

10/1/14 thru 10/1/19

12021 Sunset Hills Road, Ste. 100
Reston, Virginia 20190
Tel. 703-955-3915
Fax 703-435-0980
Web <http://www.globaltellink.com>

LETTER OF AGENCY

DATE: 10/01/2014

TO WHOM IT MAY CONCERN:

WE HAVE ENTERED INTO AN AGREEMENT WITH **GLOBAL TEL*LINK CORP.**, PRIVATE PAY PHONE VENDOR, TO ACT AS OUR COMMUNICATIONS REPRESENTATIVE WITH:

_____ (LOCAL EXCHANGE CARRIER)

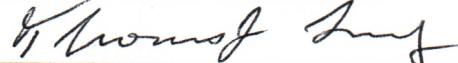
FOR OUR TELECOMMUNICATIONS SERVICE LOCATED AT (EXACT ADDRESS(ES) OF JAIL FACILITY(IES):

2710 State Highway 29 Johnstown NY 12095

UNDER THE TERMS OF THIS AGREEMENT AND BY THIS LETTER, WE DO HEREBY AUTHORIZE **GLOBAL TEL*LINK CORP.** TO DO THE FOLLOWING:

- (X) REQUEST DISCONNECTION OF EXISTING COIN/INMATE TELEPHONES
- (X) INSTALL PHONES ON THEIR OWN BEHALF

THIS AUTHORIZATION DOES NOT PRECLUDE OUR ABILITY TO ACT IN OUR OWN BEHALF WHEN WE DEEM NECESSARY.


AUTHORIZED SIGNATURE

Thomas J Loney
PRINTED NAME

Shewitt

TITLE

518 736 2142
BUSINESS TELEPHONE

GLOBAL TEL*LINK CORPORATION

12021 Sunset Hills Road, Ste. 100
Reston, Virginia 20190
Tel. 703-955-3915
Fax 703-435-0980
Web <http://www.globaltellink.com>

INMATE TELEPHONE SERVICE AGREEMENT

This Inmate Telephone Service Agreement ("Agreement") is entered into as of the date signed by all the parties listed in this Preamble ("Effective Date") by and between **Global Tel*Link Corporation**, having its corporate headquarters at 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 ("Company") and the **Fulton County Jail**, with an address at 2710 State Highway 29, Johnstown, New York 12095 ("Premise Provider").

1. Term. This Agreement shall be in effect for five (5) years, commencing from the Effective Date. Commission calculations shall begin as of the first date of documented operation and first call completion. Unless either party notifies the other in writing of its intention not to renew this Agreement at least ninety (90) days from the end of the original or any renewal term, this Agreement shall automatically renew for additional one (1) year terms.

2. Equipment. This Agreement applies to the installation, management, operation and maintenance of inmate telephones, enclosures, and related equipment furnished by the Company as listed on Exhibit A at the time of execution of the Agreement or during the term of this Agreement, whether existing, newly installed or renovated, located at: 2710 State Highway 29, Johnstown, New York 12095 and all other facilities under the control of Premise Provider (collectively "Facility").

The term "Equipment" is defined herein as the inmate telephone set(s) and related equipment, including, but not limited to guard posts, concrete pads, mast poles, and site preparation. Where guard posts, concrete pads, enclosures, pedestals, bumper pads, or other property of the Company are installed upon the premises owned or controlled by Premise Provider or any of its agencies or affiliates, such property shall remain in all respects that of the Company. The Company reserves the right to remove or relocate equipment which is subjected to recurring vandalism or insufficient traffic and/or revenue to warrant the continuation of service. The Company shall not exercise such a right of removal or relocation unreasonably. The Company will notify the Premise Provider in writing of its intention to remove or relocate prior to such action. Upon removal of equipment by the Company, the Company shall restore said premise to its original condition, ordinary wear and tear excepted. However, the Company shall not be liable for holes placed in walls, pillars, or floors or other conditions on the premises which resulted from the proper installation of equipment described herein. The Premise Provider may not make alterations or attachments to the Equipment provided under this agreement, unless otherwise mutually agreed upon by all parties.

