

EXHIBIT 4

Comments re Second Further Notice of Proposed Rulemaking:
Single Call Programs, January 12, 2015

Genesee MI Securus Contract

PRISON
POLICY INITIATIVE

AGREEMENT FOR INMATE TELEPHONE SYSTEM AND SERVICES, JAIL MANAGEMENT SYSTEM AND VIDEO VISITATION SYSTEM

This Agreement for Professional Services (the "Agreement") is made this 1st day of September, 2012, by and between the County of Genesee, a Michigan Municipal Corporation, whose principal place of business is located at 1101 Beach Street, Flint, Michigan 48502 (the "County"), and Securus Technologies, Inc., whose principal place of business is located at 14651 Dallas Parkway, Ste. 600, Dallas, TX 75254 (the "Contractor") (the County and the Contractor together, the "Parties").

1. Agreement and Authority

This Agreement is entered into pursuant to RFP #12-001 issued by the Genesee County Purchasing Department, and execution of this Agreement is authorized by Resolution #12-392 issued by the Genesee County Board of Commissioners.

2. Term

2.1 Effective Date

This Agreement is effective as of September 1, 2012 (the "Effective Date").

2.2 Commission Term

The Initial Term of this Agreement commences on November 1, 2012, or the date the Contractor's inmate telephone system is first operational, whichever is earlier, and shall be effective through October 31, 2017 (the "Initial Term").

2.3 Extension Terms

The Board has the option to extend this Agreement for up to two (2) additional one year commission terms (the "Extension Terms").

2.4 Interim Term

If this Agreement is not renewed at the end of the Initial Term or at the end of an Extension Term, the Contractor agrees to extend this Contract for up to twelve (12) additional one (1) month terms (the "Interim Terms") while the County conducts a procurement process for a vendor to provide the services covered by this Agreement.

3. Purpose

This contract is entered into for the purpose of providing the Contractor's Secure Call Platform (SCP) inmate telephone system, including a call monitoring and recording system, an Archonix Computerized Jail Management System (CJMS) and the Contractor's Securus Video Visitation System for the Genesee County Jail (the "Facility"). Commencing at the start of the Initial Term, and for the time thereafter this Agreement remains effective, the Contractor shall have the exclusive right to install,

operate, maintain and derive revenue from the inmate-related services and applications performed by the Contractor for the County ("Applications") through the Contractor's inmate telecommunication and related systems (including, without limitation, the related hardware and software) (the "System") located in and around the Facility. The County is responsible for the manner in which it uses the Applications. Unless expressly permitted by this Agreement or separate written agreement with the Contractor, the County will not resell the Applications or provide access to the Applications (other than as expressly provided in this Agreement or separate written agreement), directly or indirectly, to third parties.

4. Contract Documents

The contract consists of this Agreement, the Contractor's Proposal, the Contractor's Best and Final Offer, and Genesee County RFP #12-001 (the "RFP") (this Agreement, the Contractor's Proposal, the Contractor's Best and Final Offer, and the RFP together, the "Contract"). In the event of a dispute between any of these documents, the following order of priority applies, in descending order:

- 4.1 This Agreement
- 4.2 The Financial Arrangements (Exhibit C)
- 4.3 The Contractor's Best and Final Offer (Exhibit A)
- 4.4 The Contractor's Proposal (Exhibit B)
- 4.5 The Project Implementation Schedule (Exhibit D)
- 4.6 The Insurance Requirements (Exhibit E)
- 4.7 The RFP

5. Scope of Work (the "Services")

5.1 The Secure Call Platform

The Contractor agrees to install and operate the Secure Call Platform as described in the Contractor's Proposal attached as Exhibit B.

5.2 The Archonix Computerized Jail Management System

The Contractor agrees to install the Archonix CJMS as described in the Contractor's Best and Final Offer (Exhibit A) and Proposal (Exhibit B).

5.3 Securus Video Visitation System

The Contract further agrees to install the Securus Video Visitation System as described in the Contractor's Best and Final Offer (Exhibit A) and Proposal (Exhibit B).

5.4 Maintenance

The Contractor agrees to provide maintenance and support to the Secure Call Platform, the Archnox CJMS and the Securus Video Visitation System as described in the Contractor's Proposal attached as Exhibit B. Notwithstanding anything to the contrary in said Exhibit B, the County agrees to reimburse Contractor for the cost of any repairs or maintenance due solely to the misuse negligence or willful misconduct of County personnel, agents, or inmates in the County's custody.

5.5 Training

The Contractor agrees to provide training in the use of the Secure Call Platform, Archonix CJMS, and Securus Video Visitation System to County personnel and inmates as indicated in the Proposal (Exhibit B)

6. **Project Implementation Schedule**

The Project Implementation Schedule is attached as Exhibit D. The Parties agree that time is of the essence for implementation of the Secure Call Platform, the Archonix CJMS, and the Securus Video Visitation System, and acknowledge that failure to meet the milestones identified on the Project Implementation Schedule will cause damages to the County.

7. **Compensation**

The Contractor shall be permitted to charge inmates for calls at the fees and rates identified on Exhibit C. The County shall be paid the signing bonus and commission revenue by the Contractor on revenues earned for the fees charged for inmate phone calls in accordance with the terms of Exhibit C. The signing bonus and commission revenue shall be paid in accordance with the schedule described in the Best and Final Offer (Exhibit A) and Proposal (Exhibit B). Notwithstanding anything to the contrary, the Financial Arrangements set forth in Exhibit C shall remain in effect through the Term of the Agreement, unless otherwise agreed and modified in writing by the parties by separate Amendment to this Agreement. Because the Contractor is in the practice of customizing its services, equipment and pricing structures to fit the demands of each individual customer, the Contractor is not able to represent that the same commission rates, value added services and benefits are being provided to any other government unit or correctional facility without first analyzing a particular county or agency's individual needs using multiple factors, including but not limited to Average Daily Population, capital requirements and services selected.

8. **Taxes.** The County is a Michigan Municipal Corporation. The Contractor acknowledges that the County is exempt from Federal Excise Tax and Michigan Sales Tax.

9. **Contract Administrator**

The contract administrator for this Agreement is Undersheriff Christopher Swanson (the "Contract Administrator"). The Contractor acknowledges that the Contract Administrator is the primary County contact for notices and instructions related to this Agreement. The Contractor agrees to provide a copy of all notices related to this Agreement to the Contract Administrator.

10. Reporting Requirements

During the term of this Agreement, the Contractor must provide to the Contract Administrator the reports identified and described on Exhibit B.

11. Inspection and Acceptance

All equipment provided with the Services is received subject to inspection and testing. If the equipment is defective or fails to meet the specifications, the County shall have the right to reject it or to require the Contractor to correct the defects. The Contractor shall correct the defects at no cost to the County or pay the County for expenses incurred by the County in correcting the defects. Rejected equipment will be held for forty-five days after delivery awaiting instructions from the Contractor. After the forty-five day period, the County will dispose of the equipment and the County shall have no further liability to the Contractor. The Contractor is responsible for the costs of handling, packing, and transportation incurred in returning or disposing of defective or non-conforming equipment.

