Master Services

# (Monroe County Sheriff's Department, WI).

This Master Services Agreement (this "Agreement") is by and between the Monroe County Sheriff's Department ("you" or "Customer") and Securus Technologies, Inc., ("we," "us," or "Provider"). This Agreement supersedes any and all other agreements (oral, written, or otherwise) that may have been made between the parties and shall be effective as of the last date signed by either party (the "Effective Date").

SECURUS Technologies

Agreement

connecting what matters'

Whereas the Customer desires that Provider install an inmate telecommunication system and provide telecommunications and maintenance services according to the terms and conditions in this Agreement according to the Schedule and Work Orders, which are incorporated by reference into this Agreement;

Whereas the Provider agrees to install the inmate telecommunications system and provide telecommunications and maintenance services according to the terms and conditions in this Agreement and the Schedule and Work Orders, which are incorporated by reference into this Agreement;

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

1. <u>Applications</u>. This Agreement specifies the general terms and conditions under which we will perform certain inmaterelated services and applications (the "Application(s)") for you. Additional terms and conditions with respect to the Applications will be specified in the schedules entered into by the parties and attached hereto (the "Schedules"). The Schedules are incorporated into this Agreement and are subject to the terms and conditions of this Agreement. In the event of any conflict between this Agreement and a Schedule; the terms of the Schedule shall govern. In the event of any conflict between any two Schedules for a particular Application, the latest in time shall govern.

2. <u>Use of Applications</u>. You grant us the exclusive <u>right and license</u> to install, maintain, and derive revenue from the Applications through our inmate systems (including, without limitation, the related hardware and software) (the "System") located in and around the inmate confinement facilities identified on the Schedules (the "Facilities"). You are responsible for the manner in which you use the Applications. Unless expressly permitted by a Schedule or separate written agreement with us, you will not resell the Applications or provide access to the Applications (other than as expressly provided in a particular Schedule), directly or indirectly, to third parties. During the term of this Agreement and subject to the remaining terms and conditions of this Agreement, Provider shall be the sole and exclusive provider of existing and any future inmate related telecommunications, whether fixed, mobile or otherwise, including but not limited to phone calls, prepaid calling cards, and debit calling) at all existing and future correctional facilities under the authority of Customer in lieu of any other third party providing such inmate telecommunications, including without limitation, Customer's employees, agents, or subcontractors.

3. <u>Compensation</u>. Compensation for each Application, if any, and the applicable payment addresses are as stated in the Schedules.

4. <u>Term</u>. The initial term of this Agreement (the "Initial Term") shall begin on the Effective Date and shall end on the date that is thirty-six (36) months thereafter. Notwithstanding anything to the contrary, the terms and conditions of this Agreement shall continue to apply to each Schedule for so long as we continue to provide the Application to you after the expiration or earlier termination of this Agreement.

5. <u>Service Level Agreement and Limited Remedy</u>. We are committed to providing you with reliable, high quality Applications, and we offer certain assurances about the quality of our Applications (the "Service Level Agreement"). The Service Level Agreement for each Application Is as set forth in the applicable Schedule. THE SERVICE LEVEL AGREEMENT SETS FORTH THE SOLE AND EXCLUSIVE REMEDIES FOR FAILURE OR DEFECT OF AN APPLICATION. WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE, AND NONINFRINGEMENT.

8. <u>Software License</u>. 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 Applications (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 products 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 Applications 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, (iv) after, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any, third party to the

Master Services Agreement - Page 1 of 10 Securus Technologies, Inc. - Proprietary & Confidential 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.

7. <u>Ownership and Use</u>. The System, the Applications, and related records, data, and information (excepting recorded communications, for which you retain ownership) shall at all times remain our sole and exclusive property unless prohibited by law, in which event, we 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 a reasonable period of time thereafter (but In not event less than six (6) months), we will provide you with reasonable access to the records and a reasonable opportunity for Customer to convert or extract Customer information following termination of this Agreement. We (or our 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 our Applications, the System, and our 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.

8. <u>Legality/Limited License Agreement</u>. For services related to Applications which may allow you to monitor and record inmate or other administrative telephone calls, or transmit or receive inmate electronic messages ("e-mail"); by providing the Application, we make <u>no</u> 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, you retain custody and ownership of all recordings, and inmate e-mail messages; however you grant us 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 or e-mail messages protected from disclosure by other applicable privileges.

9. <u>Confidentiality and Non-Disclosure</u>. The System, Applications, and related call records and information (the "Confidential Information") shall at all times remain confidential to Provider. You agree that you will not disclose such Confidential Information to any third party without our prior written consent. Because you 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, you shall only access the Software with computer systems that have effective firewall and anti-virus protection. Moreover, you acknowledge that the contents of this contract constitute proprietary trade secrets and represent that you have not disclosed the terms and conditions of this Agreement to anyone outside of your organization save your legal representative. You warrant that you will keep the terms and conditions of this Agreement confidential and, unless required by court order or statute, will not disclose such information without Provider's express written consent (except that you may disclose the confidential the information contained herein). Before complying with any such court order or statute, you agree to notify Provider so that it may assert any rights to non-disclosure that it may have under the applicable law.

10. <u>Claims</u>. To the fullest extent allowed by applicable law, each party by itself and/or its employees, agents, or contractors agrees to be responsible for any loss, cost, claim, ilability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) (collectively "Claims") arising out of (i) a breach of its own representations, warranties, and/or covenants contained herein, or (ii) gross negligence or willful misconduct, or (iii) actual or alleged intellectual property infringement.

Furthermore, the parties understand and agree that each one is subject to federal, state, and local laws and regulations, and each party bears the burden of its own compliance. Provider agrees to install and implement the inmate Telephone System according to the law governing Provider, the instruction it receives from Customer as to Customer's requirements under the law, and according to Customer's facility's demographics. Customer agrees to indemnify Provider against any and all Claims arising out of or related to Instruction Provider receives from Customer.

11. <u>Insurance</u>. We maintain comprehensive general liability insurance having limits of not less than \$2,000,000,00 in the aggregate. You agree to provide us with reasonable and timely written notice of any claim, demand, or cause of action made or brought against you arising out of or related to the utilization of the Applications and the System in which the Provider is brought in as a co-defendant in the Claim. We have the right to defend any such claim, demand, or cause of action at our sole cost and expense and within our sole and exclusive discretion. You agree not to compromise or settle any claim or cause of action arising out of or related to the use of the Applications or System without our prior written consent, and you are required to assist us with our defense of any such claim, demand, or cause of action.

12. <u>Default and Termination</u>. If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the defaulting party falls to cure its default within thirty (30) days after receipt of the notice of default, then the non-defaulting party shall have the right to terminate this Agreement upon thirty (30) days written notice and pursue all other remedies available to the non-defaulting party, either at law or in equity. Notwithstanding the foregoing, the thirty (30) day cure period shall be extended to ninety (90) days if the default is not reasonably susceptible to cure within such thirty (30) day period, but only if the defaulting party has begun to cure the default during the thirty (30) day period and diligently pursues the cure of such default. Notwithstanding the foregoing, if you breach your obligations in the section entitled "Confidentiality", then we shall have the right to terminate this Agreement immediately.

Master Services Agreement - Page 2 of 10 © Securus Technologies, Inc. - Proprietary & Confidential 13. <u>Limitation of Liability</u>. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS AGREEMENT, NEITHER PARTY SHALL HAVE ANY LIABILITY FOR INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR INCOME, LOST OR CORRUPTED DATA, OR LOSS OF USE OR OTHER BENEFITS, HOWSOEVER CAUSED AND EVEN IF DUE TO THE PARTY'S NEGLIGENCE, BREACH OF CONTRACT, OR OTHER FAULT, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR AGGREGATE LIABILITY TO YOU RELATING TO OR ARISING OUT OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL NOT EXCEED THE AMOUNT WE PAID YOU DURING THE TWELVE (12) MONTH PERIOD BEFORE THE DATE THE CLAIM AROSE.

