	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	24	129	\$19.21	0.00%	\$0.00
<b>IntraState Total:</b>		<b>25</b>	<b>138</b>	<b>\$20.30</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>InterState</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	265	1,437	\$217.39	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	166	1,492	\$233.96	0.00%	\$0.00
<b>InterState Total:</b>		<b>431</b>	<b>2,929</b>	<b>\$451.35</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>International</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
<b>International Total:</b>		<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>Caribbean</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	5	17	\$1.79	0.00%	\$0.00
<b>Caribbean Total:</b>		<b>5</b>	<b>17</b>	<b>\$1.79</b>	<b>0.00%</b>	<b>\$0.00</b>

# Monthly Commission Report

November 01, 2024 - November 30, 2024

Settlement Date: January 14, 2025

## Agency:

Agency Name

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
Canada	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
<b>Canada Total:</b>		<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>
Other	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
<b>Other Total:</b>		<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>Agency Total:</b>		<b>3,140</b>	<b>20,620</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>

## ADJUSTMENTS:

<b>Voicemail</b>	93.53	50%	Voicemail Commission	\$46.77
<b>Tablet</b>	1073.00	15%	Tablet Commission	\$160.95

**AGENCY GRAND TOTAL: \$207.72**

## AGENCY CALL TYPE TOTALS:

Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
<b>Collect</b>	0	0	\$0.00	0.00%	\$0.00
<b>Debit</b>	1,629	7,506	\$969.14	0.00%	\$0.00
<b>Debit card</b>	0	0	\$0.00	0.00%	\$0.00
<b>Prepaid</b>	1,511	13,114	\$2,121.84	0.00%	\$0.00



# Monthly Commission Report

November 01, 2024 - November 30, 2024

Settlement Date: January 14, 2025

## Facility:

Client ID: 1234 - Agency Name  
Facility Name  
Address Line 1  
Address Line 2

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
<b>Local</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	699	3,054	\$398.96	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	699	5,709	\$944.44	0.00%	\$0.00
<b>Local Total:</b>		<b>1,398</b>	<b>8,763</b>	<b>\$1,343.40</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>IntraLata</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	664	3,006	\$351.70	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	617	5,767	\$922.44	0.00%	\$0.00
<b>IntraLata Total:</b>		<b>1,281</b>	<b>8,773</b>	<b>\$1,274.14</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>IntraState</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	1	9	\$1.09	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	24	129	\$19.21	0.00%	\$0.00
<b>IntraState Total:</b>		<b>25</b>	<b>138</b>	<b>\$20.30</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>InterState</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	265	1,437	\$217.39	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	166	1,492	\$233.96	0.00%	\$0.00
<b>InterState Total:</b>		<b>431</b>	<b>2,929</b>	<b>\$451.35</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>International</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
<b>International Total:</b>		<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>Caribbean</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00

# Monthly Commission Report

November 01, 2024 - November 30, 2024

Settlement Date: January 14, 2025

## Facility:

Client ID: 1234 - Agency Name  
Facility Name  
Address Line 1  
Address Line 2

Tariff Type	Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	5	17	\$1.79	0.00%	\$0.00
<b>Caribbean Total:</b>		<b>5</b>	<b>17</b>	<b>\$1.79</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>Canada</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
<b>Canada Total:</b>		<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>Other</b>	Collect	0	0	\$0.00	0.00%	\$0.00
	Debit	0	0	\$0.00	0.00%	\$0.00
	Debit Card	0	0	\$0.00	0.00%	\$0.00
	Prepaid	0	0	\$0.00	0.00%	\$0.00
<b>Other Total:</b>		<b>0</b>	<b>0</b>	<b>\$0.00</b>	<b>0.00%</b>	<b>\$0.00</b>
<b>Facility Total:</b>		<b>3,140</b>	<b>20,620</b>	<b>\$3,090.98</b>	<b>0.00%</b>	<b>\$0.00</b>

## ADJUSTMENTS:

none

**FACILITY GRAND TOTAL: \$0.00**

## FACILITY CALL TYPE TOTALS:

Call Type	# of Calls	# of Minutes	Revenue	Commission Percent	Commission Earned
<b>Collect</b>	0	0	\$0.00	0.00%	\$0.00
<b>Debit</b>	1,629	7,506	\$969.14	0.00%	\$0.00
<b>Debit card</b>	0	0	\$0.00	0.00%	\$0.00
<b>Prepaid</b>	1,511	13,114	\$2,121.84	0.00%	\$0.00

# Exhibit D

## Installation Schedule



# Exhibit E

Insurance Certificate





# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
11/26/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME:	
	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
INSURED Inmate Calling Solutions, LLC dba ICsolutions 2200 Danbury Street San Antonio TX 78217 USA	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	NAIC #	
	INSURER A: Liberty Mutual Fire Ins Co	23035
	INSURER B: Liberty Insurance Corporation	42404
	INSURER C:	
	INSURER D:	
INSURER E:		
INSURER F:		

**COVERAGES** **CERTIFICATE NUMBER: 570109568948** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			EB2651291759064 SIR applies per policy terms & conditions	12/01/2024	12/01/2025	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$10,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-074	12/01/2024	12/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			TH7651291759094	12/01/2024	12/01/2025	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 Products/Completed O \$10,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A	WA765D291759044 WC (AOS) WC7651291759114 WC (WI)	12/01/2024 12/01/2024	12/01/2025 12/01/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Re: Evidence of Insurance;

**CERTIFICATE HOLDER****CANCELLATION**

Inmate Calling Solutions, LLC dba ICsolutions 2200 Danbury Street San Antonio TX 78217 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE  <i>Aon Risk Services Central, Inc.</i>

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ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

Holder Identifier :

Certificate No : 570109568948





# **Exhibit F**

**Business Licenses, PSC & FCC  
Documentation**



# STATE OF NEBRASKA

United States of America,       } ss.  
State of Nebraska                }

Secretary of State  
State Capitol  
Lincoln, Nebraska

I, Robert B. Evnen, Secretary of State of the  
State of Nebraska, do hereby certify that

## INMATE CALLING SOLUTIONS, LLC

**a California limited liability company is authorized to transact business in  
Nebraska;**

**all fees, taxes, and penalties due under the Nebraska Uniform Limited  
Liability Company Act or other law to the Secretary of State have been paid;**

**the Company's most recent biennial report required by section 21-125 has  
been filed by the Secretary of State;**

**the Secretary of State has not revoked the Company's Certificate of Authority  
and has not filed a notice of cancellation.**

*This certificate is not to be construed as an endorsement,  
recommendation, or notice of approval of the entity's financial  
condition or business activities and practices.*

In Testimony Whereof,

I have hereunto set my hand and  
affixed the Great Seal of the  
State of Nebraska on this date of

**April 21, 2025**



A handwritten signature in black ink, reading "Robert B. Evnen".

