

LIVINGSTON COUNTY CONTRACT



**LIVINGSTON COUNTY
OFFICE OF COUNTY ATTORNEY**

Livingston County Government Center
6 Court Street, Room 302
Geneseo, New York 14454

(585) 243-7033
Fax (585) 243-7045

Shannon L. Hillier
County Attorney

John M. Lockhart – (585) 243-7459
Assistant County Attorney

July 17, 2019

George Dahlbender
DIN: 01A0341
Green Haven Correctional Facility
P.O. Box 4000
Stormville, New York 12582

RE: FOIL Request – Securus Technologies, Inc. Contracts

Dear Mr. Dahlbender:

In regards to the above-mentioned matter, please be advised I have received your payment. Enclosed is the requested documentation.

Thank you.

Very truly yours,

A handwritten signature in cursive script that reads 'Shannon L. Hillier'.

Shannon L. Hillier
County Attorney

Livingston County Jail

Hosting Agreement

#1020

Confidentiality

Recipients of this document shall not disclose to anyone, other than those of their employees and officers, directly connected with evaluating this document, any information concerning this document. No news release, public announcement, or any other reference to this document or any phase of any program hereunder shall be made without the prior written consent of Primonics (2006) Inc.

Proprietary Data

The information, technical data and designs disclosed herein are the exclusive property of Primonics (2006) Inc. and are not to be used or disclosed without the written consent of Primonics (2006) Inc. The recipient of this document, by its retention and use agrees to hold in confidence the information contained herein. The foregoing shall not apply to person having proprietary rights to such information, technical data of such designs to the extent that such rights exists.

MEMORANDUM OF AGREEMENT made and entered into as of the last date signed by either party (the "Effective Date").

BETWEEN:

Primonics (2006) Inc.

a corporation duly incorporated under the laws of Canada, having its head office at 500 Morgan Blvd., Suite 100, Baie d'Urfé, Québec H9X 3V1, (hereafter referred to as the "**Service Provider**");

AND:

County of Livingston

having its head office at 4 Court Street, Geneseo, New York 14454, (hereafter referred to as the "**Engaging Party**");

1. SERVICES TO BE PROVIDED BY SERVICE PROVIDER

1.1 TeleCorrections hosting services

Throughout the term of this Agreement, subject to the terms and conditions set out herein, the Service Provider shall provide the following services to the Engaging Party with respect to the TeleCorrections® application software currently being used by the Engaging Party under license from the Service Provider (the "**Software**"):

- High performance and redundant servers to host the Software
- Redundant network access and bandwidth to access Service Provider's servers
- Database management
 - performance tuning
 - security
 - backup
- TeleCorrections® applications management: (Release 0.7 and later revisions only)
 - Performance tuning
 - Code error fixes
 - Patches
 - Day to Day Operations: System monitoring, backup etc.

1.2 Help Desk

- (a) **Help Desk:** Throughout the term of this Agreement, the Service Provider shall maintain, for the benefit of the Engaging Party, a full service help desk for the Engaging Party's support users (the "**Help Desk**").
- (b) **SLA:** The parties agree that the Help Desk shall respond to any requests for help within the initial response time, based on the level of the request, set out in the following chart:

Level	Initial response time* (IRT)
High	4 hours
Medium	8 hours
Low	12 hours

*Initial response time is the initial time allocated to pickup the request for help.

(c) Hours: Throughout the term of the Agreement, the Help Desk hours shall be: 9 a.m. to 5 p.m. EST Monday to Friday, excluding US, Canadian and Quebec statutory holidays (the "Operating Hours").

1.3 Site Conditions

- (a) Site security: Throughout the term of this Agreement, provided that the Equipment is maintained at the Service Provider's data center, all of the Equipment shall be located in a restricted-access secure environment.
- (b) Network Security: Throughout the term of this Agreement, provided that the servers are maintained at the Service Provider's data center, network security for the servers shall be maintained by the Service Provider.
- (e) Monitoring: Throughout the term of this Agreement, provided that the Equipment is maintained at the Service Provider's data center, all of the Equipment shall be monitored (by the Service Provider) for services availability, hardware failure and network bandwidth utilization.