14. <u>Uncontrollable Circumstance</u>. Both parties reserve the right to renegotiate or terminate this Agreement upon sixty (60) days advance written notice if circumstances outside their control related to the Facilities (including, without limitation, changes in rates, regulations, or operations mandated by law; material reduction in inmate population or capacity; material changes in jail policy or economic conditions; acts of God; actions taken for security reasons (such as lock-downs)) negatively impact their business; however, neither party shall unreasonably exercise such right. Further, both parties acknowledge that each party's provision of the services is subject to certain federal, state or local regulatory requirements and restrictions which are subject to change from time-to-time, and nothing contained herein to the contrary shall restrict either party from taking any steps necessary to perform in compliance therewith.

15. <u>Injunctive Relief</u>. Both parties agree that a breach of any of the obligations set forth in the sections entitled "Software License," "Ownership and Use," and "Confidentiality" would irreparably damage and create undue hardships for the other party. Therefore, the non-breaching party shall be entitled to immediate court ordered injunctive relief to stop any apparent breach of such sections, such remedy being in addition to any other remedies available to such non-breaching party.

16. <u>Force Majeure</u>. Either party may be excused from performance under this Agreement to the extent that performance is prevented by any act of God, war, civil disturbance, terrorism, strikes, supply or market, failure of a third party's performance, failure, fluctuation or non-availability of electrical power, heat, light, air conditioning or telecommunications equipment, other equipment failure or similar event beyond its reasonable control; provided, however that the affected party shall use reasonable efforts to remove such causes of non-performance.

17. <u>Notices</u>. Any notice or demand made by either party under the terms of this Agreement or under any statute shall be in writing and shall be given by personal delivery; registered or certified U.S. mail, postage prepaid; or commercial courier delivery service, to the address below the party's signature below, or to such other address as a party may designate by written notice in compliance with this section. Notices shall be deemed delivered as follows: personal delivery – upon receipt; U.S. mail – five days after deposit; and courier – when delivered as shown by courier records.

18. <u>No Third-party Beneficiary Rights</u>. The parties do not intend to create in any other individual or entity the status of a third-party beneficiary, and this Agreement shall not be construed so as to create such status. The rights, duties, and obligations contained herein shall operate only between the parties and shall inure solely to their benefit. The provisions of this Agreement are intended to assist only the parties in determining and performing their obligations hereunder, and the parties intend and expressly agree that they alone shall have any legal or equitable right to seek to enforce this Agreement, to seek any remedy arising out of a party's performance or failure to perform any term or condition of this Agreement, or to bring an action for the breach of this Agreement.

19. Miscellaneous. This Agreement shall be governed by and construed in accordance with the laws of the State of Wisconsin. No waiver by either party of any event of default under this Agreement shall operate as a waiver of any subsequent default under the terms of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, the validity or enforceability of the other provisions shall remain unaffected. This Agreement shall be binding upon and inure to the benefit of Provider and Customer and their respective successors and permitted assigns. Except for assignments to our affiliates or to any entity that succeeds to our business in connection with a merger or acquisition, neither party may assign this Agreement without the prior written consent of the other party. Each signatory to this Agreement warrants and represents that he or she has the unrestricted right and requisite authority to enter into and execute this Agreement, to bind his or her respective party, and to authorize the installation and operation of the System. Provider and Customer each shall comply, at its own expense, with all applicable laws and regulations in the performance of their respective obligations under this Agreement and otherwise in their operations. Nothing in this Agreement shall be deemed or construed by the parties or any other entity to create an agency, partnership, or joint venture between Customer and Provider. This Agreement cannot be modified orally and can only be modified by a written instrument signed by all parties. The parties' rights and obligations, which by their nature would extend beyond the termination, cancellation, or expiration of this Agreement, shall survive such termination, cancellation, or expiration (including, without limitation, any payment obligations for services or equipment received before such termination, cancellation, or expiration). This Agreement may be executed in counterparts, each of which shall be fully effective as an original, and all of which together shall constitute one and the same instrument. Each party agrees that delivery of an executed copy of this Agreement by facsimile transmission or by PDF e-mail attachment shall have the same force and effect as hand delivery with original signatures. Each party may use facsimile or PDF signatures as evidence of the execution and delivery of this Agreement to the same extent that original signatures can be used. This Agreement, together with the exhibits and Schedules, constitutes the entire agreement of the parties regarding the subject matter set forth herein and supersedes any prior or contemporaneous oral or written agreements or guarantees regarding the subject matter set forth herein.

CUSTOMER:	PROVIDER:
Monroe County Sheriff's Department	Securus Technologies, Inc.
By: Cathuning Sermit	By: Rost for
Name: CATHERINE J. SCHMIT.	Name: Robert Pickens
Tille: COUNTY ADMILLISTRATOR	Title: President
Date: Docember 9, 2015	Date: 12/11/15
Customer's Notice Address:	Provider's Notice Address:
210 West Oak Street Sparta, WI 54656	14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: General Counsel
	Phone: (972) 277-0300
	Provider's Payment Address:
	14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: Accounts Receivable

Please return signed contract to:

14651 Dallas Parkway Sixth Floor Dallas, Texas 75254

Attention: Contracts Administrator

Phone: (972) 277-0300

Master Services Agreement - Page 4 of 10 © Securus Technologies, Inc. - Proprietary & Confidential Schedule (Monroe County Sheriff's Department, WI)

This Schedule is between Securus Technologies, Inc. ("we" or "Provider"), and the Monroe County Sheriff's Department ("you" or "Customer") and is part of and governed by the Master Services Agreement (the "Agreement") executed by the parties. The terms and conditions of the Agreement are incorporated herein by reference. This Schedule shall be coterminous with the Agreement ("Schedule Effective Date").

A. Applications. We will provide the following Applications:

# CALL MANAGEMENT SYSTEM

#### DESCRIPTION:

SECURUS Technologies

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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 do the following: (a) monitor and record inmate calls, (b) prevent monitoring and recording of private calls (i.e., attorney client calls, clergy calls, or other calls as approved and implemented by you); private number settings allow you to mark these calls not to be monitored or recorded, and you are solely responsible for identifying, approving and disabiling requests for private treatment; (c) automatically limit the duration of each call to a certain period designated by us, (d) maintain call detail records in accordance with our standard practices, (e) automatically shut the System on or off, and (f) 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:

<u>Collect Calls</u>. We will pay you commission (the "Commission") based on the Gross Revenues that we earn through the completion of collect calls, excluding interstate 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 Provider. We shall remit the Commission for a calendar month to you on or before the 30th day after the end of the catendar month in which the calls were made (the "Payment Date"). All Commission payments shall be final and binding upon you unless we receive written objection within sixty (60) days after the Payment Date. Your payment address is as set forth in the chart below. You shall notify us in writing at least sixty (60) days before a Payment Date of any change in your payment address.

# FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Fixpe of Call Management Service	F COHIINISSIOU.	FREVENUE Base for Calculation of Commission	Commission: Payment Address
Monroe County Sheriff's Department 210 West Oak Street Sparta, WI 54656	SCP	50%*	Gross Revenues	Same

"The designated Commission percentage is contingent upon Customer's implementation of all products and payment methods described herein within ninety (90) days of the Effective Date (unless actions of Provider render such implementation within that timeframe impossible, in which case such implementation will be effected as soon as reasonably practicable). Should the Customer fail to implement all such products and payment methods within ninety (90) days of the Effective Date to renegotiation.