3. Services. At no cost to the Premise Provider, the Company shall provide all management services necessary to implement this Agreement; and shall be responsible for furnishing, installing, repairing and servicing the Equipment; the establishment (if and to the extent required by the Company) and compliance with all tariffs and all rules, regulations, orders and policies of federal and state regulatory authorities applicable to the

payphone and automated operator services provided by the Company; the establishment and maintenance of all billing and payment arrangements with the local and interexchange carriers; the processing of all telephone call records; the performance (alone or through others) of all validation, billing, outclearing and collection services; and the handling of all billing and other inquiries, fraud control, and all other services essential to the performance of the Company's obligations under this Agreement. The Company reserves the right to control unbillables, bad debt and fraud.

4. Compensation. Remuneration shall be **fifty five percent (55%)** of the gross revenue billed or prepaid for all phones covered by this Agreement. Gross Revenue shall mean all revenue generated by every completed intrastate call that is accepted by an end user and billed via a local exchange carrier or prepaid to Company. Gross revenue on which monthly commission will be paid does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account transaction fees; (iv) revenue from calls completed through the Connect2Talk™ program (as described in Exhibit A) or revenue from interstate calls; and (v) any amount Company collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs. Commission payments shall be completed monthly. All commission payments shall be considered final and binding upon the Premise Provider unless written objection is received by the Company in accordance with Section 10 within sixty (60) days of receipt of commission payment by the Premise Provider.

Commission payments will be delivered to the address listed in this Section, which may be changed by Premise Provider from time to time upon notice to Company in accordance with terms of the notice provision of this Agreement.

Fulton County Jail
2710 State Highway 29
Johnstown, New York 12095
Attn: Sheriff Thomas J. Lorey

5. Rates. The telephone rate structure and surcharge rates shall not exceed the maximum rates as authorized by the state's telecommunication regulatory authority and the Federal Communications Commission (FCC). Any rate changes mandated by the state/local regulatory authority and/or the FCC which adversely affect this Agreement shall entitle the Company to, at its option, renegotiate or cancel this Agreement.

6. Records & Confidentiality. The Company shall maintain records sufficient to permit proper determination of funds due the Premise Provider. Such records shall be made available to the Premise Provider for review upon request.

From the date this Agreement is signed by both parties until three (3) years after the expiration or earlier termination of the Agreement, the parties shall keep confidential the terms of this Agreement and of the response of Company to any solicitation that led to this Agreement. Each party shall also keep confidential any information it learns about the other's business or operations during its performance under this Agreement. The parties may make disclosures to employees, shareholders, agents, attorneys and accountants (collectively, "Agents") as required to perform their obligations hereunder, or in connection with a merger or the sale of substantially all assets of a Party, provided, however, that the parties shall cause all Agents and third parties to honor the provisions of this Section. The parties may also make disclosures as required by law as long as, before any disclosure, the party

subject to the disclosure requirement promptly notifies the other party of the requirement and allows the other party the opportunity to oppose the disclosure. Neither party will be obligated to keep confidential the other's information to the extent it was known to that party prior to the date of this Agreement without any obligation or request for confidentiality, is or becomes publicly known through no wrongful act of the party, is rightfully received from a third party who has no confidentiality obligation with respect to the information, or is developed independently by the party (and this can be verified).

The revenue payment and reporting cycle will be a maximum of 45 days following the end of the previous month. Both summary and detail reports will be provided. The original reports and payment will be mailed directly to the Premise Provider. The following information will be provided for each location by telephone number:

- Total Calls
- Total minutes of use
- Type of call
- Total usage revenue

7. Further Assurances. Premise Provider represents and warrants that it has the legal authority to enter into this Agreement and to make all decisions concerning the providing of space and the installation and use of the Equipment at the Facility. During the term of this Agreement, including any renewal period(s) and extensions, Premise Provider agrees:

- (a) To reasonably protect the Equipment against willful abuse and promptly report any damage, service failure or hazardous conditions to the Company.
- (b) To provide, at its expense, necessary power and power source, and provide suitable space, accessible to the users.
- (c) To permit reasonable access to its respective facilities without charge or prejudice to Company employees or representatives, patrons, or consignees.
- (d) That Company shall have the exclusive right to provide the products and services implemented at Premise Provider facilities pursuant to this Agreement and those other inmate communication services that are implemented during the duration of this Agreement, including telephone, email, video visitation, and inpod services, whether the services are for inmates located at the Facility or at third-party facilities; provided, however, that Company may choose to not exercise this exclusive right.
- (e) To not allow any products or services that compete with those supplied by Company during the term of this Agreement to be, or to remain, installed at any Premise Provider facilities, including present and future Premise Provider locations.
- (f) That Company shall have the exclusive right to provide Premise Provider the products and services delivered under this Agreement for the period after its termination if Company matches the material financial and services conditions of a bona fide offer of any third party to provide these products and services, or any portion thereof, that Premise Provider is prepared to accept. Premise Provider shall provide Company with the terms of such third-party offer in writing and no less than ten (10) business days to exercise its rights herein. Upon exercise by Company, this Agreement will renew with the modified financial and services elements for another term extending the period contemplated in connection with the third-party offer.