2. Changes to Procedures

The site security, network security and monitoring contemplated above are based on the Service Provider's current policies and procedures. These policies and procedures may change over time to reflect emerging technologies, business practices and internet-related issues. Service Provider reserves the right to make any changes to its site security, network security and monitoring, in its sole discretion.

3. SERVICE LEVELS

3.1 Service Availability Commitment

Throughout the term of the Agreement, the Service Provider shall use all reasonable commercial efforts to maintain acceptable service availability.

In this regard:

- (a) Scheduled Maintenance:
During scheduled downtime, the Service Provider reserves the right to take down its server(s) in order to conduct routine maintenance on the Service Provider's Equipment. The Service Provider shall not be liable for the costs or damages incurred by the Engaging Party, if any, as a result of scheduled downtime.

- (b) **Maintenance notification:**
The Engaging Party shall be notified by e-mail 24 hours in advance of any scheduled maintenance.
- (c) **General data center maintenance:**
The Service Provider's data center maintenance hours are Tuesdays and Thursdays from 9 PM to 3 AM EST. The Service Provider reserves the right to change its maintenance hours upon prior notice to the Engaging Party.
- (d) **Service Availability Commitment Process:**
If the Engaging Party opens a help desk ticket with the Service Provider's Help Desk within 5 days of the Engaging Party's failure to access the Service Provider's server during regular business hours and the Service Provider determines, in its reasonable judgment, that the server is unavailable due to a server outage caused solely by those items of the service managed exclusively by the Service Provider, that outage will be used to calculate server unavailability. A server shall be deemed to be unavailable if the server is not responding to specific TCP port requests issued by the Service Provider's monitoring software. The Service Provider's records and data shall be the basis for all service availability calculations and determinations. Scheduled maintenance conducted outside the Operating Hours shall not be deemed to constitute server unavailability. Unavailability of the Service Provider's server due to the Engaging Party's application programming, acts of the Engaging Party or its agents, network unavailability outside of the "Service Provider Network" (as hereinafter defined), any other occurrence not within the control of the Service Provider or events of force majeure shall not be deemed to constitute server unavailability for the purposes of this Agreement.

4. ACCEPTABLE USE POLICY ("AUP")

4.1 Principle

This AUP is intended to ensure the integrity, security, reliability and privacy of the Service Provider's network, systems, products and hosting facilities and the data therein contained (the "Service Provider Network").

4.2 Illegal Use

The Service Provider Network may only be used for lawful and legal purposes.

4.3 Rights of the Service Provider

The Service Provider reserves the right, upon notice to Engaging Party, to remove or refuse to post material that violates this AUP or to suspend or terminate service provided to the Engaging Party, at its sole discretion, if the Engaging Party violates this AUP.

4.4 Notification

Each Party must immediately notify the other Party of any unauthorized use of an account and/or any breach, or attempted breach, of security known to it. Each Party shall be responsible for ensuring that its network is configured in a secure manner. No party may, through action or inaction, allow others to use its network for illegal

activities. The Service Provider takes no responsibility for the security of the communications transmitted at the Engaging Party's facilities.

4.6 Privacy

The Service Provider cooperates fully with federal and provincial enforcement officials. The Service Provider respects the Engaging Party's privacy rights and will not intentionally disclose the Engaging Party's online communications or activities, except (i) to comply with court orders, subpoenas, statutes, regulations, or governmental requests; (ii) to protect the Service Provider or its customers from harm; or (iii) where necessary for the operation of the Service Provider Network. The Service Provider may occasionally and randomly monitor online communications only for mechanical or quality control checks.

4.7 Reporting

Violations of this AUP shall be reported by the Engaging Party in writing:

- Via email to: abuse@primonics.com
- Via standard mail to: Primonics Inc. c/o AUP Abuse
500 Morgan, Suite 100
Baie D'urfé, Quebec
Canada
H9X 3V1

5. THE ENGAGING PARTY'S RESPONSIBILITIES

5.1 Responsibilities

Throughout the term of this Agreement:

- (a) The Engaging Party will designate qualified members of its personnel to act as a liaison between the Engaging Party and the Service Provider and shall immediately advise the Service Provider of such designation(s).
- (b) The Engaging Party will adhere to the AUP, and will require any third party having access to the Service Provider Network to adhere to the AUP.
- (c) The Engaging Party shall be responsible for obtaining, and complying with the license terms of, licenses for all of the Software.
- (d) The Engaging Party shall be solely responsible for the content of any information passing through the Service Provider Network, whether such information belongs to or originates with the Engaging Party or its end users. In this regard, the Engaging Party represents and warrants that such content:
 - (i) does not and will not infringe or violate the rights, including, without limitation, the intellectual property, privacy or publicity rights of any third party; or
 - (ii) is not and will not be illegal.
- (e) The Engaging Party is solely responsible for the contents of its transmissions, and those of third parties accessing the Service Provider Network through the Engaging Party.