12. Warranties

The Contractor warrants that:

- 12.1 The Services will be performed in a good and workmanlike manner and in accordance with generally acceptable practices in the industry.
- 12.2 During any Term of this Agreement, the Services and any equipment provided with the Services shall conform to the representations made by the Contractor as expressly set forth herein or in an Exhibit to this Agreement.
- 12.3 The Contractor will comply with all federal, state, and local laws in the performance of the Services.
- 12.4 The Contractor will comply with the requirements of any federal or state grants used to fund or support this Agreement.
- 12.5 The Contractor will obtain and maintain all applicable licenses and permits necessary to provide the Services for the entire term of this Agreement.

The Contractor agrees to indemnify and hold the County, its officials, officers, agents, and employees harmless from any and all claims, damages, or liability, including defense costs, arising out of the Contractor's breach of these warranties.

13. Suspension of Work

13.1 Order to Suspend Performance

Upon written order of the Contract Administrator, the Contractor agrees to immediately suspend performance of the Services.

13.2 Necessary Actions Before Suspension

If immediate suspension of the Services would cause harm, injury, or damage to persons or property, the Contractor must immediately notify the Purchasing Director and the Contract Administrator of the nature of such harm, injury, or damage, and obtain written authorization from the Contract Administrator to take such necessary action as to prevent or minimize such harm, injury or damage.

14. Termination

14.1 Termination for Cause

If the Contractor is in breach of any provision of this Agreement, and such breach continues for thirty (30) days after written notice is issued to the Contractor by the County of the breach, the County may terminate this Agreement. Such termination for cause is effective upon receipt of the notice of termination by the Contractor.

In addition to any other remedies provided by law or this Agreement, the Contractor shall be responsible for all costs reasonably incurred by the County as a result of the Contractor's breach and termination of this Agreement, including any costs to obtain substitute performance.

14.2 Immediate Termination

If the County, in its discretion, determines that the Contractor's breach of this Agreement constitutes a threat to public health, safety, or welfare, the County may terminate this Agreement immediately upon notice to the Contractor.

In addition to any other remedies provided by law or this Agreement, the Contractor shall be responsible for all costs reasonably incurred by the County as a result of the Contractor's breach and termination of this Agreement, including any costs to obtain substitute performance.

14.3 Termination for Convenience

If the County determines that it is in the County's best interests, the County may terminate this Agreement upon sixty (60) days' written notice to the Contractor.

The County shall pay for all work properly performed up to the effective date of the notice of termination.

14.4 Termination for Lack of Funding

If this Agreement is funded by public funds or a grant from a public or private entity, and the funds are not appropriated or the grant is discontinued, the County may terminate this Agreement by written notice specifying the date of termination.

The County shall pay for all work properly performed up to the effective date of the notice of termination.

15. Nondiscrimination

The Contractor covenants that it will not discriminate against an employee or applicant of employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status or a disability that is unrelated to the individual's ability to perform the duties of a particular job or position, and that it will require the same non-discrimination assurances from any subcontractor who may be used to carry out duties described in this contract. Contractor covenants that it will not discriminate against businesses that are owned by women, minorities or persons with disabilities in providing services covered by this Contract, and that it shall require the same assurances from subcontractors. Breach of this covenant shall be regarded as a material breach of this contract.

16. Freedom of Information Act

This Agreement and all attachments, as well as all other information submitted by the Contractor to the County, are subject to disclosure under the provisions of MCL 15.231, *et seq.*, known as the "Freedom of Information Act".

17. Software License

The Contractor grants the County a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Applications (the "Software"). The Software includes any upgrades, modifications, updates, and additions to existing features that Contractor implements in its discretion (the "Updates"). Updates do not include additional features and significant enhancements to existing features. The County is the license holder of any third-party software products the Contractor obtains on the County's behalf. The County authorizes the Contractor to provide or preinstall the third-party software and agrees that the Contractor may agree to the third-party End User License Agreements on the County's behalf. The County's rights to use any third-party software product that the Contractor provides shall be limited by the terms of the underlying license that the Contractor obtained for such product. The Software is to be used solely for the County's internal business purposes in connection with the Applications at the Facility. The County will not (i) permit any

parent, subsidiary, affiliated entity, or third party to use the Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any products that the Contractor did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. The Contractor is not liable with regard to any Software that the County uses in a prohibited manner.

18. Ownership and Use

The System, the Applications, and related billing records, data, and information shall at all times remain the Contractor's sole and exclusive property unless prohibited by law, in which event, the Contractor shall have the unlimited right to use such records, data, and information for investigative and law enforcement purposes. However, during the term of this Agreement and for at least two years thereafter, the Contractor will provide the County with access to the records for investigative and law enforcement purposes. The Contractor (or the Contractor's licensors, if any) have and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to the Contractor's Applications, the System, and the Contractor's other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of the Contractor and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.

19. Legality/Limited License Agreement

For services related to Applications which may allow the County to monitor and record inmate or other administrative telephone calls or visitation, or transmit or receive inmate electronic messages ("e-mail"); by providing the Application, the Contractor makes no representation or warranty as to the legality of recording or monitoring inmate or administrative telephone calls or transmitting or receiving inmate e-mail messages. Further, the County retains custody and ownership of all recordings, and inmate e-mail messages; however the County grants the Contractor a perpetual limited license to compile, store, and access recordings or inmate calls and access inmate e-mail messages for purposes of (i) complying with the requests of officials at the Facility, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality control purposes. This license does not apply to recordings of inmate calls, visitation sessions or e-mail messages with their attorneys or to recordings or e-mail messages protected from disclosure by other applicable privileges.

20. Confidentiality and Non-Disclosure

The System, Applications, and Materials (the "Confidential Information") shall at all times remain confidential to the Contractor. The County agrees that it will not disclose such Confidential Information to any third party without the Contractor's prior written consent, unless otherwise required by law. Because the County will be able to access confidential information of third parties that is protected by certain federal and state privacy laws through the Software and Applications, the County shall only access the Software with computer systems that have effective firewall and anti-virus protection.

21. Audit Rights

21.1 Certification of Accurate Information

Contractor certifies that all information provided to the County by the Contractor relating to the award or modification of this Agreement, or any payment or dispute related to this Agreement, is true and correct. The Contractor further certifies that its accounting system conforms to generally accepted accounting principles.

21.2 Inspection

The Contractor agrees that the County may inspect the Contractor's plant, place of business, or worksite upon ten (10) days prior written notice to ensure compliance with the terms of this Agreement. Such inspection shall take place during normal business hours and no more than once every twelve (12) months and shall be subject to the County's execution of an appropriate confidentiality agreement. If this Agreement is funded or supported with any state or federal grant funds, the state or federal agencies responsible for administering the applicable grants may examine the Contractor's plant, place of business, or worksite to ensure compliance with the terms of this Agreement and the terms of the applicable grant.