(g) To stipulate that Company has no responsibility to advise Premise Provider with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by Premise Provider, or compliance therewith. Premise Provider has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the inmate call monitoring and recording capabilities supplied through this Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premise Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premise Provider agrees to indemnify, defend, and hold Company harmless from any liability, claims, suits, proceedings, damages, costs, and expenses (including attorney's fees) relating to any claims made against Company arising out of failure of Premise Provider (or the Company at the direction of the Premise Provider) to comply with such law, regulation or guideline.

(h) To acknowledge that all call detail records (CDRs) and call recordings contained in the inmate telephone system equipment provided by Company to Premise Provider are the exclusive property of the Premise Provider for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Company shall have the right to use the CDRs and recordings to respond to legal requests, to provide the services under this Agreement, and for other lawful business purposes.

8. Title. Title to Equipment hereunder shall be and at all times remain in the Company.

9. Relocation. Equipment shall not be disconnected or moved by Premise Provider from the location in which it is installed. By agreement of all parties, installed Equipment may be relocated by the Company.

10. Notices. Any notice, demand, request, approval or other communication (a "notice") which, under the terms of this Agreement or by law, must or may be given by either party, must be in writing, and must be given by personally delivering or mailing the same by registered or certified mail, return receipt requested, to the respective parties as follows:

To Company:

Global Tel*Link Corporation

12021 Sunset Hills Road
Suite 100

Reston, Virginia 20190

Phone: (703) 955-3911

ATTN: Legal Department

To Premise Provider:

Fulton County Jail

2710 State Highway 29

Johnstown, New York 12095

Phone: (518) 736-2100

ATTN: Sheriff Thomas J. Lorey

11. Governing Law. The construction, interpretation and performance of this agreement and all transactions under it shall be governed by the domestic laws of the State of New York.

12. Indemnification & Consequential Damages. Each party shall indemnify the other from any loss, cost, damage, expense, or liability arising out of the performance of this Agreement and caused, in whole or in part, by the acts or omissions, negligence or fault, of the indemnifying party, except to the extent such loss, cost, damage, expense, or liability arises from the acts of omissions, negligence or fault of the other party; provided, however, that the Company shall not be liable for interruption of telephone service from any cause.

Neither party hereunder shall be liable to the other for any consequential or indirect loss, including but not limited to loss of profits, telephone or business interruption, howsoever caused and even if due to the negligence, breach of contract or other fault of the respective parties. Company's liability under this Contract shall in no event exceed the total Contract value or \$500,000, whichever is lesser.

13. Risk of Loss. The Company and its insurers, if any, shall relieve Premise Provider of all risks of loss or damage to the Equipment during the periods of transportation, installation and operation of the Equipment. However, Premise Provider shall be responsible for loss or damage to Equipment in its possession caused by fault or negligence of Premise Provider or its employees.

14. Default. In the event any party shall be in breach or default of any terms, conditions, or covenants of this agreement and such breach or default shall continue for a period of thirty (30) days after the giving of written notice thereof to any party by the other, then in addition to all other rights and remedies of law or equity or otherwise, the offended party shall have the right to cancel this agreement without charge of liability.

15. Assignment. This agreement shall inure to the benefit of and be binding upon the parties and their respective successors and assigns, including any new administration or head of Premise Provider; provided, however, that neither party shall assign this Agreement or any interest herein without the other's prior written consent, except that the Company shall have the right to assign this Agreement or any interest herein at any time to any parent, successor, subsidiary, or affiliate of the Company without the consent of the Premise Provider.

16. Independent Contractor. The Company acknowledges that it is an independent contractor and that nothing contained in this Agreement or the relationship of the parties is intended to or shall create a partnership or joint venture or agency relationship of any kind between the parties. This agreement shall not be constructed as a contract of agency or employment. Company shall be solely responsible and liable for compliance with all laws, rules and regulations and payment of all wages, unemployment, social security and other payroll taxes relating to Company's employees including contribution from such persons, when required by law.