Secretary of State

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the ) Application No. C-4344  
Application of Inmate Calling )  
Solutions, LLC d/b/a )  
ICSolutions, San Antonio, )  
Texas, seeking authority to )  
operate as an operator ) APPROVED  
services provider and resale )  
interexchange carrier of )  
intrastate telecommunications )  
services within the State of )  
Nebraska. ) Entered: April 26, 2011

BY THE COMMISSION:

By application filed March 18, 2011, Inmate Calling Solutions, LLC d/b/a ICSolutions ("ICSolutions" or "Applicant"), San Antonio, Texas, seeks authority to operate as an operator services provider and resale interexchange carrier of intrastate telecommunications services within the State of Nebraska. Notice of the application was published in The Daily Record, Omaha, Nebraska, on March 22, 2011. No protests were filed; therefore, this application is processed pursuant to the Commission's Rule of Modified Procedure.

EVIDENCE

Applicant is a limited liability company organized under the laws of the state of California with its principal offices in San Antonio, Texas. Applicant is authorized by the Secretary of State to operate in Nebraska as a foreign corporation. Applicant is authorized to provide institutional calling services in 43 states. In no instance has any application been denied or rejected. No officer, director or shareholder having five percent or more of the Applicant's voting securities nor any of Applicant's business operations have been involved in a formal complaint or other investigatory or enforcement proceeding.

Applicant seeks authority to provide automated operator assisted calling services to inmates in confinement facilities from originating points throughout the State of Nebraska. Services will be offered twenty-four hours per day, seven days a week. Applicant will utilize the network and/or facilities of the underlying

Incumbent Local Exchange Carriers ("ILEC") and will not be constructing any facilities at this time.

In support of its managerial, technical and financial capabilities, Applicant submitted a description of its senior officer's management and telecommunications experience. Applicant further supplemented its application with detailed financial statements.

Applicant states that a grant of the proposed application is in the public interest because Applicant's proposed service will allow competitive carriers to enter the institutional calling services market, offering newer and better technology and providing additional choices for institutional communications. Additionally, Applicant's proposed service will increase incentive for other providers to operate more efficiently and improve service quality for their consumers.

#### O P I N I O N S   A N D   F I N D I N G S

The Commission considers this application for authority in light of the following criteria and standards established in the Commission's telecommunications rules:

- (a) Whether the Applicant has provided the information required by the Commission;
- (b) Whether the Applicant has provided a performance bond, if required;
- (c) Whether the Applicant possesses adequate financial resources to provide the proposed service;
- (d) Whether the Applicant possesses adequate technical competence and resources to provide the proposed service;
- (e) Whether the Applicant possesses adequate managerial competence to provide the proposed service; and
- (f) Whether granting the Applicant a certificate preserves and advances universal service, protects the public safety and welfare, ensures the continued quality of telecommunications

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

Application No. C-4344

Page 3

services, and safeguards the rights of consumers, pursuant to Section 253(b) of the Act.

Applicant has demonstrated that it meets the standards of financial, technical and managerial competence and all other criteria necessary to provide local exchange service in the State of Nebraska.

These opinions and findings carry no precedential value other than establishing minimum standards and criteria to apply when considering applications to provide local exchange service in the above-mentioned territories. All telecommunications carriers seeking such a certificate must demonstrate that they meet, at a minimum, the standards and criteria set forth herein.

Before the Applicant is allowed to provide local exchange service to its users, it must either:

- (a) Through negotiation or arbitration, reach an interconnection/resale agreement with the pertinent incumbent local exchange carrier and receive Commission approval of the interconnection/resale agreement; or
- (b) In the event a certified local exchange carrier provides a wholesale tariff, purchase rates from that tariff, file its own tariff and receive Commission approval of its tariff.

This order does not terminate, waive or in any manner diminish the exemptions and protections created by the Act for rural carriers, as defined by the Act. This order does not address the issue of the rural local exchange carrier exemption under the Act. Rural exemptions may be terminated, suspended or modified only as provided in Section 251(f) of the Act.

Prior to providing local exchange service in any area in the State of Nebraska, Applicant must file tariffs in accordance with the provisions of Section 002.21 of the Neb. Admin. R. & Regs. Title 291, Chapter 5.

As a provider of local exchange service in the State of Nebraska, Applicant would be subject to the same laws, rules and regulations, both federal and state (including any laws, rules or regulations regarding universal service,



restrictions on joint marketing and quality of service), applicable to any other local exchange company except those obligations imposed on ILECs pursuant to Section 251(c) of the Act.

Interexchange applications are subject to Commission jurisdiction under Neb. Rev. Stat. § 86-129 and Section 003.12 of the Neb. Admin. R. & Regs. Title 291, Chapter 5.

From examination of the application filed herein, the Commission finds that Applicant has provided all the information required by the Commission, possesses adequate financial resources to provide the proposed service, and possesses adequate technical competency to provide the proposed service. The application should be granted.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that Application No. C-4344, be, and it is hereby, approved.