21.3 Audit

The Contractor agrees that the County may examine the Contractor's records related to this Agreement upon ten (10) days prior written notice to ensure compliance with the terms of this Agreement. Such examination shall take place at the Contractor's place of business within normal business hours and no more than once every twelve (12) months. If this Agreement is funded or supported with any state or federal grant funds, the state or federal agencies responsible for administering the applicable grants may examine the Contractor's records to ensure compliance with the terms of this Agreement and the terms of the applicable grant.

21.4 Records Retention

The Contractor agrees to maintain any business records related to this Agreement or the Contractor's performance under this Agreement for a period of at least three (3) years after final payment.

22. Identity Theft Prevention

22.1 In the event that the Contractor will obtain identifying information during the performance of the Services, the Contractor must take reasonable precautions to ensure that such identifying information is protected from unauthorized disclosure and is used only for the purpose of performing the Services.

22.2 For the purposes of this Paragraph, "identifying information" means any name or number that may be used, alone or in conjunction with any other information, to identify a specific person, including but not limited to name, address, telephone number, social security number, date of birth, driver's license number, taxpayer identification number, or routing code.

23. Insurance Requirements and Indemnification

The Contractor agrees to obtain insurance coverage of the types and amounts required as set forth in the Insurance Checklist attached as Exhibit E and keep such insurance coverage in force throughout the life of this Agreement.

23.1 Insurance Certificate and Additional Insured Coverage

The Contractor further agrees to provide certificates of insurance to the County evidencing the coverages specified in the Insurance Checklist, and including the County as an additional insured. Additional insured coverage is to be by proof of blanket additional insured coverage within the general liability policy or as provided by an endorsement specifying the County as an additional insured to the policy. Contractor's agent must provide a copy of the endorsement or language from the policy with the certificate of insurance.

23.2 Indemnification

The Contractor agrees to indemnify and hold the County, its officials, officers, agents, and employees harmless from any and all claims, damages, or liability, including defense costs, arising out of the Contractor's performance of the Services or presence on the County's property or worksite.

24. Independent Contractor

The Contractor and its agents and employees are independent contractors and are not the employees of the County.

25. General Provisions

25.1 Entire Agreement

This Agreement, along with any Exhibits attached thereto, embodies the entire agreement between the Parties. There are no promises, terms, conditions, or obligations relating to the Services other than those contained herein. This Agreement supersedes and cancels any prior agreements between the Parties or relating to the subject matter herein.

25.2 No Assignment

The Contractor may not assign or subcontract this Agreement without the express written consent of the County; provided, however, with respect to an assignment to an affiliated company or to an entity that succeeds to our business in connection with a merger or acquisition, such consent shall not be unreasonably withheld or unduly delayed.

25.3 Modification

This Agreement may be modified only in writing executed with the same formalities as this Agreement.

25.4 Binding Effect

The provisions of this Agreement shall apply to and bind the heirs, executors, administrators, and assigns all of the parties hereto.

25.5 Headings

The paragraph headings in this Agreement are used only for ease of reference, and do not limit, modify, construe, and or interpret any provision of this Agreement.

25.6 Governing Law and Venue

This Agreement is entered into under the laws of the State of Michigan. Any litigation between the Parties arising out of this Agreement must be initiated within two years of the cause of action accruing and must be brought in a court of competent jurisdiction in Genesee County, Michigan.

25.7 Severability and Survival

In the event that any provision of this Agreement is deemed by any court of competent jurisdiction to be legally ineffective, such decision shall have no effect on the remaining provisions of this Agreement.

25.8 Interpretation

Each Party has had opportunity to have this Agreement reviewed by legal counsel and has had equal opportunity to contribute to its contents. In the event of any dispute concerning the interpretation of this Agreement, there shall be no presumption in favor of any interpretation solely because the form of this Agreement was prepared by the County.

25.9 Remedies

All remedies specified in this Agreement are non-exclusive. The County reserves the right to seek any and all remedies available under this Agreement and applicable law in the event that the Contractor fails to abide by the terms of this Agreement.

[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized agents.

SECURUS TECHNOLOGIES,
INC.

GENESEE COUNTY BOARD OF
COMMISSIONERS

By: *Robert E. Pickens*
Robert E. Pickens
Chief Operating Officer

By: *Jamie W. Curtis*
Jamie W. Curtis
Chairperson



EXHIBIT A
Best and Final offer

EXHIBIT B
Proposal

EXHIBIT C
Financial Arrangements

EXHIBIT D
Project Implementation Schedule

EXHIBIT E
Insurance Checklist

GENESEE COUNTY INSURANCE CHECKLIST

RFP Title INMATE TELEPHONE SERVICES	Bid Number 12-001
Coverages Required	Limits (Figures denote minimums)
<input checked="" type="checkbox"/> 1. Workers' Compensation	Statutory limits of Michigan
<input checked="" type="checkbox"/> 2. Employers' Liability	\$100,000 accident/disease \$500,000 policy limit, disease
<input checked="" type="checkbox"/> 3. General Liability 1,000,000/OCC/AGG	Complete entry no. 24. Items 4-9, 11 and 12 require \$1,000,000 combined single limit for Bodily Injury & Property Damage (BI & PD), each occ
<input checked="" type="checkbox"/> 4. Products/Completed operations	
<input checked="" type="checkbox"/> 5. Contractual liability	\$1,000,000 general aggregate (gen. agg.), if applicable
<input checked="" type="checkbox"/> 6. Automobile liability- Owned, hired, nonowned accident	\$1,000,000 combined single limit each
<input checked="" type="checkbox"/> 7. <u>Genesee County named as an additional insured on other than Workers Compensation via endorsement. A copy of the endorsement or evidence of blanket Additional Insured language in the policy must be included with the certificate.</u>	
<input checked="" type="checkbox"/> 8. Other insurance required: PRODUCT LIABILITY	
<input checked="" type="checkbox"/> 9. 30 days' cancellation, nonrenewal notice required. (Non-Payment of premium notice accepted 10 days prior to cancellation)	
<input checked="" type="checkbox"/> 10. Best's rating: A VIII or better, or its equivalent (Retention Group Financial Statements)	
<input checked="" type="checkbox"/> 11. The certificate must state bid number and title	

Insurance Agent's Statement

I have reviewed the requirements with bidder named below. In addition:

_____ The above policies carry the following deductibles:

_____ Liability policies are *occurrence* _____ *claims made* _____

_____ Insurance Agent

_____ Signature

EXHIBIT C Financial Arrangements

CALL MANAGEMENT SYSTEM

DESCRIPTION:

Secure Call Platform: Secure Call Platform ("SCP") provides through its centralized system automatic placement of calls by inmates without the need for conventional live operator services. In addition, SCP has the ability to (a) monitor and record inmate calls, (b) automatically limit the duration of each call to a certain period designated by us, (c) maintain call detail records in accordance with our standard practices, (d) automatically shut the System on or off, and (e) allow free calls to the extent required by applicable law. We will be responsible for all billing and collections of inmate calling charges but may contract with third parties to perform such functions. SCP will be provided at the Facilities specified in the chart below.