17. Solicitation. The Premise Provider acknowledges that no officer or employee of the Company has been employed, induced, or directed by Premise Provider to solicit or secure this agreement with the Company upon agreement, offer, understanding, or implication involving any form of remuneration whatsoever. Premise Provider agrees, in the event of an allegation of substance (the determination of which will be solely made by the Company) that there has been a violation hereof, Premise Provider will cooperate in every reasonable manner with the Company in establishing whether the allegation is true. Notwithstanding any provisions of this agreement to the contrary, if a violation of this provision is found to

have occurred and is deemed material by the Company, the Company may terminate this agreement.

18. Force Majeure. Neither party to this Agreement shall be responsible or liable to the other for delays or inability to act or perform their obligations under this contract due to circumstances, events or acts of others beyond their reasonable control, including, but not limited to, acts of God, fire, flood, storm, hurricane, tornado, theft of equipment, or changes in regulatory rules or regulations affecting the ability of either party to reasonably carry out its obligations under this Agreement. It is agreed and understood that this Agreement will be subject to termination by either party upon sixty (60) days notice to the other should there be imposed upon Premise Provider or Company any rule or regulation by any state, federal or local regulatory agency which would substantially adversely affect the operation of the equipment or service provided hereunder.

19. Dispute Resolution. Premise Provider and Company agree that any disputes or claims arising under this Agreement shall be resolved through alternative dispute resolution means in the following manner:

(a) Initially, the parties shall engage in non-binding mediation. Mediation shall be held in New York, USA. The mediator shall be jointly appointed by the parties and shall have expertise in commercial dispute resolution.

(b) In the event the dispute or claim is not satisfactorily resolved through mediation within ninety (90) days of notice of such claim or dispute by a party, the parties agree to submit such dispute or claim to binding arbitration. Arbitration shall be held in New York, USA. If Premise Provider is a foreign (non-US) corporation and delivery of the goods under this agreement is to a foreign (non-US) destination, then the commercial arbitration rules of the International Chamber of Commerce shall apply. In all other instances the commercial arbitration rules of the American Arbitration Association shall apply. Any judgment, decision or award by the arbitrators shall be final and binding on the parties and may be enforced in any court having jurisdiction over a party against whom any such judgment, decision or award is to be enforced. The parties specifically and knowingly waive any rights under State or Federal constitutions or statutes which grant a party the right to trial by jury for any claims that might arise under this agreement or which purports to give a party the right to appeal an arbitrator's judgment, decision or award.

(c) The parties shall bear their own costs and expenses (including attorney's fees) for any mediation or arbitration, unless otherwise directed by the mediator or arbitrator.

20. Survival. Upon the expiration or earlier termination of the term of this Agreement, the parties shall have no further obligations to each other, except as specifically provided in a written agreement, duly executed by the parties. Notwithstanding the foregoing, all sections needed to enforce a party's rights under this Agreement will survive the expiration or earlier termination of the Agreement, and neither party will be released from any liability arising from any breach or violation by that party of the terms of this Agreement prior to the expiration or termination.

21. Entire Agreement. This Agreement constitutes the entire agreement between the Premise Provider and the Company and supersedes all other agreements between the parties pertaining to the subject matter hereof.

22. Amendment. No course of dealing between the parties, their employees, agents or representatives, shall vary any of the terms hereof. This Agreement may be modified, amended, or supplemented only by a written agreement executed by the parties.

23. Counterparts. This Agreement may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract.

IN WITNESS WHEREOF, the foregoing Agreement has been executed by the parties hereto, as of the last date listed below.

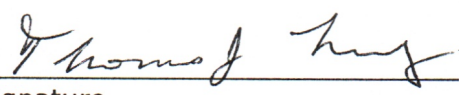
Company

Premise Provider

Global Tel*Link Corporation

Fulton County Jail

Signature



Signature

Name: Jeffrey B. Haidinger
Title: President and COO
Date:

Name: Thomas J. Lorey
Title: Sheriff
Date: 10/01/2014

Exhibit A

Facility Name and Address:

2710 State Highway 29, Johnstown, New York 12095

Actual on-site equipment:

The installation of software and/or hardware on Company provided Equipment is not approved. System conditions can change and become unstable with the addition of software other than that installed by the Company. The Company does not warranty, troubleshoot, or maintain any system that contains software installed by a third party. The Company assumes no liability for any data stored on the Equipment which is not directly related to the Services provided under this Agreement.