IT IS FURTHER ORDERED that the Applicant comply with Section 251(f)(1)(B) of the Telecommunications Act of 1996 and that the Applicant submit any bona fide request(s) for interconnection, services or network elements from a rural telephone company to the Commission for its approval.

IT IS FURTHER ORDERED that Applicant is obligated to abide by the same laws, rules and regulations, both federal and state (including any laws, rules or regulations regarding universal service, restrictions on joint marketing and quality of service), applicable to any other interexchange and local exchange carriers, except obligations imposed on incumbent local exchange carriers pursuant to Section 251(c) of the Act.

IT IS FURTHER ORDERED that, to the extent Applicant provides access line service as referenced in the Telecommunications Relay System Act, Neb. Rev. Stat. §§ 86-301 through 86-315 (Relay Act) and defined in Neb. Admin. R. & Reg. Title 291, Chapter 5 § 001.01B, the Applicant shall collect from its subscribers a surcharge (Relay Surcharge) pursuant to the relay act and the Commission's annual orders establishing the amount of the surcharge, and shall remit to the Commission the proceeds from the relay surcharge as provided by the relay act.

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

Application No. C-4344

Page 5

IT IS FURTHER ORDERED that the Applicant comply with all necessary statutes and Commission Rules and Regulations as they pertain to the Nebraska Universal Service Fund.

IT IS FURTHER ORDERED that Applicant shall file, in accordance with the applicable statutes, on or before April 30 of each year, an annual report with the Commission consisting of: (a) a copy of the ARMIS filed with the Federal Communications Commission if applicable; (b) a copy of any annual report to stockholders; and (c) a copy of the latest Form 10-K filed with the Securities and Exchange Commission. If such reports are unavailable, Applicant shall file a balance sheet and income statement for the previous year of operation, and for the State of Nebraska on a combined interstate-intrastate basis, the investment in the telephone plant and equipment located within the state, accumulated depreciation thereon, operating revenues, operating expenses and taxes.

IT IS FURTHER ORDERED that within 30 days from the entry of this order that the Applicant file a tariff with the Commission as required by state statutes and the Commission's regulations.

IT IS FINALLY ORDERED that this order be, and hereby is, made the Commission's official Certificate of Public Convenience and Necessity to the Applicant to operate as an operator services provider and resale interexchange carrier of intrastate telecommunications services in the State of Nebraska.

MADE AND ENTERED at Lincoln, Nebraska, this 26<sup>th</sup> day of April, 2011.


NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

  
Chairman


ATTEST:

  
Executive Director

//s//Frank E. Landis  
//s//Tim Schram



Federal  
Communications  
Commission

## Commission Registration System (CORES)

### FCC Registration

#### Registration Detail

<b>FRN:</b>	0010682326
<b>Registration Date:</b>	04/02/2004 12:21:43 PM
<b>Last Updated:</b>	05/18/2020 12:49:55 PM
<b>Entity Name:</b>	Inmate Calling Solutions, LLC
<b>Entity Type:</b>	Private Sector , Limited Liability Corporation
<b>Contact Organization:</b>	
<b>Contact Position:</b>	Director
<b>Contact Name:</b>	1 Ken R Dawson
<b>Contact Address:</b>	2200 Danbury San Antonio, TX 78217 United States
<b>Contact Email:</b>	kdawson@icsolutions.com
<b>ContactPhone:</b>	(210) 581-8104
<b>ContactFax:</b>	(210) 832-8915



# Exhibit G

Letters of Reference





OFFICE OF THE SHERIFF  
COLLIN COUNTY, TEXAS

JIM SKINNER, SHERIFF

March 27, 2025

To Whom It May Concern,

I am pleased to provide this letter of reference regarding our experience with ICSolutions as a service provider for inmate communication systems at the Collin County Detention Facility.

Since the beginning of our partnership, the team at ICSolutions has been a pleasure to work with. They have consistently demonstrated professionalism, responsiveness, and a clear commitment to providing quality service. Communication has been excellent, with their team being super responsive to any questions or concerns.

We've experienced no major issues with the tablets, phones, or video visitation systems, which is a testament to the reliability of their technology and support. It's refreshing to work with a vendor that stands behind their product and truly values the success of the partnership.

ICSolutions has proven to be a great business partner, and I would not hesitate to recommend them to other agencies or facilities seeking dependable and professional inmate communication solutions.

Respectfully,

*Johnny Jaquess*

Johnny Jaquess  
Assistant Chief Deputy



TO PREVENT FRAUD, WE WILL **NEVER**  
CALL TO REQUEST PAYMENT OF FINES  
OR WARRANTS OVER THE PHONE.

4300 Community Avenue, McKinney, TX 75071  
Sheriff's Office (972) 547-5100 | Detention (972) 547-5200  
[www.collincountysheriff.org](http://www.collincountysheriff.org)





Corporate Headquarters  
4955 Technology Way  
Boca Raton, Florida 33431

March 26, 2025

Tel: 561 893 0101  
866 301 4436  
Fax: 561 999 7635  
[www.geogroup.com](http://www.geogroup.com)

To Whom It May Concern,

I am pleased to provide this reference for ICSolutions. Over the course of our working relationship, I have consistently found their services to be reliable and effective. With multiple agencies operating across the country for many years, they have demonstrated a strong and established presence in the industry.

One of the standout qualities of ICSolutions is their responsiveness. Whenever an issue arises, their team addresses it promptly and with a focus on practical solutions. They are equally quick to deliver when new needs or requests come up, ensuring that our operations run smoothly. The services they provide have been dependable and have met the needs of our inmates with a level of satisfaction that we value.

I would not hesitate to recommend ICSolutions to others seeking a professional and timely service provider. Please feel free to contact me at [tnadrich@geogroup.com](mailto:tnadrich@geogroup.com) if you have any further questions.

Sincerely,

Todd Nadrich  
Corporate Director  
The GEO Group, Inc.