COMPENSATION:

Collect Calls. The Contractor will pay the County commission (the "Commission") based on the Gross Revenues that the Contractor earns through the completion of collect calls placed from the Facilities as specified in the chart below. Gross Revenues shall mean all gross billed revenues relating to completed collect calls generated by and through the Inmate Telecommunications System. Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs are excluded from revenue to the Contractor. Subject to the payment of the annual prepaid commissions as set forth below, the Contractor shall remit the Commission for a calendar month to the County on or before the 30th day after the end of the calendar month in which the calls were made (the "Payment Date"). All Commission payments shall be final and binding upon the County, unless the Contractor receives written objection within sixty (60) days after the Payment Date. The County's payment address is as set forth in the chart below. The County shall notify us in writing at least sixty (60) days before a Payment Date of any change in the County's payment address.

Advanced Commissions. On the first day of the month following the installation of the System and annually thereafter during the Initial Term of the Agreement, the Contractor will pre-pay the County an annual Commission in the amount of \$200,000.00 (the "Prepaid Commission"). The Prepaid Commission will be paid back to the Contractor through 100% Commission deductions, which shall begin the month following the date of installation of the System. If this Agreement is terminated for any reason other than the Contractor's default, then the County shall, within fifteen (15) days of the termination date, refund any unearned portion of the Prepaid Commission. Upon receipt in full of the annual Prepaid Commission, the Contractor will commence remittance of the monthly payments as set forth above. All Prepaid Commission payments shall be final and binding upon the County, unless the Contractor receives written objection within sixty (60) days after the Prepaid Commission has been paid to County.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Type of Call Management Service	Commission Percentage	Commission Payment Address
Genesee County Jail 1002 South Saginaw St. Flint, MI 48502	SCP	55% on Gross Revenue up to \$600,000.00 70% on Gross Revenue over \$600,000.00 75% on Gross Revenue over \$800,000.00	--SAME--

Applications: The Contractor will provide the following Applications:

INSTANT PAY™ PROGRAM

DESCRIPTION

The Instant Pay™ promotional program optimizes the call routing at Facilities by connecting as many calls as possible. If a call is attempted but there is no account or calling card open or in use to pay for the call, the call can be routed to the Instant Pay Program. The Instant Pay Program will offer the called party additional options to connect the call as well as provide information and promotional messaging on how to create a prepaid AdvanceConnect™ Account.

COMPENSATION

Pay Now™ Pay Now™ is an instant paid payment product available to facilities that have the Instant Pay promotional calling program installed that allows the called party to instantly pay for a single call using a debit or credit card in real-time as the call is being initiated. With Pay Now™, the called party may immediately pay using a credit or debit card for one single call or may elect to setup and / or fund a prepaid AdvanceConnect account. The Contractor will compensate the County at a rate of One and 60/100 dollars (\$1.60) for each call accepted and paid for using Pay Now™. Pay Now™ is not subject to any other compensation.

Text2Connect™ Text2Connect™ is a promotional program designed to get inmates in touch with Friends and Family members quickly and to encourage them to set up a prepaid AdvanceConnect™ account. If (a) an inmate attempts a call to a mobile phone, (b) the facility allows calls to mobile phones, and (c) the call cannot be billed by the Contractor, then call control will be assumed by our third-party provider. Our third-party provider will prompt the called party to double opt-in to accept and confirm the charges for a premium SMS text message and continue the call. Charges for the message are billed by the called party's mobile provider on their mobile phone bill. The called party receives a text message receipt for the call charges and is given instructions on how to open a prepaid AdvanceConnect™ account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

Text2Connect™ promotional calls are not commissionable, and the Contractor will pay the County a bonus payment of thirty cents (\$0.30) for each transaction fee billed and collected by the wireless carrier completed through the Text2Connect™ platform. Bonus payments for each applicable connection will be added to your existing monthly commission statement. Text2Connect™ is not subject to any other compensation.

INMATE DEBIT. The Inmate Debit application is available at the County's option as follows:

DESCRIPTION:

A Debit account is a prepaid, inmate-owned account used to pay for inmate telephone calls. A Debit account is funded by transfer of inmate's facility trust/commissary account funds to inmate's Debit account. Provider will also allow inmate Friends & Family members to fund an inmate's Debit account via multiple points-of-sale. Funds deposited by Friends & Family members into an inmate's Debit account become property of the inmate. Provider establishes inmate Debit accounts which are associated with the inmate's Personal Identification Number ("PIN"). Provider requires inmate to key in his/her PIN at the beginning of every Debit call in order to complete the call and pay for the call using the inmate's Debit account. Customer agrees to have the Debit module of Provider's SCP Call Management System enabled for the Facilities to offer Debit account to inmates. Customer agrees to use Provider's SCP User Interface or utilize integration with Customer's trust account system to process inmate's fund transfer requests. Notwithstanding, Provider will not be responsible for any delays due to (i) Customer's failure to perform any of its obligations for the project; (ii) any of Customer's vendors' failure to perform any of its obligations for the project; or (iii) circumstances outside of Provider's control.

INVOICING AND COMPENSATION:

Provider shall invoice Customer on a weekly basis for all funding amounts transferred from inmates' facility trust/commissary accounts to Inmate Debit accounts. The invoice will be due and payable upon receipt. Provider shall pay Customer the commission percentage that Provider earns through the completion of Debit calls placed from Customer's Facilities as specified in the chart below. Provider reserves the right to deduct call credits from usage. Provider shall remit the commission for a calendar month to Customer on or before the 30th day after the end of the calendar month in which the Debit calls were made (the "Payment Date"). All commission payments shall be final and binding upon Customer unless Provider receives written objection within sixty (60) days after the Payment Date.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Debit Commission Percentage
Genesee County Jail 1002 South Saginaw St. Flint, MI 48502	100% for the first \$25,000.00; 55% thereafter

ARCHONIX COMPUTERIZED JAIL MANAGEMENT SYSTEM

Technology Grant: On the first day of the month following installation of the System, the Contractor will provide a Technology Grant in the amount of up to \$69,138.00 to purchase, on the County's behalf, the XJail System. All Technology Grant payments shall be final and binding upon the County, unless Contractor receives written objection within sixty (60) days after the payment has been made.

Archonix System. On the first day of the month following installation of the System, the Contractor will pay the purchase price for the XJail System in the amount of up to \$69,138.00, as a Technology Grant to the County, and the annual license and maintenance fees for the XJail System during the Initial Term of the Agreement in an amount of up to \$400,862.00. Notwithstanding, if the Agreement is terminated for any reason before the end of the Initial Term, the County will reimburse Contractor the prorated amount of the XJail System. The County shall pay any such refund within ten (10) days after any such termination, or at Contractor's election, Contractor may deduct the refund from any Commission Contractor owes the County. **All support for the product will be between Archonix and the County. Any connection required or equipment will be the responsibility of the County. The cost of maintenance for the Initial Term is provided by Contractor through this Agreement; however, any additional maintenance will be between the County and Archonix. The Archonix System summary is attached hereto in Attachment C-1.**

SECURUS VIDEO VISITATION

In addition to the installation, maintenance and services of telecommunications equipment at the Facility pursuant to this Agreement, the Contractor will deploy a Video Visitation System at the Facility during the Term of the Agreement as more fully set forth in Attachment C-2, attached hereto and incorporated herein by reference.