Company also does not furnish, maintain or provide consumables for peripheral equipment associated with the Inmate Telephone System. Consumables consist of items such as printer paper, cassette tapes, compact disks, etc.

List of On Site Equipment

- ICMv Inmate Telephone Platform, with 365 online recording storage
- 16 existing inmate telephones
- 1 existing desktop workstation
- 3 existing VPN licenses
- 1 existing TDD

Connect2Talk Program

As soon as reasonably practicable, Company will implement its Connect2Talk™ program on all inmate telephone calls. This program uses the latest technology to bring together inmates and their families and friends. It creates instant means for inmate families and friends with cellular telephones or a telephone number that cannot be billed through a local exchange carrier to communicate with the inmate without creating a prepaid account. It seeks to introduce inmate family and friends to the inmate telephony system operated by Company at Premise Provider facilities. It also serves to encourage inmate family and friends to create AdvancePay™ accounts and pursue more regular contact with inmates. The Connect2Talk program enables a one-time payment process without forcing the inmate call recipient to create an account. The program provides two types of payment options. Collect2Card™ allows a recipient of an inmate telephone call to pay for a single inmate telephone call using a credit or debit card. Collect2Phone™ provides an inmate friend or family receiving a call on their cellular telephone the option to have the charge for the call billed to the cellular telephone bill. Both options enable instant communication without the need to create a prepaid account. The Connect2Talk program also provides the Premise Provider with a commission from calls that likely would not have been completed. The compensation to Premise Provider in connection with calls made using the Connect2Talk features is computed separately from compensation for all other types of calls, and consists of One Dollar and Sixty Cents (\$1.60) for each Collect2Card call and Thirty Cents (\$0.30) for each Collect2Phone call. This compensation method is in lieu of a commission on the

revenue from the calls. Premise Provider policies regarding call duration, recording, monitoring, and allowed lists will still apply under the program.

**AMENDMENT TO THE INMATE
TELEPHONE SERVICES AGREEMENT**

THIS AMENDMENT TO THE INMATE TELEPHONE SERVICES AGREEMENT ("Amendment") is entered into as of the date of the last signature below (the "Effective Date"), by and between Global Tel*Link Corporation, having its principal place of business at 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042 ("Company") and the Fulton County Jail, ("County" or "Premise Provider"), with an address at 2710 State Highway 29, Johnstown, New York 12095.


WHEREAS, Company and Premise Provider previously entered into the Inmate Telephone Services Agreement dated October 8, 2014 ("Agreement") and the parties would like to further amend the Agreement as provided for herein.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representations set forth below, and for other good and valuable consideration the sufficiency of which is acknowledged by the parties, the parties hereby amend the Agreement as follows:

1. The Parties agree to extend the term of the Agreement for three (3) additional years, from 10/8/2020 to 10/8/2023.
2. The Parties agree to (a) increase the phone commission from fifty-five percent (55%) to eighty percent (80%) upon execution of this Amendment and (b) change all domestic call rates to \$0.20 cents per minute.
3. Except as set forth above, there is no other revision to the Agreement or the obligations of either party, and the Agreement remains in full force and effect.
4. In the event of any inconsistencies between the terms and conditions contained in the Agreement and the terms and conditions contained in this Amendment, the terms and conditions contained of this Amendment will control.

AGREED TO:

FULTON COUNTY JAIL

By: 
Name: KEITH ACKERMANN
Title: JAIL ADMINISTRATOR
Date: 4/28/2020

GLOBAL TEL*LINK CORPORATION

By: _____
Name: _____
Title: _____
Date: _____

Addendum to Commissary Service Agreement

THIS ADDENDUM TO COMMISSARY SERVICE AGREEMENT is made and entered into by and between Trinity Services Group, Inc., whose address is 477 Commerce Boulevard, Oldsmar, FL 34677-3018 ("Trinity"), and the Fulton County Sheriff's Office whose address is 2712 State Highway 29, Johnstown, NY 12095 ("Client"). Trinity and the Client are referred to herein as the "Parties".