## Fulton County Sheriff's Office

**PATRICK "PAT" LABAT**  
FULTON COUNTY SHERIFF

185 CENTRAL AVENUE, S.W. 9<sup>TH</sup> FLOOR  
ATLANTA, GEORGIA 30303  
(404) 612-5101

[WWW.FCSOGA.ORG](http://WWW.FCSOGA.ORG)

March 25, 2025

To Whom It May Concern,

I am pleased to provide this reference for ICSolutions, a team that has consistently demonstrated exceptional responsiveness and professionalism in delivering critical communication services. Over a year ago, ICSolutions was tasked with installing telephones, video systems, and tablets for our organization. Not only did they complete the installation on time, but their ability to swiftly address and resolve unexpected challenges was truly impressive. Their proactive approach ensured that any issues were handled efficiently and with a positive attitude, leaving us confident in their capabilities and commitment to excellence.

Beyond their technical expertise, ICSolutions showcased remarkable flexibility under demanding circumstances. Faced with staff shortages on our end, they willingly adapted to work unusual hours to accommodate our needs, ensuring that the project stayed on track and met the agreed-upon deadline. This level of dedication and willingness to go above and beyond reflects their customer-focused mindset and ability to deliver results, even in less-than-ideal conditions. I wholeheartedly recommend ICSolutions for any organization seeking reliable, responsive, and high-quality service.

Sincerely,

Terida Russell

Deputy Chief of Staff

[terida.russell@fultoncountyga.gov](mailto:terida.russell@fultoncountyga.gov)

Office: 404-613-7109 Mobile: 404-951-8420



## COUNTY COUNCIL OF BEAUFORT DETENTION CENTER

Multi Government Center • 106 Ribaut Road  
P.O. Drawer 1228

Beaufort, South Carolina 29901-1228

Phone: (843) 255-5200 • Fax: (843) 255-5202 / (843) 255-5209



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### Direct Phone

From: Col. Quandara Grant, Director  
To: Director Randy Demory, Berkley County Detention Center  
Date: December 31, 2024  
Subj: Inmate telephone Services

Dear Sir:

I was informed that you were considering signing on with ICSolutions as your inmate telephone provider. Our facility has been using their service since 2014 and have found them to be reliable, secure and very user friendly. If there is an issue, the customer support team will ensure that your issues are addressed and immediately resolved. We are also looking to provide tablets to our inmates. This is another tool to keep the inmates occupied, while providing educational materials, a communication platform, entertainment and commissary ordering without leaving the cell. If any further information is needed regarding their service, please feel free to give me a call.

Best Regards,

Col. Quandara Grant, Director

Beaufort County Detention Center

(O) 843-255-5218

(F) 843-255-5209

# ANTHONY M. WICKERSHAM

## OFFICE OF THE SHERIFF

Elizabeth J. Darga  
UNDERSHERIFF

October 24, 2024

**RE: Letter of Reference for ICSolutions**

To whom it may concern,

This letter is to express the satisfaction of Macomb County Sheriff's Office has with the services provided by ICSolutions.

Our agency has implemented a comprehensive array of technologies including telephone services, electronic tablets, video visitation and a mail scanning system. The adopted technology has improved inmate communications and the overall efficiency of our day-to-day jail operations. The quality and reliability of both product and service has been nothing short of amazing.

ICSolutions provides the Macomb County Jail with valuable technologies that are well maintained by a knowledgeable technical staff as well as a responsive Regional Account Manager, Brad Coens. ICSolutions has also shown a commitment to customer service and provides technical support in a timely and professional manner.

I am happy to recommend ICSolutions to any correctional facility that wishes to enhance their inmate communication capabilities.

Sincerely,



Captain Jeff Gornicki  
Macomb County Sheriff's Office



October 24, 2024

To whom it may concern:

I am writing to provide a reference for ICSolutions, a company with which I have maintained a professional relationship for the past ten years. Throughout this period, I have consistently found ICSolutions to be a reliable and effective provider of communication services for incarcerated individuals.

ICSolutions demonstrates a strong commitment to maintaining secure, affordable, and reliable communication channels between inmates and their families. Their wide range of services, including phone call management and video visitation, is designed to support the well-being and rehabilitation of incarcerated individuals.

Furthermore, ICSolutions has been proactive in providing refresher and new program update training to my staff, as well as to the Osceola County Law Enforcement agencies that utilize our system. The benefits of ICSolutions are evident in our department's Internal Affairs Unit, which has effectively leveraged these services to gather intelligence, leading to arrests and aiding in the resolution of allegations of wrongdoing.

I would also like to highlight the exceptional customer support provided by Site Administrator Alex Ruiz. His professionalism, promptness, and helpfulness have been invaluable. Whenever issues arise, he collaborates directly with Corrections personnel to resolve them swiftly, always striving to ensure a positive user experience.

Over the past year, ICSolutions has implemented significant upgrades to the visitation software, greatly enhancing system speed and minimizing errors and crashes. They have also added additional kiosks to our Intake Housing areas to accommodate our needs.

I wholeheartedly recommend ICSolutions for their dedication and quality of service. Should you have any questions or require further information, please feel free to contact me.

Sincerely,

Osceola County Corrections Department  
Major Marlon Denson  
402 Simpson Road, Kissimmee, FL 34744  
407-742-4551 ph. 407-742-4515 fax  
[www.Osceola.org](http://www.Osceola.org)




Department of Detention Facilities

Jennifer Road Detention Center  
131 Jennifer Road  
Annapolis, MD 21401  
410-222-7374

**Christopher Klein**  
Superintendent

To: Potential Clients

From: Patricia A. Moore   
Director, Business Services

Date: October 23, 2024

Re: IC Solutions

The Anne Arundel County Department of Detention Facilities has contracted with IC Solutions since 2018. Under the current contract, IC Solutions provides full inmate services to include commissary, inmate telephones, a comprehensive banking system, kiosks, vending machines and tablets.

Throughout our business relationship, the Department has been very satisfied with the service and support that IC Solutions provides. IC Solutions regularly demonstrates their ability to keep our facilities running smoothly by being available for communication at all times or on site in a timely manner to fix any equipment problems that may arise. The area Account Manager and the Regional Manager have been excellent and are always available to assist.