- (f) The Engaging Party agrees not to use the Service Provider Network:
 - (i) for illegal purposes; or
 - (ii) to interfere with or disrupt other network users, network services or network equipment. Interference or disruptions include, but are not limited to, distribution of unsolicited advertising or chain letters, propagation of computer worms and viruses and the use of the network to make unauthorized entry to any other machine accessible via the Service Provider Network.
- (g) The Engaging Party shall be responsible for the administration of all end-user login names and passwords for the purposes of authenticating and authorizing access by its end-users to the Service Provider Network.
- (h) The Engaging Party shall be responsible for handling all communications with, technical support to, and business relations with, end-users who are affiliated with the Engaging Party, including, without limitation, responding to enquiries and questions.
- (i) The Engaging Party shall provide the Service Provider's representatives with access to the Engaging Party's premises in connection with any maintenance that may be required in respect of the Software, Equipment and Service Provider Network.

6. TERM

The term of this Agreement shall be 60 months, commencing on the Effective Date, unless terminated earlier in accordance with Section 7 hereof.

7. TERMINATION

7.1 Grounds for Termination

Either party may terminate this Agreement for (1) a material breach by the other, upon 10 days' written notice to the breaching party, provided that such breach remains uncured at the expiry of such 10-day period; and (2) immediately, without notice upon, (a) the other party being declared bankrupt by final judgment; (b) the other party making an assignment for the benefit of its creditors; (c) a violation of the AUP set forth in Section 4, or (d) dissolution of the other party.

7.2 Effects of termination

Neither party shall have any liability to the other for any claims arising out of the termination of this Agreement in accordance with Section 7.1 above, including, without limitation, for compensation, reimbursement or damages for the loss of prospective profits, anticipated sales or goodwill. Notwithstanding the foregoing, termination shall not extinguish any liability of either party arising before such termination, including, without limitation, for the payment of any outstanding amount due hereunder. Sections 12 to 16, 18 and 23 shall survive any expiration or termination of this Agreement.

8. COMPENSATION**8.1 Compensation**

The Engaging Party hereby agrees to pay for the services to be provided by the Service Provider hereunder in accordance with Schedule A hereof.

8.2 Invoicing

The Service Provider shall forward an invoice to the Engaging Party monthly, for receipt by the Engaging Party on or before the first of the month, covering all sums payable to the Service Provider for services performed hereunder during the month for which the invoice is prepared, including all applicable taxes. All such invoices shall be for amounts computed on the basis of agreed rates as set out in Schedule A and, where applicable, shall include all reimbursable expenses (credits) for the month for which the invoice is prepared. Invoices shall be prepared in duplicate.

8.3 Payment

Within thirty (30) days of receipt of the invoice, the Engaging Party shall pay all invoiced amounts plus or minus any adjustments made as mutually agreed upon. In the event that any invoiced amounts are disputed by the Engaging Party, such dispute does not give the Engaging Party any rights to withhold payment of undisputed amounts. Interest on overdue amounts shall be paid at the rate of ten percent (10%) per annum, compounded semi-annually.

9. CHANGES IN THE SERVICES

The Engaging Party may, at any time, order additions, deletions, or revisions to the Services set forth in a particular Engagement Letter by means of a written notice from the Livingston County Administrator (a "Change Order"). Upon receipt of a Change Order, the Service Provider shall proceed to perform the Services, as revised, under the conditions set forth in this Agreement. If any Change Order causes an increase or decrease in the volume, scope or price of the Services to be performed or a change in the scheduled completion date, an equitable adjustment will be made. To the extent that the effect of the Change Order can be projected, the Service Provider shall provide the Engaging Party with an estimate of the increase or decrease in resources within five (5) business days of receipt of the Change Order and the Engaging Party shall then have five (5) business days, after receipt of the estimates, to advise the Service Provider in writing if it wishes to proceed with the Changed Order.