WHEREAS, the Parties have previously entered into a Commissary Services Agreement (the "Agreement") dated March 3rd, 2008, pursuant to which Trinity provides Commissary services for the Client at the Premises described in the Agreement; and

WHEREAS, Trinity has identified a business which provides a tablet technology services solution for use by inmates confined in correctional facilities, known as the Secure Inmate Tablet program, and

WHEREAS, Trinity and Tablet Provider have entered into a business relationship wherein Trinity is authorized to offer the Secure Inmate Tablet program to Trinity's Clients as a supplemental service to the services presently being provided by Trinity under the Agreement; and

WHEREAS, the Client desires to avail itself of the supplemental services provided by Tablet Provider as a subcontractor for Trinity.

NOW, THEREFORE, for and in consideration of the mutual benefits to be received by the Parties to this Addendum, the Parties agree as follows:

1. Trinity will provide an additional service under the terms of the Agreement which service is known as and referred to herein as the Secure Inmate Tablet program.
2. The Secure Inmate Tablet program is described in Exhibit A which is attached hereto and by this reference made a part of this Addendum.
3. There will be no fee charged to or paid by the Client for participation in the Secure Inmate Tablet program. Fees to inmates using the paid services on the tablet at a per-minute based rate shall be no more than \$.05 unless the Client approves a modification of the rate. During the program, Tablet Provider will run promotions and offer paid services at reduced rates.

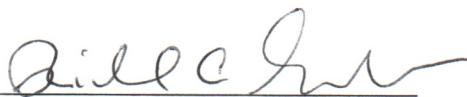
4. Upon execution of this Addendum by both parties, Trinity will provide the following: (i) technical assistance during the installation and initial use of the tablets including the operational training for Client employees; (ii) manuals, instructions and names of technical representatives available via telephone; (iii) a preliminary project plan, including the project team, installation timeline, recommended installation procedures, including as necessary any conversion from existing systems to the tablet system, and (iv) a project management plan which will include locations of service technicians, replacement equipment and response times.

5. This Addendum is effective when signed by both parties and is otherwise subject to all the terms and conditions of the Agreement, which shall remain in full force and effect.

Trinity Services Group, Inc.

Fulton County Sheriff's Office

By: _____

By: 

Title: _____

Title: Sheriff

Date: _____

Date: 1/9/2020

EXHIBIT A
DESCRIPTION OF SERVICES
SECURE INMATE TABLET PROGRAM

FEATURES

The following features are included on all tablets at no cost to the Client:

Commissary Ordering: Tablets support the ability for inmates to place commissary orders electronically, interfacing directly with the facility's commissary, without involving correctional staff and time. This solution is compatible with any commissary system that provides a modern Web-based ordering system.

Secure Messaging: To reduce mailroom volume, tablets will provide a messaging solution that allows inmates and approved contacts to exchange electronic typed messages. This solution will trigger alarms based on watchwords, allow text searches across messages, and permit facility staff to conduct speedy reviews of messages.

Fees charged by Tablet Provider for depositing funds to enable inmates to use Secure Messaging and Tablet services will be charged at the then current rate(s) charged for Secure Deposits program.

Entertainment: Inmate tablets will provide entertainment for inmates, including sports scores, music, non-violent games, and other inmate appropriate entertainment.

In addition, Tablet Provider will make the following optional features available from the inmate tablet solution at no cost to the Client:

Digital Grievances: Tablet Provider will provide a complete digital inmate grievance and inmate request system, available to users of the inmate tablets. This system will allow the creation, publishing, and management of digital forms and allows submissions to be routed directly to specific individuals. The system will also support follow-up communication with the staff member who receives the submission.

Routing of Requests: Tablets will allow Client staff to control the routing of submitted digital requests and grievances to key staff.

Religious Content: By default, tablets will provide content to help meet the needs of inmates of diverse religious beliefs.

Educational Content: Tablet solution will have the capability of displaying current and/or future educational content.

Legal Research/Law Library: Tablet solution will have the capability of displaying Web/HTML-based legal research/law library content in order to reduce inmate escorts to and from the law library. Tablet Provider will support a variety of 3rd party law library systems in the event

that the 3rd party provider changes in the future. This integration will be provided at no cost to the Client or inmate. Client will contract directly with the 3rd party law library for their services.

Photo Sharing: To reduce physical photographs being introduced into the facility, tablets will provide a photo sharing solution that allows approved contacts to share digital photos with inmates. Tablet Provider will manually review each photo for nudity and offensive behavior before it may be seen by the inmate. Inmates may not take photos or share photos with their approved contacts.