THREADS™

DESCRIPTION:

The THREADS™ application allows authorized law enforcement users to analyze corrections and communications data from multiple sources to generate targeted investigative leads. THREADS™ has three main components: data analysis, data review, and data import. In addition, THREADS™ offers an optional "community" feature, which allows member correctional facilities to access and analyze corrections communications data from other correctional facilities within the community and data imported by other community members.

Customer's use of THREADS™ is governed by and conditioned upon execution of the THREADS™ Use Agreement attached hereto as Attachment C-3. The obligations set forth therein are in addition to and not in lieu of the terms and conditions in the Agreement. In the event of a conflict between the Agreement and the terms of the THREADS™ Use Agreement, however, the THREADS™ Use Agreement shall prevail.

WORKSTATION REQUIREMENTS:

WORKSTATION REQUIREMENTS	
Processor	2 gigahertz (GHz) or higher processor
Operating System	Windows XP*, Windows Vista, Windows 7
Browser	Internet Explorer 8 or newer
Memory	At least 1 gigabyte (GB) of RAM (2GB recommended) - use of Windows 7 may require additional memory
Drive	CD-RW or DVD-RW drive
Display	Super VGA (1,024 x 768) or higher resolution video adapter
Peripherals	Keyboard and Microsoft Mouse or compatible pointing device
Internet	High speed internet access (dial up is not supported)
Installed Software	Microsoft Silverlight 4.0 or newer, Microsoft .NET Framework 4, Adobe Reader 9.5 or newer, Microsoft Office Excel Viewer, Quick Time 7 or newer, Windows Media Player, Antivirus, WinZip or other zip utility

**XP Media center edition not supported*

COMPENSATION:

THREADS™ will be provided free of charge during a six (6) month trial period. Thereafter, if the County elects to continue hereunder, the payment for the THREADS™ application will be as follows:

If the County opts in to the community feature, either (i) a non-commissionable license fee of \$0.10 will be added to the "per call charge" calling rates in compliance with state and federal regulatory requirements for all intrastate, interstate and international calls and will not be billed separately; or (ii) the Contractor will deduct this \$0.10 license

fee from the call charge before calculating commissions owed (*i.e.*, in exchange for THREADS™, the County will earn commissions on \$0.10 less per call.

OR

If the County opts out of the community feature, either (i) a non-commissionable license fee of \$0.15 will be added to the "per call charge" calling rates in compliance with state and federal regulatory requirements for all intrastate, interstate and international calls and will not be billed separately; or (ii) the Contractor will deduct this \$0.15 license fee from the call charge before calculating commissions owed (*i.e.*, in exchange for THREADS™, the County will earn commissions on \$0.15 less per call.

OPTIONAL COMMUNITY FEATURE: [select one]

- The County has elected to opt in to the community feature. The community feature allows authorized users access to analyze communications data generated from other corrections facilities within the community, as well as any data imported or added by other authorized community members. The County acknowledges and understands that data from its Facility will be made available to the community for analysis and review.

OR

- The County has elected to opt out of the community feature. The County acknowledges and understands that it may analyze and review only the data generated, imported, or added by authorized users from the County's own Facility.

Attachment C-1

XJAIL System for Genesee County, MI

<i>Description</i>	<i>Qty</i>
XJAIL System for 615 ADP 60 User Jail License for Genesee County, Michigan, includes the following modules: Administration Inmate Accounting Alerts Inmate Management Booking Inmate Privileges Cell Management Investigation Report Classification Medical (Basic) Commissary Mugshot Dash Boards Notifications Disciplinary Personnel Gangs Property Facility Definition Use of Force Incident Report Workflow	1
Electronic Medical Records	1
Public Access Website	1
Digital Signatures	1
Positive ID Fingerprinting	1
Driver License Scanning	1
VINE Interface	1
JPIS Interface	1
LiveScan Interface	1
Commissary Interface	1
DSI Data Conversion	1
Project Management	1
Bundled T&L Expenses	1
Digital Signature Pads with Fingerprint Readers	2
Fingerprint Scanners	4
Driver License Readers	2
Sony EV1 D-100 Video Camera	1
Interface to the County JIS system	1

Attachment C-2

SECURUS VIDEO VISITATION SCHEDULE

TERMS: (Paid Remote Video Visitation Only)

The parties acknowledge that Securus Video Visitation sessions shall be limited to twenty (20) minute and forty (40) minute sessions. A session fee of \$20.00 and \$40.00, respectively, plus applicable taxes/fees/surcharges will apply to each paid remote Video Visitation session. As used herein, a "remote" Video Visitation session means any session where Video Visitation traffic is routed over the internet. If Customer wishes to offer free remote session(s) for any reason, a session fee of \$20.00 or \$40.00 per session, plus applicable taxes/fees/surcharges, will be deducted from monthly Commission payments made to Customer. Customer agrees that Video Visitation must be available for a minimum of fifty (50) hours per Video Visitation terminal per week.

If applicable, all recorded Video Visitation sessions will have a standard retention of thirty (30) days from recording date.

COMPENSATION: (Paid Remote Video Visitation Only)

Provider shall pay Customer the commission percentage that Provider earns through the completion of paid remote Video Visitation sessions placed to Customer's Facilities as specified in the chart below (the "Video Visitation Commission"). Provider shall remit the Video Visitation Commission for a calendar month to Customer on or before the 30th day of the following calendar month in which the paid remote video visitation sessions were held (the "Payment Date"). All Video Visitation Commission payments shall be final and binding upon Customer unless we receive written objection within sixty (60) days after the Payment Date.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Type of Video Visitation	Video Visitation Commission Percentage (Paid Remote Video Visitation Only)	Payment Address (Paid Remote Video Visitation Only)
Genesee County Jail 1002 South Saginaw Street Flint, MI 48502	Remote Paid	20%	--SAME--

Customer is responsible for all Jail Management System (JMS) and Commissary integration fees, as well as electrical installation.

WARRANTY: We warrant that the services provided by us as contemplated in and by this Attachment C-2 will be performed in a good and workmanlike manner consistent with industry standards and practices. Provider further warrants that its agent(s) and/or employee(s) utilized by it in the performance of its obligations under this Attachment C-2 will be qualified to perform the contracted services. Should any errors or omissions arise in the rendering of the services under this Attachment C-2, Provider will undertake to correct such errors or omissions within a reasonable time period. If Customer purchases from Provider any hardware components in connection with the services hereunder ("Hardware Components"), Provider warrants such components to be free from material defects under normal use, maintenance and service for a period of twelve (12) months from the date of installation of the Hardware Components. This warranty shall be conditional on Customer's compliance with the provisions of this Warranty section.