\*Notwithstanding anything to the contrary contained in the Agreement, in accordance with Federal Communications Commission 47 CFR Part 64 [WC Docket No. 12-375; FCC 13-113] – Rates for Interstate Calling Services - effective February 11, 2014, no commission shall be paid on revenues earned through the completion of interstate calls of any type placed from the Facility(s).

\*Changes will take effect on the first day of the month following receipt of written notice by the Customer. Notice must be signed by a person who has binding authority for the Customer and a copy delivered to:

SECURUS TECHNOLOGIES, INC. CHIEF FINANCIAL OFFICER 14651 DALLAS PARKWAY, SIXTH FLOOR DALLAS, TEXAS 75254

Master Services Agreement - Page 5 of 10 © Securus Technologies, Inc. - Proprietary & Confidential Commissions are paid in one-month arrears and are not subject to retro-active payments or adjustments for notice delays.

# CENTRALIZED NET CENTRIC, VOIP, DIGITAL TRANSMITTED CALL MANAGEMENT SYSTEM

#### **DESCRIPTION:**

Secure Calling Platform User Interface. We will provide you with the Software regarding the Secure Calling Platform Interface ("S-Gate User Interface") which may be used only on computers and other equipment that meets or exceeds the specifications in the chart below, which we may amend from time to time ("Compatible Equipment"). Customer represents that (I) It will be responsible for distributing and assigning licenses to its end users; (ii) It will use the SCP User Interface for lawful purposes and shall not transmit, retransmit or store material in violation of any federal or state laws or regulation; and (iii) it will monitor and ensure that its licensed end users comply as directed herein.

	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 glgabyte (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 Fram Adobe Reader 9.5 or newer, Microsoft Office Excel Vie Time 7 or newer, Windows Media Player, Antivirus, Wi zip utility	

\*XP Media center edition not supported

## SERVICE LEVEL AGREEMENT

We agree to repair and maintain the System in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor. All such maintenance shall be conducted in accordance with the service levels in Items 1 through 10 below. All such maintenance shall be provided at our sole cost and expense unless necessitated by any misuse of, or destruction, damage, or vandalism to any premises equipment by you (not inmates at the Facilities), in which case, we may recoup the cost of such repair and maintenance through either a Commission deduction or direct involcing, at our option. You agree to promptly notify us in writing after discovering any misuse of, or destruction, damage, or vandalism to, the said equipment. If any portion of the System is interfaced with other devices or software owned or used by you or a third party, then we shall have no obligation to repair or maintain such other devices or software. This SERVICE LEVEL AGREEMENT does not apply to any provided *Open*workstation(s) (see below). For the services contemplated hereunder, we may provide, based upon the facilities requirements, two types of workstations (personal computer/desktop/laptop/terminal): "The "*Open*workstation" is an open non-secured workstation which permits administrative user rights for facility personnel and allows the facilities an ability to add additional third-party software. Ownership of the *Open*workstation is transferred to the facility along with a three-year product support plan with the hardware provider. We have no obligation to provide any technical and field support services for an *Open*workstation. CUSTOMER IS SOLELY RESPONSIBLE FOR THE MAINTENANCE OF ANY OPENWORKSTATION(S)."

1. <u>Outage Report: Technical Support</u>. If either of the following occurs: (a) you experience a System outage or malfunction or (b) the System requires maintenance (each a "System Event"), then you will promptly report the System Event to our Technical Support Department (Technical Support"). You may contact Technical Support 24 hours a day, seven days a week (except in the event of planned or emergency outages) by telephone at 866-558-2323, by email at TechnicalSupport@securustech.net, or by facsimile at 800-368-3168. We will provide you commercially reasonable notice, when practical, before any Technical Support outage.

2. <u>Priority Classifications</u>. Upon receipt of your report of a System Event, Technical Support will classify the System Event as one of the following three priority levels:

ſ		30% or more of the functionality of the System is adversely affected by the System Event.
Ī		5% - 29% of the functionality of the System is adversely affected by the System Event.
	"Priority 3"	5% or less of the functionality of the System is adversely affected by the System Event. Single and multiple phones related issues.

Master Services Agreement - Page 6 of 10 © Securus Technologies, Inc. - Proprietary & Confidential اير.

3. <u>Response Times</u>. After receipt of notice of the System Event, we will respond to the System Event within the following time periods:

Priority 1	2 hours
Priority 2	· 24 hours
Priorily 3	72 hours

4. <u>Response Process</u>. In the event of a System Event, where the equipment is located on Customer premises, Technical Support will either initiate remote diagnosis and correction of the System Event or dispatch a field technician to the Facility (in which case the applicable regional dispatcher will contact you with the technician's estimated time of arrival), as necessary. In the event a System Event occurs in the centralized SCP system, technical support will initiate remote diagnosis and correction of the System Event.

5. <u>Performance of Service</u>. All of our repair and maintenance of the System will be done in a good and workmanlike manner at no cost to you except as may be otherwise set forth in the Agreement. Any requested modification or upgrade to the System that is agreed upon by you and us may be subject to a charge as set forth in the Agreement and will be implemented within the time period agreed by the parties.

6. <u>Escalation Contacts</u>. Your account will be monitored by the applicable Territory Manager and Regional Service Manager. In addition, you may use the following escalation list if our response time exceeds 36 hours: first to the Technical Support Manager or Regional Service Manager, as applicable, then to the Director of Field Services, then to the Executive Director, Service.

7. <u>Notice of Resolution</u>. After receiving internal notification that a Priority 1 System Event has been resolved, a technician will contact you to confirm resolution. For a Priority 2 or 3 System Event, a member of our customer satisfaction team will confirm resolution.

8. Monitoring. We will monitor our back office and validation systems 24 hours a day, seven days a week.

9. <u>Required IGR</u>. You are responsible for providing a dedicated isolated grounded receptacle ("IGR") for use in connection with the primary System. Upon request we will provide you with the specifications for the IGR. If you are unable to or do not provide the IGR, then we will provide the IGR on a time and materials basis at the installer's then-current billing rates, provided that we are not responsible for any delay caused by your failure to provide the IGR.

10. End-User Billing Services and Customer Care. Our Securus Correctional Billing Services department will maintain dedicated customer service representatives to handle end-user issues such as call blocking or unblocking and setting up end-user payment accounts. The customer service representatives will be available 24 hours a day, 7 days a week by telephone at 800-844-6591, via chat by visiting our website <u>www.securustech.net</u>, by email at CustomerService@securustech.net, and by facsimile at 972-277-0714. In addition, we will maintain an automated inquiry system on a toll-free customer service phone line that will be available to end-users 24 hours a day, 7 days a week to provide basic information and handle most routine activities. We will also accept payments from end-users by credit card, check, and cash deposit (such as by money order, MoneyGram or Western Union transfer).

## INSTANT PAY M PROGRAM

#### **DESCRIPTION**

The Instant Pay<sup>™</sup> 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<sup>™</sup>. Pay Now<sup>™</sup> 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<sup>™</sup>, 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. Provider will compensate Customer at a rate of one and 60/100 dollars (\$1.60) for each call accepted and paid for using Pay Now<sup>™</sup>. Pay Now<sup>™</sup> is not subject to any other compensation.

Text2Connect<sup>™</sup>. Text2Connect<sup>™</sup> 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<sup>™</sup> 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 Provider, 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<sup>™</sup> account. Text2Connect<sup>™</sup> is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

Master Sèrvices Agreement - Page 7 of 10 © Securus Technologies, Inc. - Proprietary & Confidential Text2Connect<sup>™</sup> promotional calls are not commissionable, and Provider will pay Customer a bonus payment of thirty cents (\$0.30) for each transaction fee billed and collected by the wireless carrier completed through the Text2Connect<sup>™</sup> platform. Bonus payments for each applicable connection will be added to your existing monthly commission statement. Text2Connect<sup>™</sup> is not subject to any other compensation.