10. RELATIONSHIP OF THE SERVICE PROVIDER AND ITS EMPLOYEE(S) TO THE ENGAGING PARTY

Each of the Service Provider's employees provided to the Engaging Party to render services hereunder shall remain, at all times, in the employ of the Service Provider and shall not be deemed an employee of the Engaging Party for any purpose whatsoever, including, without limitation, for the purposes of the application of any federal or provincial employment standards, health and safety, insurance, old age benefits, or social insurance laws, or any worker's compensation laws. The Service Provider agrees to assume all liabilities and obligations imposed by any one or more of such laws with respect to itself and its employees in the performance of this Agreement. The Service Provider agrees to be responsible for the withholding,

collection or payment of all income taxes, unemployment insurance, or any other tax liability of any kind or nature arising in respect of its employees or any amounts paid to it pursuant to this Agreement.

The Service Provider and Engaging Party are independent parties and nothing herein shall create or shall be deemed to create any joint venture, partnership or other similar relationship. Neither party shall have any authority to assume or create any obligation, expressed or implied, on behalf of the other, and neither party shall have the right to represent itself as agent for the other or as acting for the other in any other capacity, other than as set forth herein.

11. WARRANTY

The Service Provider warrants that the services provided by it as contemplated in and by this Agreement will be performed in a good and workmanlike manner, in strict conformity with the terms of this Agreement and that the services will be of a quality conforming to standards generally accepted in the field. The Service Provider further warrants that agents(s) and/or employee(s) utilized by it in the performance of the its obligations under this Agreement will be qualified to perform the contracted services. Should any errors or omissions arise in the rendering of the services under this Agreement, the Service Provider undertakes to correct such errors or omissions within a reasonable time period.

12. CONFIDENTIAL INFORMATION

The Service Provider shall use reasonable efforts to keep confidential, and to cause its agent(s) and agent employees to keep confidential, any proprietary information of the Engaging Party and its Subsidiaries, suppliers, customers and employees (the "Confidential Information"), which the Engaging Party may furnish to the Service Provider or its agent(s) and/or employee(s) pursuant to this Agreement, and all materials prepared by the Service Provider based on such items. Throughout the term of this Agreement and for a 3-year period thereafter, the Service Provider shall use reasonable efforts to keep, and to cause its agent(s) and employee(s) to keep, the Confidential Information strictly confidential and shall use or cause the Confidential Information to be used solely for the purposes contemplated in this Agreement. The Service Provider shall not, and shall cause its agent(s) and/or employee(s) not to disclose, transfer or otherwise make available the Confidential Information to any third party for any reason except as authorized in writing by the Engaging Party. The Service Provider shall disclose and shall cause its agent(s) and/or employee(s) to disclose such Confidential Information to only such agent(s) and/or employee(s) who have a need to know and who agree to be bound by the obligations set forth herein. The Service Provider hereby waives any right it may have at law to withhold any Confidential Information or any data of the Engaging Party, its subsidiaries, suppliers, customers or employees.

Upon the termination of this Agreement, or at any time upon request of the Engaging Party, all Confidential Information (including but not limited to written materials) furnished by the Engaging Party, and any copies thereof, and all draft and final reports produced by the Service Provider or its agent(s) and/or employee(s) hereunder, which shall be considered Confidential Information of the Engaging Party under this Section, shall be immediately delivered and returned to the Engaging Party. The Service Provider shall certify in writing to Engaging Party that all such

Confidential Information, copies thereof and reports have been delivered and returned to the Engaging Party.

13. INDEMNIFICATION

The Service Provider hereby undertakes to indemnify, defend and hold harmless the Engaging Party, its agents and employees, from and against any and all liabilities, obligations, losses, damages, penalties, claims, actions, suits, proceedings and costs (including reasonable legal fees and expenses) of whatsoever kind and nature, imposed on, incurred by or asserted against the Engaging Party, its agents or employees, arising out of or in connection with the performance or non-performance of this Agreement or the services under this Agreement or breach of any warranty contained herein.