Recently, tablets were added to the complement of services and have positive feedback from inmates and staff alike. The tables have both free and premium content which means there is something for everyone and has been a proven revenue generator.

IC Solutions is highly recommended for all your inmate services needs. Contracting with the same company for all inmate services is beneficial in assuring continuity of services and seamless integration with the banking/debit cards/commissary/phones/vending machines/tablets and other services.

If you have any questions or require additional information, please feel free to contact me at the number above or at [dcmoor47@aacounty.org](mailto:dcmoor47@aacounty.org).

---

Administrative Office ♦ 131 Jennifer Road ♦ Annapolis, MD 21401 ♦ Phone: 410-222-7374 ♦ Fax: 410-222-7208  
Jennifer Road Detention Center ♦ 131 Jennifer Road ♦ Annapolis, MD 21401 ♦ Phone: 410-222-7374 ♦ Fax: 410-222-7208  
Ordinance Road Correctional Center ♦ 600 E. Ordinance Road ♦ Glen Burnie, MD 21060 ♦ Phone: 410-222-6350 ♦ Fax: 410-222-6360

Recycled Paper



**South Bay Correctional &  
Rehabilitation Facility**  
600 US Highway 27 South  
South Bay, Florida 33493

Tel: 561.992.9505  
Fax: 561.992.4091  
[www.geogroup.com](http://www.geogroup.com)

October 18, 2024

To Whom It May Concern:

I am writing to extend my highest recommendation for IC Solutions, based on our facility's exceptional experience with their inmate telephone services. As the Facility Administrator of the South Bay Correctional & Rehabilitation Facility, I have witnessed firsthand the positive impact of IC Solutions' technology on both our operations and the inmate population we serve.

One of the most impressive aspects of working with IC Solutions has been the response times for repairs and technical support. In the correctional facility environment, timely and efficient service is not just a convenience; it is a necessity for maintaining security and operations. IC Solutions has consistently exceeded our expectations, ensuring that any issues are addressed promptly and effectively, minimizing downtime and disruption.

Their dedication to customer service, coupled with the reliability and quality of their technology solutions, makes them a standout provider in the field of correctional facility communications. I am confident that other institutions would benefit greatly from their services, and I wholeheartedly recommend them without reservation.

Should you require any further information or wish to discuss our experience with IC Solutions in more detail, please do not hesitate to contact me.

Sincerely,

Shay Hatcher  
Facility Administrator





# Rutherford County Sheriff's Office

MICHAEL S. FITZHUGH  
SHERIFF

## MEMORANDUM

**TO:** To Whom It May Concedrn  
**FROM:** Kevin Henderson, Jail Administrator  
**DATE:** October 21, 2024  
**SUBJECT:** ICSolutions

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This letter is in support of ICSolutions. As the Jail Administrator which i started Nov 2021 with the Rutherford County Sheriff's Office I have had the oppurtunity of working with ICSolutions. I have found them very supportive for our our clients telephone needs. We haven't experienced any technical issues that they haven't been quick to respond to. I enjoy their customer service and abilty to speak with a representative when needed. I would greatly recommend their communication services.



# County of Rutherford

RUTHERFORD COUNTY CORRECTIONAL WORK CENTER

**William C. Cope, CJM**  
Superintendent

October 21, 2024

Rutherford County Correctional Work Center  
1720 South Church Street  
Murfreesboro TN 37130

To Whom It May Concern,

Please accept this recommendation for ICSolutions based on our long-time working relationship with the company. Our partnership over the years has been flawless. From the operation of their equipment to exemplary communication between our staff and theirs, I have nothing but praise for the service they provide.

ICSolutions regularly demonstrates their ability to keep our facility running smoothly by not only being available for communication at all times, but by being on site in a timely fashion to fix any equipment problems that may arise. They are always there with an answer to our problem.

In summary, The Rutherford County Correctional Work Center continues to be an extremely satisfied customer enjoying excellent service after all these years. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Sincerely,

Superintendent William C Cope, CJM

Rutherford County Correctional Work Center  
1720 South Church Street  
Murfreesboro, TN 37130  
(615) 898-7847

**TELEPHONE: (615) 898-7847 / FAX: (615) 898-7847 / 1720 S. CHURCH STREET,  
MURFREESBORO, TN 37130**



Lieutenant Joseph F. Usinski  
Director of Technical Services  
Erie County Sheriff's Office  
40 Delaware Avenue  
Buffalo, NY 14202  
Joseph.Usinski@erie.gov  
(716) 858-2845

February 2, 2024

To Whom It May Concern,

I am writing to extend my highest recommendation for ICSolutions, based on our facility's exceptional experience with their inmate telephone, video visitation, and tablet services. As the administrator of the Erie County Holding Center, I have witnessed firsthand the positive impact of ICSolutions' technology on both our operations and the inmate population we serve.

One of the most impressive aspects of working with ICSolutions has been the response times for repairs and technical support. In the correctional facility environment, timely and efficient service is not just a convenience; it is a necessity for maintaining security and operations. ICSolutions has consistently exceeded our expectations, ensuring that any issues are addressed promptly and effectively, minimizing downtime and disruption.

Furthermore, the entertainment and educational content available through the tablets has had a notable positive effect on the inmate population. Access to a variety of engaging and constructive materials has contributed to an overall improvement in inmate behavior and morale. This access not only serves as an important tool for personal development but also aids in the rehabilitation process by providing valuable learning opportunities.

The ease of use of the tablets deserves special mention. Both inmates and staff have found the interface to be intuitive and user-friendly, which has facilitated a smooth integration into our daily operations. The ability for inmates to maintain contact with their families through video visitation has also been invaluable, helping to preserve important personal connections and support networks.

In conclusion, ICSolutions has provided our facility with an exemplary service that has significantly contributed to the operational efficiency and the welfare of the inmates. Their dedication to customer service, coupled with the reliability and quality of their technology solutions, makes them a standout provider in the field of correctional facility communications. I am confident that other institutions would benefit greatly from their services, and I wholeheartedly recommend them without reservation.