## INMATE DEBIT

#### 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 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 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	Commission Refeetage
Monroe County Sheriff's Department 210 West Oak Street Sparta, WI 54656	50%*

\*Notwithstanding anything to the contrary contained in the Agreement, in accordance with Federal Communications Commission 47 CFR Part 64 [WC Docket No. 12-375; FCC 13-113] – Rates for Interstate Calling Services - effective February 11, 2014, no commission shall be paid on revenues earned through the completion of interstate calls of any type placed from the Facility(s).

## COMMISSARY ORDER BY PHONE

#### DESCRIPTION:

Commissary Order by Phone allows an inmate to order and purchase commissary items using the inmate phone system by selecting an additional menu option on the phone system. Customer's commissary operator provides an interactive voice response system ("IVR") and a speed-dial number (800#) into the commissary's IVR. Customer hereby requests that Provider work with its commissary operator identified below to set up and activate Commissary Order by Phone at the Facility named in the chart below:

# FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Commissary Operator
Monroe County Sheriff's Department 210 West Oak Street Sparta, WI 54656	Swanson or Stellar (or such other commissary operator as Customer may notify Provider in writing)

#### PREPAID CALLING CARDS

#### DESCRIPTION:

Upon receipt of your written request, we will provide you with inmate Prepaid Calling Cards for resale to inmates at the Facilities specified in the chart below. Prepaid Calling Cards are not returnable or refundable; all sales are final. Each Prepaid Calling Cards will be valid for no more than six (8) months from the date it is first used. The cards are subject to applicable local, state, and federal taxes plus any applicable per call surcharge fee. If you authorize us, we will deal with

Master Services Agreement - Page 8 of 10 © Securus Technologies, Inc. - Prophetary & Confidential your third-party commissary operator ("Commissary Operator") for the sole purpose of selling Prepaid Calling Cards to you. If that is the case, you shall notify us in writing of any change in the identity of the Commissary Operator, which change shall be effective on the date that we receive the notice. Notwithstanding anything to the contrary, you will remain primarily liable for the payment for Prepaid Calling Cards sold to Commissary Operator on your behalf.

#### TAXES:

The face value of the Prepaid Calling Cards does not include any taxes or other fees. Provider will invoice Customer for each order of Prepaid Calling Cards. Customer agrees to pay the invoice within thirty (30) days, including all applicable sales taxes and other regulatory charges. Customer may provide a Sales and Use Tax Resale Certificate to Provider staling that Customer will be responsible for charging the applicable taxes to the end-users and for remitting the collected taxes to the proper taxing jurisdictions. If Provider receives a Sales and Use Tax Resale Certificate from Customer, Provider will not charge applicable sales taxes on Customer invoices for Prepaid Calling Cards purchases.

#### COMPENSATION:

The face value of the Cards less the applicable percentage specified in the chart below plus any applicable sales tax and shipping charges shall be due and payable within thirty (30) days after the invoice date. After such thirty (30) day period, then we reserve the right to charge interest on the overdue amount at the lower of (a) fifteen percent (15%) per annum or (b) the maximum rate allowed by law and to deduct the invoice price of the Cards plus any accrued interest from any amounts we owe you until paid in full. If you authorize us in writing we will deduct amounts owed from your earned Commissions. If the amounts owed exceed the Commission for the relevant month or if, for any reason, the Agreement terminates or expires during the relevant month, then we will invoice you for the balance which shall be due within thirty (30) days after the date of the Invoice. All applicable sales taxes will be charged on the invoiced amount of the Prepaid Calling Card sale, unless Customer provides us a valid reseller's certificate before the time of sale.

FACILITIES	AND RE	LATED	SPECIF	ICATIONS:

Facility Name and Address	Discount:Percentage
Monroe County Sheriff's Department 210 West Oak Street Sparta, Wi 54656	50%*

\* Less the applicable percentage reduction attributable to interstate calling revenue

#### CALLING RATES

Provider will charge rates that are in compliance with state and federal regulatory requirements. International rates, if applicable, will vary by country.

#### Master Services Agreement - Page 9 of 10 © Securus Technologies, Inc. - Proprietary & Confidential

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Exhibit A: Customer Statement of Work (Monroe County Sheriff's Department, WI)

1 .....

This Customer Statement of Work is made part hereto and governed by the Master Services Agreement (the "Agreement") executed between Securus Technologies, Inc. ('we' or "Provider"), and the Monroe County Sheriff's Department ("you" or "Customer"). The terms and conditions of said Agreement are incorporated herein by reference. This Customer Statement of Work shall be coterminous with the Agreement.

A. <u>Applications</u>. The parties agree that the Applications listed in the Service Schedule or below shall be provided and in accordance with the Service Level Agreements as described in the applicable section of the Service Schedule to the Agreement.

B. <u>Equipment</u>. We will provide the equipment/Applications in connection with the SCP services needed to support the required number and type of phones and other components, up to 3 VPM sets (with an on/off switch for recording) and storage for 1 year. Additional equipment or applications will be installed only upon mutual agreement by the parties, and may incur additional charges.

EXECUTED as of the Schedule Effective Date.

CUSTOMER:	PROVIDER:	
Monroe County Sheriff's Department	Securus Technologies, Inc.	
By: Catherine & Schmit	and and a second	
Name: CATHERINE J. SCHMIT	By: Contract	
Title: COUNTY ADMINISTRATOR	Name: Robert Pickens	
•	Title: President	

Please.return signed contract to:

14651 Dallas Parkway Sixth Floor Dallas, Texas 75254

SECURUS Technologies

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connecting what matters'

Attention: Contracts Administrator

Phone: (972) 277-0300

# SECURUS Technologies

# MONROE COUNTY (WI) A300408

## FIRST AMENDMENT TO MASTER SERVICES AGREEMENT

This **FIRST AMENDMENT** ("First Amendment") is effective as of the last date signed by either party ("First Amendment Effective Date") and amends and supplements that certain Master Services Agreement by and between Securus Technologies, Inc. ("we," "us," or "Provider") and Monroe County Sheriff's Department ("you" or "Customer") dated December 17, 2015 (the "Agreement").

WHEREAS Customer and Provider are parties to the Agreement and desire to amend the terms as stated herein;

**NOW**, **THEREFORE**, as of the First Amendment Effective Date and in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. <u>Term</u>. This First Amendment shall commence on the First Amendment Effective Date and shall remain in effect through the Term of the Agreement. Further, the Initial Term of the Agreement shall be extended by an additional 12 months, with a modified end date of December 16, 2019. Notwithstanding anything to the contrary, the terms and conditions of the Agreement shall continue to apply for so long as we continue to provide the Applications to you after the expiration or earlier termination of this Agreement.

2. <u>Private Number Designation</u>. We will continue to provide you with the ability to designate certain numbers (for example, attorney or clergy numbers) as "Private" within our Secure Call Platform. Calls to numbers designated as Private will not be recorded by us. Although we will maintain your Private list within our Secure Call Platform, <u>you acknowledge and agree that you will have the sole discretion, authority, and responsibility for designating numbers as Private, and that we have no discretion, authority, or responsibility for making such designations, unless done so at your instruction</u>. Further, to the fullest extent allowed by applicable law, you and/or your employees, agents, or contractors agree to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) arising out of the recording or monitoring of calls to numbers that should have been, but were not, designated by you as Private.