Provider makes no warranty with respect to low performance, damages or defects in any Hardware Component caused by misuse, misapplication, neglect or accident, nor does Company make any warranty as to any Hardware Component that has been repaired or altered in any way, which, in the sole judgment of Provider affects the performance or purpose for which the Hardware Component was manufactured.

When applicable, Provider shall provide the required replacement parts and components free of charge.

THE WARRANTY OBLIGATIONS OF PROVIDER WITH RESPECT TO THE HARDWARE COMPONENTS ARE STRICTLY LIMITED TO THE REPLACEMENT OF ANY DEFECTIVE HARDWARE COMPONENT. IN NO EVENT AND UNDER NO CIRCUMSTANCES SHALL THE LIABILITY OF PROVIDER EXCEED THE UNIT PRICE PAID BY CUSTOMER FOR ANY DEFECTIVE HARDWARE COMPONENT OR PART THEREOF.

EXCEPT AS EXPRESSLY SET FORTH HEREIN OR IN A SCHEDULE TO THE AGREEMENT, THE SERVICES AND ANY HARDWARE COMPONENT TO BE PROVIDED HEREUNDER ARE PROVIDED WITHOUT ANY OTHER WARRANTY OR GUARANTY OF ANY KIND AND PROVIDER DISCLAIMS ANY OTHER EXPRESS OR IMPLIED WARRANTY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

SOFTWARE LICENSE: We grant you a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Video Visitation System (the "Software"). The Software includes any upgrades, modifications, updates, and additions to existing features that we implement in our discretion (the "Updates"). Updates do not include additional features and significant enhancements to existing features. You are the license holder of any third-party software product we obtain on your behalf. You authorize us to provide or preinstall the third-party software and agree that we may agree to the third-party End User License Agreements on your behalf. Your rights to use any third-party software product that we provide shall be limited by the terms of the underlying license that we obtained for such product. The Software is to be used solely for your internal business purposes in connection with the Video Visitation system at the Facilities. You will not (i) permit any parent, subsidiary, affiliated entity, or third party to use the Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any products that we did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. We are not liable with regard to any Software that you use in a prohibited manner.

OWNERSHIP AND USE. The Video Visitation System and Software shall at all times remain Provider's sole and exclusive property. Provider (or Provider's licensors, if any) have and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to Provider's Applications, the Video Visitation System, and Provider's other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of Provider and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.

LEGALITY/LIMITED LICENSE AGREEMENT: For services related to applications which may allow Customer to monitor and record inmate visitation sessions, by providing the application, we makes no representation or warranty as to the legality of recording or monitoring such sessions. Further, Customer retains custody and ownership of all recordings; however Customer grants Provider a perpetual limited license to compile, store, and access recordings for purposes of (i) complying with the requests of officials at the Facility, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality control purposes. This license does not apply to recordings of inmate visitation sessions with their attorneys or to recordings protected from disclosure by other applicable privileges.

Video Visitation Schedule GENESEE COUNTY (MI)

Securus Video Visitation Pricing

Type	Description	One Time/ Recurring	QTY	Responsible Party
Installation and Implementation	Network Wiring Installation	One time	38	
	Electrical Wiring Installation	One time		Customer
	Software Application Setup, including JMS import mapping	One time	1	
	• Securus Video Visitation Application Setup	One time		
	• Inmate Information Application Setup	One time		
	• Commissary Ordering Application Setup	One time		
	• Sick Form Application Setup	One time		
Hardware	Video Visitation Terminals – single handset (inmate side)	One time	30	
	Video Visitation Terminals – single handset (visitor side)	One time	8	
	Video Visitation Terminals – dual handset (visitor side)	One time	0	
	Recording	30 Day Purge		
	Total Video Visitation Terminal Installation	One time	38	
	Annual Terminal Extended Hardware Maintenance (optional)	Recurring	38	
Software	Software Licensing Fee	Recurring	38	
	• Securus Video Visitation	Recurring		
	• Inmate Information	Recurring		
	• Commissary Ordering	Recurring		
	• Sick Form	Recurring		
	Software Maintenance Fee	Recurring		
Misc.	Miscellaneous			
	• Training	Per day	2	
	• Mobile Cart, including UPS Battery Back Up	One time		
	Term	Re-occurring	5	
	Total Value:		\$450,000.00	
	Securus Discount:		\$450,000.00	
	Customer Pays:		\$0.00	

* If the Agreement is terminated for any reason before the end of the Initial Term, the County will refund to the Contractor the prorated amount of the Video Visitation system expense. The County shall pay any such refund within ten (10) days after any such termination, or at Contractor's election, the Contractor may deduct the refund from any Commission the Contractor owes the County.

Attachment C-3: THREADS™ USE AGREEMENT Genesee County (MI)

This THREADS™ Use Agreement is by and between County of Genesee, a Michigan Municipal Corporation ("Customer") and Securus Technologies, Inc., ("we," "us," or "Provider") and is part of and governed by the Agreement for Inmate Telephone System and Services, Jail Management System and Video Visitation System (the "Agreement") executed by the parties. The obligations set forth herein are in addition to and not in lieu of the terms and conditions of the Agreement, which are incorporated herein by reference. This THREADS™ Use Agreement shall be effective as of the last date signed by either party and shall be coterminous with the Agreement.

1. **COMPLIANCE WITH APPLICABLE LAWS.** Customer will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to Customer's access to and use of information obtained in connection with or through the THREADS™ application. Customer acknowledges and understands that the Customer is solely responsible for its compliance with such laws and that Provider makes no representation or warranty as to the legality of the use of the THREADS™ application or the information obtained in connection therewith. Provider shall have no obligation, responsibility, or liability for Customer's compliance with any and all laws, regulations, policies, rules or other requirements applicable to Customer by virtue of its use of the THREADS™ application.
2. **SECURITY.** Customer acknowledges that the information available through the THREADS™ application includes personally identifiable information and that it is Customer's obligation to keep all such accessed information secure. Accordingly, Customer shall (a) restrict access to THREADS™ to those law enforcement personnel who have a need to know as part of their official duties; (b) ensure that its employees (i) obtain and/or use information from the THREADS™ application only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (c) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (d) use commercially reasonable efforts to monitor and prevent against unauthorized access to or use of the THREADS™ application and any information derived therefrom (whether in electronic form or hard copy); (e) notify Provider promptly of any such unauthorized access or use that Customer discovers or otherwise becomes aware of; and (f) unless required by law, purge all information obtained through the THREADS™ application and stored electronically or on hard copy by Customer within ninety (90) days of initial receipt or upon expiration of retention period required by law.
3. **PERFORMANCE.** Customer understands and acknowledges that all information used and obtained in connection with the THREADS™ application is "AS IS." Customer further understands and acknowledges that THREADS™ uses data from third-party sources, which may or may not be thorough and/or accurate, and that Customer shall not rely on Provider for the accuracy or completeness of information obtained through the THREADS™ application. Customer understands and acknowledges that Customer may be restricted from accessing certain aspects of the THREADS™ application which may be otherwise available. Provider reserves the right to modify, enhance, or discontinue any of the features that are currently part of the THREADS™ application. Moreover, if Provider determines in its sole discretion that the THREADS™ application and/or Customer's use thereof (1) violates the terms and conditions set forth herein and/or in the Agreement or (2) violates any law or regulation or (3) is reasonably likely to be so determined, Provider may, upon written notice, immediately terminate Customer's access to the THREADS™ application and shall have no further liability or responsibility to Customer with respect thereto.
4. **WARRANTIES/LIMITATION OF LIABILITY.** Provider shall have no liability to Customer (or to any person to whom Customer may have provided data from the THREADS™ application) for any loss or injury arising out of or in connection with the THREADS application or Customer's use thereof. If, notwithstanding the foregoing, liability can be imposed on Provider, Customer agrees that Provider's aggregate liability for any and all losses or injuries arising out of any act or omission of Provider in connection with the THREADS™ application, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, shall never exceed \$100.00. Customer covenants and promises that it will not seek to recover from Provider an amount greater than such sum even if Customer was advised of the possibility of such damages. PROVIDER DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE THREADS™ APPLICATION. PROVIDER DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE THREADS™ APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT SHALL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE THREADS™ APPLICATION OR THE UNAVAILABILITY THEREOF.