Should you require any further information or wish to discuss our experience with ICSolutions in more detail, please do not hesitate to contact me.

Sincerely,

Lieutenant Joseph F. Usinski  
Director of Technical Services  
Erie County Sheriff's Office

**JOHN D. LAKIN**  
SHERIFF



**OFFICE OF THE SHERIFF  
MADISON COUNTY, ILLINOIS**  
405 Randle Street  
Edwardsville, Illinois 62025

Administration: (618) 692-6087  
Investigation: (618) 692-0871  
County Jail: (618) 692-1064  
Emergency: (618) 692-4433  
Fax: (618) 656-1210

**May 24, 2022**

**To Whom It May Concern,**

The Madison County Jail (IL) has shared a partnership with IC Solutions for more than five (5) years. Our facility offers conventional landline phone services and video kiosks that allow our detainees to visit others via video. We expanded our relationship with IC Solutions in December of 2021 by introducing tablets into our facility. We now boast a 1:1 tablet to detainee ratio within our jail. This innovation allows our detainees to make phone calls from their tablets, message, and access entertainment options, along with spiritual and educational materials. Our detainees communicate with jail staff by way of the tablets to include sick call, grievances, and general requests to name a few. This advancement also has allowed us to transition from receiving US Mail physically into our facility to now having that mail sent to a remote location where it is scanned and received by our detainees electronically. Our relationship with IC Solutions has lessened the burden and work load on my staff while proving to be beneficial from a budgetary perspective.

Lastly, I would like to share with you my experience with our IC Solutions Regional Account Manager John Gardner. John has been a pleasure to work with and is quick to mitigate contingencies if and when they arise. Beyond a solid work ethic and professionalism beyond reproach, John is a good man one can feel comfortable working on dynamic issues with. His staff is receptive and the equipment is reliable. IC Solutions and John Gardner have my strong endorsement.

Should you have questions or inquiries, or if you would like to visit our facility, an open invitation is always extended.

*Capt. Kristopher Tharp 307*

Captain Kristopher Tharp-Jail Administrator  
Madison County (IL) Sheriff's Office  
FBINA Session 266  
405 Randle Street, Edwardsville, IL 62025  
618-296-4832  
kmtharp@co.madison.il.us

# Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175  
Tel: (630) 232-6840 • Fax: (630) 513-6984  
[www.KaneSheriff.com](http://www.KaneSheriff.com)

Ron Hain, Sheriff

Pat Gengler, Undersheriff

May 23, 2022

To whom it may concern,

The Kane County Sheriff's Office contracted with ICSolutions (ICS) in March 2021. I would like to say that we are pleased with the service from ICS in regards to the detainee video visitation, phone services, and tablets. The Enforcer platform is a vast improvement to our previous system and the user interface is easy to navigate. The customer service team is great. If they cannot fix and issue remotely, a technician is quick to respond onsite to minimize downtime. I truly appreciate our representative John Gardner and his team; they are always attentive to any questions or concerns and always respond in a timely manner.

A handwritten signature in black ink, appearing to read "Scott McKanna".

Lt. Scott McKanna  
Kane County Sheriff  
Adult Corrections



Camden County Sheriff's Office  
1 Court Circle, Suite 13  
Camdenton, Missouri 65020

**Letter of Recommendation**

To: Potential Clients  
From: Captain Brian Vinson  
Date: May 20, 2022  
Re: ICSolutions

To whom it may concern,

The Camden County Adult Detention Center has been using ICSolutions as our inmate telephone provider for several years now. Throughout our business relationship we have been very satisfied with the service and support this company provides. ICSolutions regularly demonstrates their ability to keep our facility running smoothly by not only being available for communication at all times, but by being on site in a timely to fix any equipment problems that may arise. In all our years together, I cannot remember any incident where service was interrupted for any extended period.

Recently we have added tablets to our services and although they are fairly new, we are already receiving positive feedback from the inmates. The tables have both free and premium content which means there is something for everyone no matter their monetary status. The free content consists of bibles and dozens of other religious texts for every denomination. In addition, there are also several free secular books as well as educational study programs from kindergarten to college level. On the premium (pay) side there are movies, books, games, and several communication avenues including email, texts, mail, and video visits. This has proven to make money but has also been paramount in the reduction of uses of force by nearly seventy-five percent. A resident whose time is occupied is less likely to create disturbances.

I highly recommend this company and would be happy to answer any questions. You may contact me at (573)346-2243 ext. 294.

Captain Brian Vinson  
Jail Administrator



**McLean County Sheriff's Department**

**JON SANDAGE, SHERIFF**

"Peace Through Integrity"

Administration Office  
(309) 888-5034

Law and Justice Center  
104 W. Front Street  
Bloomington, IL 61701

**Detective Commander (309) 888-5051**

**Patrol Commander (309) 888-5859**

**Patrol Duty Sergeant (309) 888-5019**

**Jail Division (309) 888-5065**

**Process Division (309) 888-5040**

**Records Division (309) 888-5055**

**Domestic Violence Division (309) 888-4940**

**Fax (309) 888-5072**

To Whom It May Concern,

The McLean County Detention Facility (MCDF), in Bloomington Illinois, has been using ICSolutions for our phone and video visiting systems since 2018. In that time we have added their other services such as inmate tablets, digital inmate request and grievances, off site mail scanning, and most recently integrating our commissary and inmate trust accounts into the Keefe banking system. During our time with ICSolutions we have always had prompt service that results in quick resolutions. I always refer to one time when our facility was struck by lightning and it completely destroyed our server and other technology equipment, which resulted in no phone or visiting services. ICSolutions was onsite the same day and had the issue resolved promptly, which was thought to be impossible due to the extent of the damage to the servers. When it comes to the support services, we are able to call and have changes made to our facility, such as scheduling or phone changes and they are prompt, courteous and educated on our system. I know that when our clerk calls with a question or change to our facility, she deals with the same support staff from ICSolutions on a regular basis. This not only limits that amount of time she has to spend on the phone, but gives us all confidence that each support personnel knows our facility and will address our question and/or concerns promptly. I will say that they are adaptable to our request and have always found a solution to our unique requests. We have continued to add services provided by ICSolutions over the years and I personally am happy with the services, technology and personal service that they provide.