3. Address Change. ProvIder's Notice and Payment addresses are hereby changed to the following:

Notice Address:

Payment Address:

4000 International Parkway Carrollton, Texas 75007 Attention: General Counsel Phone: (972) 277-0335

4000 International Parkway Carrollton, Texas 75007 Attention: Accounts Payable Phone: (972) 277-0335

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

EXECUTED as of the First Amendment Effective Date.

<u>CUSTOMER</u> :	PROVIDER:
Monroe County Sheriff's Department	Securus Technologies, Inc.
By: Scolpukins Name: <u>Scolperkins</u> Title: <u>Sheriff</u> Date: <u>Dov. 12, 2018</u>	By:Image: Angle ConstraintsName:Robert E. PickensTitle:President and Chief Executive OfficerDate:12-7-19

Page 1 of 2 © SECURUS Technologies, Inc. - Proprietary & Confidential

# Please return signed contract to:

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4000 International Parkway Carrollton, Texas 75007 Attention: Contracts Administrator Phone: (972) 277-0300



# MONROE COUNTY (WI) A300408

## SECOND AMENDMENT TO MASTER SERVICES AGREEMENT

This **SECOND AMENDMENT** ("Second Amendment") is effective as of the last date signed by either party ("Second Amendment Effective Date") and amends and supplements that certain Master Services Agreement by and between Securus Technologies, Inc. ("we," "us," or "Provider") and Monroe County Sheriff's Department ("you" or "Customer") dated December 17, 2015 as subsequently amended (collectively, the "Agreement").

WHEREAS Customer and Provider are parties to the Agreement and desire to amend the terms as stated herein;

**NOW, THEREFORE**, as of the Second Amendment Effective Date and in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. <u>Term</u>. This Second Amendment shall commence on the Second Amendment Effective Date and shall remain in effect through the Term of the Agreement. Further, the Initial Term of the Agreement shall be extended by an additional 12 months, with a modified end date of December 16, 2020. Notwithstanding anything to the contrary, the terms and conditions of the Agreement shall continue to apply for so long as we continue to provide the Applications to you after the expiration or earlier termination of this Agreement.

2. <u>Customer Options for Alternative Compensation Structures</u>. Notwithstanding anything to the contrary in the Agreement, at Customer's option, Customer may request that compensation and rates under the Agreement be amended to either a no commission or taxpayer-funded and no commission option at any time during the Term. If requested by Customer, the parties will negotiate in good faith regarding an appropriate reduction to the applicable call rates if Customer agrees to no longer receive any commission or other type of financial compensation under the Agreement. For such compensation structures, Provider can also accommodate a Customer request to transition from inmate and friend and family funding of inmate telephone services to a model where those services are taxpayer-funded / paid for by Customer.

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

EXECUTED as of the Second Amendment Effective Date.

<u>CUSTOMER</u> :	PROVIDER:
Monroe County Sheriff's Department	Securus Technologies, Inc.
By: $12/11/2019$ Name: $12/11/2019$	By: Name: Robert E. Pickens Title: Chief Executive Officer Date: (2-23-(9)

## Please return signed contract to:

4000 International Parkway Carrollton, Texas 75007 Attention: Contracts Administrator Phone: (972) 277-0300



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# MONROE COUNTY (WI) A300408

## THIRD AMENDMENT TO MASTER SERVICES AGREEMENT

This **THIRD AMENDMENT** ("Third Amendment") is effective as of the last date signed by either party ("Third Amendment Effective Date") and amends and supplements that certain Master Services Agreement by and between Securus Technologies, LLC ("we," "us," or "Provider") and Monroe County Sheriff's Department ("you" or "Customer") dated December 17, 2015 (the "Agreement"), as subsequently amended (collectively, the "Agreement").

WHEREAS Customer and Provider are parties to the Agreement and desire to amend the terms as stated herein;

**NOW, THEREFORE**, as of the Third Amendment Effective Date and in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. <u>Term</u>. This Third Amendment shall commence on the Third Amendment Effective Date and shall remain in effect through the Term of the Agreement. Further, the Term of the Agreement shall be extended, with a modified end date of that is 36 months from the Third Amendment Effective Date. Unless one party delivers to the other written notice of non-renewal at least 90 days before the end of the then current term, the Agreement will automatically renew for up to two successive periods of 12 months each. Notwithstanding anything to the contrary, the terms and conditions of the Agreement shall continue to apply for so long as we continue to provide the Applications to you after the expiration or earlier termination of this Agreement.

2. <u>Technology Grant</u>. On or about the first day of the month following the deployment of all products and services included in this Third Amendment, Provider will provide Customer with a \$10,000 fund to purchase technology services or equipment from third-party vendors. Any amount remaining in the fund at the expiration of the Term or earlier termination of this Agreement are forfeited and will no longer be available. Customer acknowledges that the technology grant is a one-time fund, not a recurring or annual payment.

3. <u>Additional Applications</u>. As of the Third Amendment Effective Date, the following Applications are added to the Agreement:

## **ADVANCECONNECT SINGLE CALL™**

AdvanceConnect Single Call allows friends and family to pre-pay for a call from an inmate and, if deployed, hereby replaces Provider's Instant Pay Program. Using AdvanceConnect Single Call, consumers can fund the minimum required to complete the applicable call. Based on the actual duration of the call, AdvanceConnect Single Call transactions are rated at the per-minute rate (plus any applicable federal, state, and local taxes and transaction fees). AdvanceConnect Single Call calls are commissioned in the same manner as collect calls.

#### INVESTIGATOR PROTM

## DESCRIPTION:

Investigator  $\operatorname{Pro}^{\operatorname{TM}}$  is a telephone safety, security, and investigative feature of SCP. Investigator  $\operatorname{Pro}^{\operatorname{TM}}$  uses continuous voice identification technology to determine what inmate(s) are speaking on the call, detect certain three-way call violations, and help investigators find correlations between calls that might otherwise go undetected. Inmates must participate in a supervised voice model enrollment process. This inmate voice model enrollment process will be the responsibility of Customer. Customer's use of Investigator  $\operatorname{Pro}^{\operatorname{TM}}$  is governed by the JLG Technologies, LLC End User Software License Agreement located at <u>https://securustechnologies.tech/ipro-terms-and-conditions/</u>, which is incorporated herein by reference.

## COMPENSATION:

The cost of Investigator Pro<sup>™</sup> was considered and included in offering the Commission percentage and other terms contained herein.

GUARDED EXCHANGE SERVICES



Page 1 of 5 – © Securus Technologies, LLC - Proprietary & Confidential

Provider's subsidiary, Guarded Exchange, LLC, will deploy an offender communications monitoring system ("GEX System") designed to assist with identification of (1) suspicious or suggestive key words or phrases; (2) phrases that suggest threats to security of the Facility(s) and Facility personnel; and (3) criminal activity in and outside of the Facility(s).

The GEX System will analyze a selected subset of inmate communications originating from the Facility(s), including, as agreed, specific communications that match criteria provided by Customer (Targeted Requests). Guarded Exchange will provide reports to Customer that detail a breakdown of threat levels identified.

#### TERMS & CONDITIONS:

Customer agrees and acknowledges that it will use information received from the GEX System only for legitimate law enforcement, investigatory, and penological purposes.

Customer will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to its access to and use of information obtained in connection with or through the GEX System. Customer acknowledges and understands that Customer is solely responsible for its compliance with such laws and that neither Provider nor Guarded Exchange<sup>™</sup> make any representation or warranty as to the legality of the use of the GEX System or the information obtained in connection therewith. Neither Provider nor Guarded Exchange<sup>™</sup> will have any 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 GEX System.