AGREED TO AND ACCEPTED:

<p>CUSTOMER: Genesee County Board of Commissioners</p> <p>By: <u>[Signature]</u> Name: <u>[Signature]</u> Title: <u>Chairperson, Board of Commissioners</u> Date: <u>11/28/12</u></p>	<p>PROVIDER: Securus Technologies, Inc.</p> <p>By: <u>[Signature]</u> Name: Robert Pickens Title: Chief Operating Officer Date: <u>11-30-12</u></p>
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ID	Task Name	Duration	Start	Finish
0	Securus_Genesee County	45 days	Mon 11/5/12	Fri 1/4/13
1	SECURUS Installation Project Plan - Genesee County	45 days	Mon 11/5/12	Fri 1/4/13
2	Project Initiation Phase	5 days	Mon 11/5/12	Fri 11/9/12
3	Contract Execution	5 days	Mon 11/5/12	Fri 11/9/12
4	Arrange kick-off meeting with Securus Project Team	1 hr	Mon 11/5/12	Mon 11/5/12
5	Project Manager introduction with Genesee County Team (conference call)	0.38 days	Mon 11/5/12	Mon 11/5/12
6	Identify point of contact and contact information	1 hr	Mon 11/5/12	Mon 11/5/12
7	Facility address verification and telecom demarcation verification	2 hrs	Mon 11/5/12	Mon 11/5/12
8	Kick-Off meeting with Genesee County Team & Securus Account Team	0.88 days	Tue 11/6/12	Tue 11/6/12
9	Review:	0.88 days	Tue 11/6/12	Tue 11/6/12
10	Project Team structure for Securus and Genesee County Team	1 hr	Tue 11/6/12	Tue 11/6/12
11	Preliminary project plan & implementation schedule	1 hr	Tue 11/6/12	Tue 11/6/12
12	Establish meeting schedule and communication plans	1 hr	Tue 11/6/12	Tue 11/6/12
13	Review field service access/scheduling & telecom vendor scheduling options	1 hr	Tue 11/6/12	Tue 11/6/12
14	Site Survey access and scheduling	1 hr	Tue 11/6/12	Tue 11/6/12
15	Distribution of informational literature/collateral for public & inmates	1 hr	Tue 11/6/12	Tue 11/6/12
16	Debit and Commissary Integration Plan	1 hr	Tue 11/6/12	Tue 11/6/12
17	Submit Initial Telecom & Equipment Orders (Preliminary Engineering & Design)	1.5 days	Wed 11/7/12	Thu 11/8/12
18	Submit orders to Telecom Vendors for MPLS T1 transport (based on RFP engineering)	6 hrs	Wed 11/7/12	Wed 11/7/12
19	Submit orders for hardware to warehouse and vendors (vendor managed inventories)	6 hrs	Wed 11/7/12	Thu 11/8/12
20	Site Surveys	2 days	Thu 11/8/12	Fri 11/9/12
21	Inmate Telephone System Survey	2 days	Thu 11/8/12	Fri 11/9/12
22	Project Planning Phase	2 days	Thu 11/8/12	Fri 11/9/12
23	Securus & Genesee County Project Team Meeting - Touch Point: Debit & Integration Planning	7.88 days	Fri 11/9/12	Wed 11/21/12
24	Review integration requirements	0.13 days	Tue 11/13/12	Tue 11/13/12
25	Reviewing integration best practices	1 hr	Tue 11/13/12	Tue 11/13/12
26	Identify preliminary integration plan	1 hr	Tue 11/13/12	Tue 11/13/12
27	Plan additional integration planning meetings	1 hr	Tue 11/13/12	Tue 11/13/12
28	Project Plan Updates	5.38 days	Fri 11/9/12	Mon 11/19/12
29	Contact Telecom Vendor for estimated delivery dates on MPLS T1 orders	2 hrs	Wed 11/14/12	Wed 11/14/12
30	Obtain estimated delivery dates for ITS hardware materials	2 hrs	Fri 11/9/12	Fri 11/9/12
31	SCP Debit Integration Schedule - Draft	4 hrs	Wed 11/14/12	Thu 11/15/12
32	Securus & Genesee County Team Project Team Meeting - Touch Point: Review Schedules	0.13 days	Thu 11/15/12	Thu 11/15/12
33	Review telecom and hardware delivery schedules	1 hr	Thu 11/15/12	Thu 11/15/12
34	Internal Securus review to update project plan	1 day	Thu 11/15/12	Fri 11/16/12
35	Produce updated project plan and review with Genesee County Team Team	1 day	Fri 11/16/12	Mon 11/19/12
36	Engineering Schematics, Bill of Materials, and Manual of Procedure (MOP) Updates	6 days	Mon 11/12/12	Mon 11/19/12
37	Use site survey data to update	1 day	Mon 11/12/12	Mon 11/12/12
38	Produce & execute change orders if necessary	4 hrs	Tue 11/13/12	Tue 11/13/12
39	Produce SCP Debit Integration and Test Plan	4 hrs	Tue 11/13/12	Tue 11/13/12
40	Produce finalized engineering and MOP documentation	1 day	Wed 11/14/12	Wed 11/14/12
41	Host Securus Project Team review meeting to review updated MOP and timelines	1 day	Mon 11/19/12	Mon 11/19/12