If you have any questions or would like to speak further, please feel free to contact me directly. I know that the rest of the Jail Administration, the Chief Deputy and the Sheriff would all be happy to discuss our relationship with ICSolutions in more depth.

Thank you,

Mathew J. Proctor

Assistant Superintendent

309-888-4628

[Mathew.Proctor@McLeanCountyIL.Gov](mailto:Mathew.Proctor@McLeanCountyIL.Gov)





# HUMBOLDT COUNTY SHERIFF'S OFFICE

WILLIAM F. HONSAL, SHERIFF/CORONER

CIVIL/COURTS  
(707) 445-7335

MAIN STATION  
826 FOURTH STREET • EUREKA CA 95501-0516  
PHONE (707) 445-7251 • FAX (707) 445-7298

CUSTODY SERVICES  
(707) 441-5159

Duane Christian, Captain  
Humboldt County Sheriff's Office  
Custody Services Division  
826 4<sup>th</sup> Street  
Eureka, CA 95501

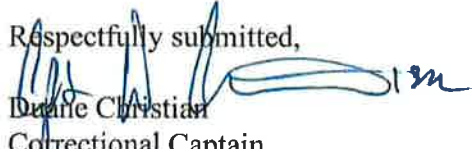
September 10, 2020

*Delivered via Email*

**RE: ICSolutions Reference Letter**

This letter is to provide a reference for ICSolutions. Over the past year we have entered into a new contract with this company for our inmate telephone systems. As part of our contract they also agreed to provide us a Jail Management Software and take over our inmate tablet contract. This allowed us to only manage one contract for all three necessary items. They have been a pleasure to work with and the most important aspect is the follow-up customer services. If there is an issue we can reach out and they are responsive. If you have any further questions on the matter feel free to contact me at 707-441-5105.

Respectfully submitted,

  
Duane Christian  
Correctional Captain  
Humboldt County Sheriff's Office

MCKINLEYVILLE STATION  
(707) 839-8600

GARBerville STATION  
(707) 923-2761

CORONER'S OFFICE  
(707) 445-7242

ANIMAL CONTROL  
(707) 840-9132

TRINITY RIVER STATION  
(530) 629-1025



# SHERIFF'S OFFICE

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF  
MARK C. ROBBINS, UNDERSHERIFF

To Whom It May Concern,

San Mateo County Sheriff's Office currently uses IC solutions (ICS) to provide telephone service for our inmate population. We have used ICS for several years now and are very happy with the service and product they provide.

We have virtually zero technical issues and if we do, ICS is on top of it with a speedy repair. Same goes for damaged equipment. We call for a repair and shortly thereafter, the damaged equipment is replaced. We utilize ICS for investigations on a regular basis and have developed significant criminal cases, based upon what was discovered or utilized their recordings to make a case stronger. The voice recognition, phone number tracking and other features are extremely helpful when working on and developing a case.

What really stands out for me personally, is the service provided by Vince Laurita, our Regional Account Manager for ICS. He is very responsive to our needs, be it a technical issue, assistance with entering numbers, training, or anything else. Again, as far as the service and product provided by ICS goes, I consider them one of our finest vendors.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jim Gilletti", written over a circular stamp.

Sergeant Jim Gilletti  
Administrative Classification Unit



## CORRECTIONAL INSTITUTION

**Evan Joseph  
Warden**

October 25, 2019

To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).



Evan Joseph- Warden



24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

Eric Rodriguez  
IT Manager  
ICA-Farmville  
508 Waterworks Road  
Farmville, Virginia 23901

**WASHINGTON COUNTY SHERIFF'S OFFICE**  
**LARRY R. MINCKS, SR., SHERIFF**



Chief Deputy Mark A. Warden  
Major Brian Schuck – Administration  
Major Troy Hawkins – Operations Commander  
Major Greg Nohe – Jail Administrator  
Captain Brian Rhodes – Criminal Division Commander



October 11, 2019

**Letter of Recommendation for ICSolutions**

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

A handwritten signature in blue ink that reads "Major Greg Nohe".

Major Greg Nohe  
Jail Administrator  
Washington County Sheriff's Office



# CALDWELL COUNTY SHERIFF'S OFFICE

**\*\* SHERIFF ALAN C. JONES \*\***

**2351 MORGANTON BLVD. SW \* LENOIR, NC 28645**

**PHONE: 828-758-2324 \* FAX: 828-757-8685**

October 7<sup>th</sup>, 2019

To whom it may concern,

I'm writing this letter of recommendation for IC Solutions. We have worked with IC Solutions here at the Caldwell County Detention Center since 2016. IC Solutions has been wonderful to work with. The system that is provided by IC Solutions is the best system that I have worked under in my twelve years of detention service. The system is very user friendly, and easy to operate not only for us but inmate family members as well. I have spoken with others from different facilities that have said the exact same thing. I will say, that any time we have an issue all we have to do is call them. If the problem can't be fixed remotely, they're great at sending people out. Adding IC Solutions has also helped inmate's family members. This system allows those who are unable to physically come to the facility, to have video visits from home, while still allowing us to monitor the video. I would definitely recommend adding IC Solutions to any facility that's looking for inmate calling service. I would highly recommend contacting the Regional Account Manager Chris Markham.

Sincerely,

A handwritten signature in black ink, appearing to read "T. Bailey".

Lieutenant T. Bailey



## HALL COUNTY CORRECTIONAL INSTITUTION

---

Walt Davis, Warden

IC Solutions

2200 Danbury Street

San Antonio, TX 78217

Date: October 7, 2019

RE: Letter of Recommendation

To whom it may concern,

As the warden of Hall County Correctional institution, I have been very pleased with the service provided by IC Solutions.