Customer acknowledges that the information available through the GEX System includes personally identifiable information and that it is Customer's obligation to keep all such accessed information secure. Accordingly, Customer will (1) restrict access to the GEX System to those law enforcement personnel who have a need to know as part of their official duties; (2) ensure that its employees (i) obtain and/or use information from the System only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (3) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (4) use commercially reasonable efforts to monitor and prevent against unauthorized access to or use of the GEX System and any information derived therefrom (whether in electronic form or hard copy); (5) notify Provider and Guarded Exchange™ promptly of any such unauthorized access or use that Customer discovers or otherwise becomes aware of; and (6) unless required by law, purge all information obtained through the GEX System and stored electronically or on hard copy by Customer within 90 days of initial receipt or upon expiration of retention period required by law.

Customer understands and acknowledges that all information used and obtained in connection with the GEX System is "AS IS." If Provider or Guarded Exchange<sup>™</sup> determine in either's sole discretion that the GEX System and/or Customer's use thereof (1) violates the terms and conditions set forth herein or (2) violates any law or regulation or (3) is reasonably likely to be so determined, either Provider or Guarded Exchange<sup>™</sup> may, upon written notice, immediately terminate Customer's access to the GEX System and will have no further liability or responsibility to Customer with respect thereto. Customer further acknowledges and agrees that the GEX System is not infallible, and that neither Provider nor Guarded Exchange<sup>™</sup> make any representations or warranties regarding the GEX System's ability to identify suspicious or suggestive key words or phrases, phrases that suggest threats to security, or phrases that indicated criminal activity in and outside of the Facility(s).

Neither Provider nor Guarded Exchange<sup>™</sup> will have any liability to Customer for any loss or injury arising out of or in connection with the GEX System or Customer's use thereof. If, notwithstanding the foregoing, liability can be imposed on Provider or Guarded Exchange<sup>™</sup>, Customer agrees that Provider and Guarded Exchange's<sup>™</sup> aggregate liability for any and all losses or injuries arising out of any act or omission of Provider or Guarded Exchange<sup>™</sup> in connection with the GEX System, 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, will never exceed \$100.00. Customer covenants and promises that it will not seek to recover from Provider or Guarded Exchange<sup>™</sup> an amount greater than such sum even if Customer was advised of the possibility of such damages. NEITHER PROVIDER NOR GUARDED EXCHANGE<sup>™</sup> MAKE AND DO HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE GEX SYSTEM. NEITHER PROVIDER NOR GUARDED EXCHANGE<sup>™</sup> GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE GEX SYSTEM.

IN NO EVENT WILL PROVIDER OR GUARDED EXCHANGE™ BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER OR INMATE FROM RECEIPT OR USE OF THE GEX SYSTEM OR THE INFORMATION DERIVED THEREFROM, OR THE UNAVAILABILITY THEREOF. CUSTOMER HEREBY AGREES TO PROTECT, INDEMNIFY, DEFEND, AND HOLD HARMLESS PROVIDER AND GUARDED EXCHANGE™ FROM AND AGAINST ANY AND ALL COSTS, CLAIMS, DEMANDS, DAMAGES, LOSSES, AND LIABILITIES

(INCLUDING ATTORNEYS' FEES AND COSTS) ARISING FROM OR IN ANY WAY RELATED TO CUSTOMER'S USE OF THE GEX SYSTEM OR THE INFORMATION DERIVED THEREFROM.

#### COMPENSATION:

The cost of the GEX System was considered and included in offering the Commission percentage and other terms contained herein.

## **TABLETS**

Provider will deploy free basic community tablets to Facility. In addition to the free basic community tablets, Provider will offer personal rental tablets with premium content. Customer may purchase tablet earbuds at \$5.66 per set, which may be invoiced or deducted from commissions. Customer is responsible for any applicable taxes and third-party expenses associated with the earbud purchase. Each earbud order must be for at least 25 units and be made in 25 unit increments. Provider may, at its option, decline to fulfill any order that does not conform to these requirements. Alternatively, if requested by Customer, Provider will work with Customer's commissary provider to facilitate the sale of earbuds. Customer will not permit the resale of the earbuds for more than \$19.99 per set unless approved by Provider.

Premium content may include, but is not limited to, songs, games, movies, and television episodes. Customer understands and acknowledges that premium content is subject to availability and may change at Provider's discretion. Premium content also may be subject to third-party licensing agreements with content providers. If Customer provides content for Provider to display on the tablets, Customer represents and warrants that it has obtained all necessary licensing and rights to display such content. Provider is not responsible and hereby disclaims any liability for any and all content of third-party applications and any documents, videos, or forms published by Customer or from outside sources.

For the 12-month period following the Effective Date, Provider will offer personal rental tablets at a promotional rate of \$5.00 per tablet per month plus applicable taxes/fees/surcharges. Provider will pay Customer 10% commission on the revenue earned through the purchase of premium content on those tablets; such commission is net of licensing and network costs, excludes applicable taxes/fees/surcharges, and is not paid on the tablet rental rate. The subscription fee and premium content fees can be paid by using either Inmate Debit or a Tablet user account. The parties reserve the right to renegotiate the \$5.00 promotional rental rate and/or commissions earned if, after the initial 12-month period, Provider's Tablet-related costs exceed the revenue generated.

### TERMS & CONDITIONS:

Customer represents and warrants that it will not provide the SecureView Tablet Solution to inmates whom Customer knows or reasonably suspects pose a threat to other inmates or Facility personnel, or who may use an Inmate Tablet in a dangerous or unauthorized manner.

Customer understands and acknowledges that premium content is rented and available only for the duration of an inmate's incarceration at the Facility and will not be made available upon the inmate's release.

Customer further understands and acknowledges that, in instances where inmate telephone calls originate from Tablets, Investigator Pro<sup>™</sup> works only with Provider's certified earbuds. If Customer elects to sell alternative earbuds, Customer forgoes the effectiveness of Investigator Pro's<sup>™</sup> voice identification technology on Tablet calls. Moreover, Customer will refrain from the sale or distribution of earbuds with a microphone other than Provider's certified earbuds.

PROVIDER DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE SECUREVIEW TABLET SOLUTION. PROVIDER DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE SECUREVIEW TABLET SOLUTION.

IN NO EVENT WILL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER OR INMATE FROM RECEIPT OR USE OF THE SECUREVIEW TABLET SOLUTION OR THE UNAVAILABILITY THEREOF.

Customer hereby agrees to protect, indemnify, defend, and hold harmless Provider from and against any and all costs, claims, demands, damages, losses, and liabilities (including attorneys' fees and costs) arising from or in any way related to Customer's or inmates' use of the SecureView Tablet solution.

### EMESSAGING

<u>DESCRIPTION</u>: Securus' eMessaging Application ("eMessaging") allows for two-way electronic communication between friends and family and an inmate. Users purchase eMessaging "stamps," which are used to fund the transmission of an electronic message according to the following chart:

<u>Type of Message (When</u> <u>Available)</u>	Number of Stamps	Notes			
Text Message	1 stamp per message				
Photo	1 stamp per photo	Limit of 5 photos per eMessage; 3 MB / photo limit			
eCard	1 stamp per eCard	Limit of 5 eCards per eMessage			
VideoGram	3 stamps per VideoGram				

Different types of attachments can also be combined in a single transmission.

The facility can access a web-based portal that enables message review, and can approve and reject a message or attachment based on the facility's policies and criteria. Friends and family must send and receive messages using either the Securus mobile app or their inbox at <u>www.securustech.net</u> and must have a free Securus Online account to access. Approved messages and attachments are accessible by inmates through certain of Provider's technologies as agreed by Customer and Provider.

With Customer's agreement, Provider may (a) issue future releases of eMessaging which contain additional features and functionalities; or (b) modify the pricing contained herein. Customer understands and acknowledges that eMessaging is a requirement for Tablet deployment.