Content Blocking: Tablets will allow the Client to block specific content offerings either temporarily or permanently if the Client anticipates that the content will provide problems for their facility.

Inmate Self Improvement: Tablets provide content options for inmate self-improvement, including personal finance, employment, national news, and learning options.

No Penalties: There is no additional cost to the Client for any features or hardware described herein.

NETWORK AND HARDWARE

Tablet Ownership & Maintenance: The tablets will be owned by Tablet Provider, and Tablet Provider will be responsible for all installation, maintenance and ongoing support.

Prime Provider: Tablet Provider will be the prime developer and provider of the inmate tablet solution and service.

No Cost to the County: Tablet Provider through Trinity will provide all hardware and services at no cost to the County.

Secure Wireless Network: Tablets will run over a secure wireless network using a unique virtual private network (VPN) per tablet connection to ensure encrypted communications. Cellular network communication (such as Edge, LTE, 3G, 4G) is inherently insecure and will not be utilized.

An Independent Network: Tablets will utilize separate dedicated network for all tablet services.

Auditing/Reporting: Tablets will include a comprehensive inmate tablet reporting system. Inmate tablet usage (by inmate and by tablet) will be fully auditable, and data will be available to facility staff.

Full Access Control Software: Tablet Provider will limit access to tablets to inmates currently in the same housing unit as the tablet itself.

Web Based Software: Tablet Provider will provide Web based access to tablet command and control capabilities, including, but not limited to, the ability to suspend an inmate or friend or

family privileges for a set amount of time or until a specified date and time. Solution will be compatible with Chrome, Safari, Firefox and Internet Explorer Web browsers, and will be accessible from both Microsoft Windows and Apple OS X platforms.

Access Control by Group and Individual: Tablet Provider will provide the ability for staff to block tablet access for specific inmates or groups for a predefined period of time in the event of a disciplinary event.

Security Layers: Tablet Provider will ensure that all networked traffic utilizes a proxy server and firewall configured to only allow approved addresses and content.

No Escalation of Privileges in the Event of Failure: Tablet Provider will ensure that in the event of any component failure, the event will not be capable of granting escalated access privileges.

Newly Booked or Moved Individuals: Tablets will automatically allow access to newly booked inmates, or inmates who are moved between housing units, without staff involvement.

No Inmate-to-Inmate Communication: Tablet Provider will ensure that no inmate-to-inmate communication will be allowed through the tablets.

Client Support: Tablet Provider will provide facility service and technical support for all proposed products, available 24/7/365 answered by live operators and will ensure any onsite technicians meet all of the Client's security requirements and levels of approval.

PIN-based Login: Tablet Provider will provide a PIN based inmate login to allow access to be customized to the inmate who is using the tablet.

Chain of Custody: Tablet Provider will retain all submitted grievance and request forms and will not delete them. This submitted information will be searchable, sortable and able to be filtered.

Trust Integration: Tablet solution will integrate with Trinity's existing trust fund solutions, allowing inmates to pay for tablet use directly from their trust fund account.

24/7 Support for Facility Staff: Tablet Provider will provide no cost 24/7 support for facility staff, allowing them to ask questions or make requests including reporting of broken equipment, lost passwords, and new staff user setup.

Wireless Charging: Tablet Provider will ensure that inmate tablets not interface directly with live electrical current in inmate accessible areas. Tablets will utilize inductive chargers for increased safety and security.

Remote Updates: To minimize technician escorts to inmate living areas, Tablet Provider will perform routine tablet software updates remotely.

Complete Data Access: Tablet Provider will provide Web based access to tablet information, including the ability to instantly review all tablet usage data including by-inmate and by-tablet data, and summary data for all tablets. Any message exchange between inmates and approved contacts is reviewable and searchable by Client staff.

Data Ownership: All collected data, including tablet communication and usage data, is property of the Client and will be stored for the life of the contract and extensions.

No Staff Time Requirements: Tablets will not require staff time to operate. will not add responsibilities for any staff members.

Number of Tablets: Tablet Provider will provide a minimum of one secure inmate tablet per six (6) inmates. If tablets in any living areas receive more than three (3) hours of sustained use/day, Tablet Provider will inform the Client and request permission to add additional tablets and charging stations at no cost to the Client.