I have had a contract with them for over five years and they have been up front in their negotiations and responsive to our needs for repairs and upgrades.

We ventured into the use of tablets a couple of years ago and have been very pleased with this product also.

I would highly recommend them for all of your inmate communications needs.

Regards,

Walt Davis

Director, Corrections and Maintenance Department





706-387-6450

**JACKSON COUNTY CORRECTIONAL INSTITUTION**  
JACKSON COUNTY, GEORGIA  
265 I. W. Davis Road  
Jefferson, Georgia 30549



FAX 706-387-6462

October 07, 2019

To whom it may concern;

I am pleased to write this letter of recommendation for I.C. Solutions based on the excellent service they have provided Jackson County Correctional since April 3, 2013. While everyone's needs are different, I found it impressive the way they listened to our questions and worked with us to find, the perfect plan to fit our institution's needs.

The cost of calls was greatly reduced, saving the inmate and their family's money, which in turn increased our volume of calls, from the previous vendor. The I.C. Solutions service center is quick to respond, and correct any issues that might arise at any time, and reply to all emails in a very timely manner.

To sum it up, I highly recommend I.C. Solutions to any institution looking for a high quality company to handle their entire inmate calling system.

Johnny Weaver, Warden  
Jackson County Correctional Institution  
Jefferson, Georgia 30549



# **SHERIFF**

## **TUSCOLA COUNTY**

**SHERIFF GLEN SKRENT**

**UNDERSHERIFF ROBERT BAXTER**

420 COURT STREET, CARO, MI 48723

Phone: 989-673-8161 Fax: 989-673-8164

Tuscola County Sheriff's Office has contracted with Inmate Calling Solutions a.k.a. IC Solutions for all telephone services in relation to our inmate population since the first quarter of 2015. The relationship with IC Solutions has been outstanding to say the least. Communication with IC Solutions is flawless regardless of which IC Solutions employee you are communicating with. The service and equipment are also exceptional to work with. IC Solutions monitoring program "THE ENFORCER" has many exceptional features and is very user friendly. Information from "THE ENFORCER" has been used to solve, assist and prosecute many crimes in our county.

After several years of this relationship between Tuscola County Sheriff's Office and IC Solutions, I would highly recommend IC Solutions to any facility. If you have any questions please feel free to contact Jail Administrator Lt. Brian Harris.

Sincerely,

Sheriff Glen Skrent

Lt. Brian Harris / Jail Administrator

989-673-8161 Ext. 2228

# Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175  
Tel: (630) 232-6840 • Fax: (630) 513-6984  
[www.KaneSheriff.com](http://www.KaneSheriff.com)

Ron Hain, Sheriff

Pat Gengler, Undersheriff

Kim,

I had limited interaction with ICS, but when I did have need to contact them, they impressed me as being very courteous and driven to make things right. The customer support that we received from ICS was exceptional. Their IT personnel were friendly and professional. They immediately addressed any issues we had and strived to ensure that they were resolved to our complete satisfaction.



***Lieutenant J. Hickey #709***

***Kane County Sheriff's Office***

***[hickeyjohn@co.kane.il.us](mailto:hickeyjohn@co.kane.il.us)***

***Office: 630-762-2725***



Susan Pamerleau  
Sheriff  
Bexar County, Texas

December 12, 2016

**Re: Letter of Reference for IC Solutions**

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

A handwritten signature in blue ink, appearing to read "Raul S. Banasco".

Raul S. Banasco, MPA, CPM, CJM, CCE  
Jail Administrator/ Deputy Chief  
Bexar County Sheriff's Office

# MOHAVE COUNTY

**Jim McCabe**  
SHERIFF



**Rodney Head**  
CHIEF DEPUTY

## SHERIFF'S OFFICE

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November 3, 2016

### To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP  
MCSO - Detention Division  
[don.bischoff@mohavecounty.us](mailto:don.bischoff@mohavecounty.us)

501 W. Highway 66 • Kingman, Arizona 86401  
PHONE: (928) 753-0759 • FAX: (928) 753-8553



## GRAHAM COUNTY SHERIFF'S OFFICE

523 10<sup>TH</sup> AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF  
**PRESTON "PJ" ALLRED**

UNDERSHERIFF  
**C. JEFF McCORMIES**

October 31, 2016

### RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or [pallred@graham.az.gov](mailto:pallred@graham.az.gov).

Respectfully,

A handwritten signature in dark ink, appearing to read "PJ Allred", is written over the printed name of the Sheriff.

Sheriff Preston J. Allred



# SPALDING COUNTY CORRECTIONAL INSTITUTION

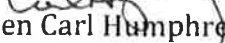
CARL HUMPHREY  
Warden

ANTHONY WASHINGTON  
Deputy Warden  
Security

BETH GRIFFIN  
Deputy Warden  
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM:  Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.





# JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA  
265 I. W. Davis Road  
Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

## TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden  
Jackson County Correctional Institution



# ANTHONY M. WICKERSHAM

## OFFICE OF THE SHERIFF

Kent B. Lagerquist  
UNDERSHERIFF

March 5, 2014

**RE: Letter of Reference for ICSolutions**

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

Michelle Sanborn  
Jail Administrator



**BOARD  
OF  
COUNTY  
COMMISSIONERS**

***Corrections  
Department***

***Sherry Johnson,  
Chief***

***Nancy DeFerrari,  
Deputy Chief***

**Osceola  
County**

402 Simpson Road  
Kissimmee, FL 34744-4455  
(407) 742-4444  
Fax (407) 742-4303

February 21, 2014

Ms. Latisha Holmes  
ICSolutions - Corporate Account Manager

RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.

  
Yuberky Almonte  
Captain – Internal Affairs  
Office: 407-742-4426  
Cell: 321-624-1867  
Fax: 407-742-4517  
E-Mail: [yalm@osceola.org](mailto:yalm@osceola.org)