<u>COMPENSATION</u>: Provider will provide eMessaging at no cost to Customer. Friends and family members can purchase a book of stamps specific to a facility in the following quantities:

Number of Stamps in Book	Stamp Book Price (Plus transaction fees and all applicable taxes)
5	\$2.50
10	\$5.00
20	\$10.00
50	\$25.00

Where available, using funds in an Inmate Debit account, inmates can purchase a book of stamps in the following quantities:

Number of Stamps in Book	Stamp Book Price (Plus applicable taxes)					
1	\$0.50					
2	\$1.00					
5	\$2.50					
10	\$5.00					

Provider will pay Customer a commission of 20% on each redeemed stamp based on the Stamp Book Price (excluding any applicable taxes/fees/surcharges), which may differ from facility to facility. A stamp is considered "redeemed" when it is used to send messages. Provider will remit the payment for a calendar month to Customer on or before the 30<sup>th</sup> day after end of the calendar month in which the eMessaging stamps were redeemed (the "Payment Date"). All payments will be final and binding unless Provider receives written objection within 60 days after the Payment Date.

Page 4 of 5 - © Securus Technologies, LLC - Proprietary & Confidential

<u>E-MESSAGING TERMS OF USE</u> – Customer's use of eMessaging is governed by the terms and conditions at <u>https://www.securustechnologies.com/emessaging-terms-and-conditions</u>, which are incorporated herein by reference.

4. <u>Addition to Miscellaneous Terms</u>. If any legal action or other proceeding is brought for the enforcement of the Agreement or because of an alleged dispute, breach, default, or misrepresentation in connection with any provisions of the Agreement, the successful or prevailing party or parties shall be entitled to recover from the non-prevailing party, reasonable attorneys' fees, court costs, and all expenses, even if not taxable as court costs (including, without limitation, all such fees, costs, and expenses incident to appeals), incurred in that action or proceeding, in addition to any other relief to which such party or parties may be entitled. As used herein, "prevailing party" includes without limitation, a party who dismisses an action for recovery hereunder in exchange for payment of the sums allegedly due, performance of covenants allegedly breached, or consideration substantially equal to the relief sought in the action.

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

CUSTOMER:	PROVIDER:
Monroe County Sheriff's Department By: <u>held the product</u> Name: <u>Wesley D. Revels</u> Title: <u>Skerif</u> F	Securus Technologies, LLC (f/k/a Securus Technologies, Inc.) By: P.P. Name: PUSSCU PoBerts Title: Crief Group Officer
Date: 1/20 J, 2021	Date:

EXECUTED as of the Third Amendment Effective Date.

### Please return signed contract to:

4000 International Parkway Carrollton, Texas 75007 Attention: Contracts Administrator Phone: (972) 277-0300

## Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6088559004	\$137.31	123	28	\$245.01	149	36	\$82.43	49	11	\$0.00	0	0
Total:	\$137.31	123	28	\$245.01	149	36	\$82.43	49	11	\$0.00	0	0

# Prepaid Collect

	Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6	6088559004	\$762.14	1856	153	\$769.90	675	77	\$444.65	401	38	\$550.62	2622	296
Tot	al:	\$762.14	1856	153	\$769.90	675	77	\$444.65	401	38	\$550.62	2622	296

# Inmate Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6088559004	\$1,434.50	2869	555	\$1,985.50	3971	645	\$875.50	1751	247	\$4,762.59	22679	2749
Total:	\$1,434.50	2869	555	\$1,985.50	3971	645	\$875.50	1751	247	\$4,762.59	22679	2749
Grand Total:	\$2,333.95	4848	736	\$3,000.41	4795	758	\$1,402.58	2201	296	\$5,313.21	25301	3045

#### **OTHER REVENUE**

Revenue Type	Orig. ANI	Items	Revenue	Commission	
AIS VMail			\$0.00	\$0.00	
Coin-operated Pay Telephones			\$0.00	\$0.00	
GTL Dialaround		0	\$0.00	\$0.00	
Instant Pay - Pay Now		0		\$0.00	
Instant Pay - Text2Connect		0		\$0.00	
Legacy Operator Assistant		0	\$0.00	\$0.00	
Outbound Voicemail (Interstate)		0	\$0.00	\$0.00	
Outbound Voicemail (NonInterstate)		7	\$35.02	\$17.51	
SIM		0		\$0.00	
Tablets		0	\$0.00	\$0.00	
Video Visitation		0	\$0.00	\$0.00	
Video Visitation Subscription		0	\$0.00	\$0.00	
VMail		0	\$0.00	\$0.00	
	•	Total:	\$35.02	\$17.51	

MEDIA REVENUE

Rev Type	Orig. ANI	Items	Revenue	Commission
Media - Music		0	\$0.00	\$0.00
Media - Games		0	\$0.00	\$0.00
Media - Games - CDF		0	\$0.00	\$0.00

Total:	0		\$0.00	\$0.00
	0	\$0.00	\$0.00	\$0.00
eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
		Total:	\$0.00	\$0.00
Media - TV Shows - CDF		0	\$0.00	\$0.00
Media - TV Shows		0	\$0.00	\$0.00
Media - Newsstand - CDF		0	\$0.00	\$0.00
Media - Newsstand		0	\$0.00	\$0.00
Media - Movies - CDF		0	\$0.00	\$0.00
Media - Movies		0	\$0.00	\$0.00

# Total Revenue:

# <u>\$12,085.17</u>

Calculated Commission:

# \$3,385.98

# TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission	
Direct Billed Collect	\$464.75	321	75	\$232.38	
Interlata	\$82.43	49	11	\$41.22	
International	\$0.00	0	0	\$0.00	
Interstate	\$0.00	0	0	\$0.00	
Intralata	\$245.01	149	36	\$122.51	
Intralata/Interstate	\$0.00	0	0	\$0.00	
Local	\$137.31	123	28	\$68.66	
Prepaid Collect	\$2,527.31	5,554	564	\$988.35	
Interlata	\$444.65	401	38	\$222.33	
International	\$0.00	0	0	\$0.00	
Interstate	\$550.62	2,622	296	\$0.00	
Intralata	\$769.90	675	77	\$384.95	
Intralata/Interstate	\$0.00	0	0	\$0.00	
Local	\$762.14	1,856	153	\$381.07	
Inmate Debit	\$9,058.09	31,270	4,196	\$2,147.75	
Interlata	\$875.50	1,751	247	\$437.75	
International	\$0.00	0	0	\$0.00	
Interstate	\$4,762.59	22,679	2,749	\$0.00	
Intralata	\$1,985.50	3,971	645	\$992.75	
Intralata/Interstate	\$0.00	0	0	\$0.00	
Local	\$1,434.50	2,869	555	\$717.25	
Totals:	\$12,050.15	37,145	4,835	\$3,368.47	

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$464.75	321	75	\$232.38
\$0.00	0	0	\$0.00	0	0	\$464.75	321	75	\$232.38

	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
l	\$0.00	0	0	\$0.00	0	0	\$2,527.31	5554	564	\$988.35
	\$0.00	0	0	\$0.00	0	0	\$2,527.31	5554	564	\$988.35

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$9,058.09	31270	4196	\$2,147.75
\$0.00	0	0	\$0.00	0	0	\$9,058.09	31270	4196	\$2,147.75
\$0.00	0	0	\$0.00	0	0	\$12,050.15	37145	4835	\$3,368.47

Site ID: 08277

## Direct Billed Collect

I	Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
	6088559004	\$132.50	128	27	\$332.00	235	43	\$60.89	37	8	\$0.00	0	0
Ĩ	Total:	\$132.50	128	27	\$332.00	235	43	\$60.89	37	8	\$0.00	0	0

# Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6088559004	\$1,835.63	4229	369	\$950.71	834	95	\$347.88	312	30	\$1,416.45	6745	672
Total:	\$1,835.63	4229	369	\$950.71	834	95	\$347.88	312	30	\$1,416.45	6745	672

## Inmate Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6088559004	\$1,336.00	2672	510	\$1,452.00	2904	480	\$1,314.50	2629	406	\$4,476.57	21317	2495
Total:	\$1,336.00	2672	510	\$1,452.00	2904	480	\$1,314.50	2629	406	\$4,476.57	21317	2495
Grand Total:	\$3,304.13	7029	906	\$2,734.71	3973	618	\$1,723.27	2978	444	\$5,893.02	28062	3167

#### **OTHER REVENUE**

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0		\$0.00
Instant Pay - Text2Connect		0		\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		0	\$0.00	\$0.00
Outbound Voicemail (NonInterstate)		7	\$34.11	\$17.06
SIM		0		\$0.00
Tablets		0	\$0.00	\$0.00
Video Visitation		0	\$0.00	\$0.00
Video Visitation Subscription		0	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
	•	Total:	\$34.11	\$17.06

\$17.06

## MEDIA REVENUE

Rev Type	Orig. ANI	Items	Revenue	Commission
Media - Music		0	\$0.00	\$0.00
Media - Games		0	\$0.00	\$0.00
Media - Games - CDF		0	\$0.00	\$0.00

		¢40.00		
Total:	0		\$0.00	\$0.00
	0	\$0.00	\$0.00	\$0.00
eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
		Total:	\$0.00	\$0.00
Media - TV Shows - CDF		0	\$0.00	\$0.00
Media - TV Shows		0	\$0.00	\$0.00
Media - Newsstand - CDF		0	\$0.00	\$0.00
Media - Newsstand		0	\$0.00	\$0.00
Media - Movies - CDF		0	\$0.00	\$0.00
Media - Movies		0	\$0.00	\$0.00

## Total Revenue:

# <u>\$13,689.24</u>

Calculated Commission:

# <u>\$3,898.11</u>

# TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$525.39	400	78	\$262.70
Interlata	\$60.89	37	8	\$30.45
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$332.00	235	43	\$166.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$132.50	128	27	\$66.25
Prepaid Collect	\$4,550.67	12,120	1,166	\$1,567.11
Interlata	\$347.88	312	30	\$173.94
International	\$0.00	0	0	\$0.00
Interstate	\$1,416.45	6,745	672	\$0.00
Intralata	\$950.71	834	95	\$475.36
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$1,835.63	4,229	369	\$917.82
Inmate Debit	\$8,579.07	29,522	3,891	\$2,051.25
Interlata	\$1,314.50	2,629	406	\$657.25
International	\$0.00	0	0	\$0.00
Interstate	\$4,476.57	21,317	2,495	\$0.00
Intralata	\$1,452.00	2,904	480	\$726.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$1,336.00	2,672	510	\$668.00
Totals:	\$13,655.13	42,042	5,135	\$3,881.06

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$525.39	400	78	\$262.70
 \$0.00	0	0	\$0.00	0	0	\$525.39	400	78	\$262.70

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$4,550.67	12120	1166	\$1,567.11
\$0.00	0	0	\$0.00	0	0	\$4,550.67	12120	1166	\$1,567.11

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$8,579.07	29522	3891	\$2,051.25
\$0.00	0	0	\$0.00	0	0	\$8,579.07	29522	3891	\$2,051.25
\$0.00	0	0	\$0.00	0	0	\$13,655.13	42042	5135	\$3,881.06

## Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6088559004	\$50.27	86	21	\$58.63	95	15	\$9.37	8	2	\$0.00	0	0
Total:	\$50.27	86	21	\$58.63	95	15	\$9.37	8	2	\$0.00	0	0

# Securus Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6088559004	\$820.50	1641	319	\$963.00	1926	357	\$804.00	1608	237	\$2,264.01	10781	1365
Total:	\$820.50	1641	319	\$963.00	1926	357	\$804.00	1608	237	\$2,264.01	10781	1365

# Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls
6088559004	\$771.94	1549	196	\$1,120.81	2205	208	\$116.53	194	17	\$923.58	4398	431
Total:	\$771.94	1549	196	\$1,120.81	2205	208	\$116.53	194	17	\$923.58	4398	431
Grand Total:	\$1,642.71	3276	536	\$2,142.44	4226	580	\$929.90	1810	256	\$3,187.59	15179	1796

#### **OTHER REVENUE**

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			\$0.00	\$0.00
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0		\$0.00
Instant Pay - Text2Connect		0		\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
Outbound Voicemail (Interstate)		0	\$0.00	\$0.00
Outbound Voicemail (NonInterstate)		17	\$14.64	\$7.32
SIM		0		\$0.00
Tablets		0	\$0.00	\$0.00
Video Connect		0	\$0.00	\$0.00
Video Connect Subscription		0	\$0.00	\$0.00
VMail		0	\$0.00	\$0.00
	•	Total:	\$14.64	\$7.32

## MEDIA REVENUE

Rev Туре	Orig. ANI	Items	Revenue	Commission
Media - Music		0	\$0.00	\$0.00
Media - Games		0	\$0.00	\$0.00
Media - Games - CDF		0	\$0.00	\$0.00

lotal Revenue:		\$7.91	7 28	
Total:	0		\$0.00	\$0.00
	0	\$0.00	\$0.00	\$0.00
eMESSAGING	Stamps Used	Purchase Price of Stamp	Revenue	Commission
		Total:	\$0.00	\$0.00
Media - TV Shows - CDF		0	\$0.00	\$0.00
Media - TV Shows		0	\$0.00	\$0.00
Media - Newsstand - CDF		0	\$0.00	\$0.00
Media - Newsstand		0	\$0.00	\$0.00
Media - Movies - CDF		0	\$0.00	\$0.00
Media - Movies		0	\$0.00	\$0.00

Total Revenue:

# <u>\$7,917.28</u>

Calculated Commission:

# <u>\$2,364.85</u>

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$118.27	189	38	\$59.14
Interlata	\$9.37	8	2	\$4.69
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$58.63	95	15	\$29.32
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$50.27	86	21	\$25.14
Prepaid Collect	\$2,932.86	8,346	852	\$1,004.64
Interlata	\$116.53	194	17	\$58.27
International	\$0.00	0	0	\$0.00
Interstate	\$923.58	4,398	431	\$0.00
Intralata	\$1,120.81	2,205	208	\$560.41
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$771.94	1,549	196	\$385.97
Securus Debit	\$4,851.51	15,956	2,278	\$1,293.75
Interlata	\$804.00	1,608	237	\$402.00
International	\$0.00	0	0	\$0.00
Interstate	\$2,264.01	10,781	1,365	\$0.00
Intralata	\$963.00	1,926	357	\$481.50
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$820.50	1,641	319	\$410.25
Totals:	\$7,902.64	24,491	3,168	\$2,357.53

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$118.27	189	38	\$59.14
\$0.00	0	0	\$0.00	0	0	\$118.27	189	38	\$59.14

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$4,851.51	15956	2278	\$1,293.75
\$0.00	0	0	\$0.00	0	0	\$4,851.51	15956	2278	\$1,293.75

Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter- national Revenue	Inter-national Mins.	Inter- national Calls	Total Revenue	Total Mins.	Total Calls	Commission
\$0.00	0	0	\$0.00	0	0	\$2,932.86	8346	852	\$1,004.64
\$0.00	0	0	\$0.00	0	0	\$2,932.86	8346	852	\$1,004.64
\$0.00	0	0	\$0.00	0	0	\$7,902.64	24491	3168	\$2,357.53