ID	Task Name	Duration	Start	Finish
42	Pre-Install Preparation	1.63 days	Tue 11/20/12	Wed 11/21/12
43	SCP - Customer Provisioning	1.63 days	Tue 11/20/12	Wed 11/21/12
44	Provisioning requirements/features for each Site - ITS Genesee County Configuration	4 hrs	Tue 11/20/12	Tue 11/20/12
45	Submit Genesee County Configurations to Install Support	1 hr	Tue 11/20/12	Tue 11/20/12
46	Equipment Provisioned to Site requirements/features	4 hrs	Tue 11/20/12	Wed 11/21/12
47	Quality Control Checkpoint - Genesee County Provisioning	4 hrs	Wed 11/21/12	Wed 11/21/12
48	Customer Specific Data Management	0.25 days	Wed 11/21/12	Wed 11/21/12
49	Retrieve Genesee County specific data (block number lists, free calling lists, etc)	1 hr	Wed 11/21/12	Wed 11/21/12
50	Site specific voice prompts & tag lines	1 hr	Wed 11/21/12	Wed 11/21/12
51	Upload blocked number files	1 hr	Wed 11/21/12	Wed 11/21/12
52	Upload free and privileged number files	1 hr	Wed 11/21/12	Wed 11/21/12
53	Project Execution Phase	36.5 days	Thu 11/15/12	Fri 1/4/13
54	Local Exchange Carrier (LEC) access for MPLS T1 installation.	33 days	Thu 11/15/12	Tue 1/1/13
55	Confirm LEC access schedules with Genesee County Team contacts (LEC access only. Securus Technicians not required to be onsite)	1 day	Thu 11/15/12	Fri 11/16/12
56	LEC MPLS T1 installations:	1 day	Mon 12/31/12	Tue 1/1/13
57	Securus & Genesee County Team Project Team Meeting - Touch Point - Installation	0.5 days	Tue 1/1/13	Tue 1/1/13
58	Review current progress	0.5 hrs	Tue 1/1/13	Tue 1/1/13
59	Confirm LEC T1 Installations complete	0.5 hrs	Tue 1/1/13	Tue 1/1/13
60	Confirm hardware Shipments received at each facility	1 hr	Tue 1/1/13	Tue 1/1/13
61	Review and confirm Securus Installation Team schedules and facility access	1 hr	Tue 1/1/13	Tue 1/1/13
62	Review remaining actions for project plan	1 hr	Tue 1/1/13	Tue 1/1/13
63	SCP Installation for Genesee County Facilities	36.5 days	Thu 11/15/12	Fri 1/4/13
64	Pre-Installation	35.25 days	Thu 11/15/12	Thu 1/3/13
65	Receipt & Pre-Install ITS Tasks	35.25 days	Thu 11/15/12	Thu 1/3/13
66	Receive Shipment at Site	1 hr	Thu 11/15/12	Thu 11/15/12
67	Verify shipment Content to Pick List	1 hr	Thu 11/15/12	Thu 11/15/12
68	Telephone room preparation & wiring	4 hrs	Thu 11/15/12	Fri 11/16/12
69	Pre-Install Securus ITS equipment	3 hrs	Fri 11/16/12	Fri 11/16/12
70	SCP Connectivity for Inmate Phones	4.5 days	Thu 11/15/12	Thu 11/22/12
71	Phone room wiring and phone installation activity	4 days	Thu 11/15/12	Thu 11/22/12
72	Facility wiring and cross connections	0 hrs	Fri 11/16/12	Fri 11/16/12
73	Quality Control Checkpoint: Pre-Installation	4.13 days	Fri 11/16/12	Thu 11/22/12
74	Verify equipment inventory & installation location	2 hrs	Fri 11/16/12	Fri 11/16/12
75	Verify electrical, network/telecom, and telephone installations meet or exceed standards	2 hrs	Thu 11/22/12	Thu 11/22/12
76	Complete Field Technician Checklist & return to Project Manager	2 hrs	Thu 11/22/12	Thu 11/22/12
77	MPLS Test & Turn-up Activities with AT&T	0.75 days	Wed 1/2/13	Thu 1/3/13
78	MPLS T1 turned up with ATT	4 hrs	Wed 1/2/13	Wed 1/2/13
79	MPLS T1 connected to Securus equipment (IAD/ATA)	1 hr	Thu 1/3/13	Thu 1/3/13
80	Installation Support confirmation that Securus equipment on-line	1 hr	Thu 1/3/13	Thu 1/3/13
81	Quality Control Checkpoint: Equipment Testing / Functional Validation	0.38 days	Thu 1/3/13	Thu 1/3/13
82	Verify all Features working properly	2 hrs	Thu 1/3/13	Thu 1/3/13
83	Complete Test & Validation Checklist and return to Project Manager	1 hr	Thu 1/3/13	Thu 1/3/13

ID	Task Name	Duration	Start	Finish
84	Securus & Genesee County Team Project Team Meeting - Touch Point: Onsite Install Activity Review	0.25 days	Thu 1/3/13	Thu 1/3/13
85	Review installation progress & quality control documentation	1 hr	Thu 1/3/13	Thu 1/3/13
86	Discuss other ongoing and upcoming activities	1 hr	Thu 1/3/13	Thu 1/3/13
87	SCP Installation	1.5 days	Thu 1/3/13	Fri 1/4/13
88	Prepare Cut-Over to SCP	0.5 days	Thu 1/3/13	Thu 1/3/13
89	Re-Verify all Features working properly	1 hr	Thu 1/3/13	Thu 1/3/13
90	Re-Verify phones work, port assignments/call groups set	3 hrs	Thu 1/3/13	Thu 1/3/13
91	Post Cutover QA Checklist & Test Calls Completed	3 hrs	Thu 1/3/13	Thu 1/3/13
92	Notify Facility ITS is prepared for cutover and functioning correctly	1 hr	Thu 1/3/13	Thu 1/3/13
93	Cut Sheet distributed to Securus Project Team	0.5 hrs	Thu 1/3/13	Thu 1/3/13
94	Quality Control Checkpoint: Genesee County Team - Initial Acceptance	1 day	Thu 1/3/13	Fri 1/4/13
95	Genesee County Team walk through to review phone room and equipment installation	4 hrs	Thu 1/3/13	Fri 1/4/13
96	Genesee County Team review of Quality Control documentation	4 hrs	Fri 1/4/13	Fri 1/4/13
97	Installation Finalization & Documentation	1 day	Thu 1/3/13	Fri 1/4/13
98	Final installation diagrams (datacom, electrical, and equipment diagrams)	2 hrs	Fri 1/4/13	Fri 1/4/13
99	Site Cutover Preparation Complete	0 hrs	Thu 1/3/13	Thu 1/3/13
100	Distribute Implementation Genesee County Team Satisfaction Survey	0.5 hrs	Thu 1/3/13	Thu 1/3/13
101	Training	1 day	Thu 1/3/13	Fri 1/4/13
102	Onsite ITS Instructor Led Training	1 day	Thu 1/3/13	Fri 1/4/13
103	Complete and distribute Training Review forms	0 hrs	Fri 1/4/13	Fri 1/4/13
104	Complete Cut-over to SCP - Genesee County	1 day	Fri 1/4/13	Fri 1/4/13
105	Transition amphenol cables / complete cross-connects	2 hrs	Fri 1/4/13	Fri 1/4/13
106	Complete walk-through for port identification and inspection	6 hrs	Fri 1/4/13	Fri 1/4/13
107	Notify Genesee County Team contact that all transition activities have been completed	0 hrs	Fri 1/4/13	Fri 1/4/13