The Engaging Party hereby undertakes to indemnify, defend and hold harmless the Service Provider, its agents and employees, from and against any and all liabilities, obligations, losses, damages, penalties, claims, actions, suits, proceedings and costs (including reasonable legal fees and expenses) of whatsoever kind and nature, imposed on, incurred by or asserted against the Service Provider, its agents or employees, arising out of or in connection with the performance or non-performance of this Agreement or the services under this Agreement or breach of any warranty contained herein.

14. DISCLAIMER AND LIMITATION OF LIABILITY

Except as set forth in Sections 12, 15 or 18, under no circumstances shall either party be liable to the other or to any other person for indirect damages, or for loss of goodwill or profits, work stoppage, data loss, computer failure or malfunction, or for exemplary or punitive damages. Except as set forth in Sections 12, 15 or 18 and as otherwise limited by applicable law, the liability for damages caused by a party's fault or negligence, including that of its agents and subcontractors, in the execution of its obligations stated herein, or in any way resulting therefrom, is limited to a maximum amount which shall be equivalent to the compensation amount stated in this Agreement. The parties agree that the foregoing is stipulated as a liquidated damages clause and not as a penalty.

15. INFRINGEMENT: INVENTIONS

The Service Provider warrants that in the course of performing services under this Agreement, neither it nor its agent(s) and/or employee(s) will violate or infringe any proprietary rights of a third party, including without limitation, confidential relationships, trade secret, patent, trademark or copyright rights.

16. ASSUMPTION OF RISK

The Service Provider assumes all risk of property loss or damage to its property and of personal injury or death to its agent(s) and/or employee(s), except to the extent caused or contributed by the negligence of the Engaging Party, or its agents and/or employees, which may be sustained by the Service Provider or its agent(s) and/or employee(s) as a result of or arising in connection with performing services under this Agreement.

17. SUBCONTRACTING OR ASSIGNMENT BY THE SERVICE PROVIDER

The Service Provider may subcontract or assign any portion of the services to be rendered under this Agreement upon Engaging Party's consent, which will not be unreasonably withheld.

18. COMPLIANCE WITH STATUTES AND REGULATIONS

The Service Provider warrants and represents that in the performance of its obligations under this Agreement, it will comply with all applicable statutes, rules, regulations and orders of both the State of New York and Canada, and of any Province or political subdivision thereof, including laws and regulations pertaining to labor, wages, hours and other conditions of employment.

19. FORCE MAJEURE

Neither party will be liable for any failure or delay in performance of any non-pecuniary obligation under this Agreement if such failure or delay is due, in whole or in part, directly or indirectly, to any contingency, delay, failure or cause of any nature beyond the reasonable control of such party, including, without limitation, acts of nature, court or government, labor unrest, such as strikes, slowdowns, boycotts or picketing, provided that the party so affected shall use commercially reasonable efforts to expeditiously remove such cause of non-performance.

20. ENTIRE AGREEMENT

This Agreement contains the entire understanding between the parties hereto with respect to the subject matter hereof and supersedes all other oral and written agreements or understanding between them. No modification or addition hereto or waiver or cancellation of any provision hereof shall be valid except by a writing signed by the parties hereto. This Agreement shall prevail over any additional, conflicting or inconsistent terms and conditions which may appear on any invoice or other document furnished by the Service Provider to the Engaging Party.

21. SEVERABILITY

The invalidity, illegality or unenforceability of any provision of this Agreement shall not affect the validity, legality, or enforceability of any other provision of this Agreement, which shall remain in full force and effect.

22. SERVICE PROVIDER PROVIDING SIMILAR SERVICES

The Engaging Party understands and agrees that the Service Provider is in the business of providing the type of services contemplated in and by this Agreement to third parties. In this regard, the Engaging Party agrees that the Service Provider, its employees and agents shall be free to use and employ their general skills, know-how and expertise and to use, disclose and employ any generalized ideas, concepts, know-how, methods and techniques and skills gained or learned during the course of any services performed hereunder, subject to its obligations respecting the Confidential Information pursuant to Section 12. The Engaging Party understands and agrees that the Service Provider may provide similar services to third parties using the same personnel that the Service Provider utilizes for rendering the services

contemplated hereunder, subject to its obligations respecting the Confidential Information pursuant to Section 12 of this Agreement and its other obligations under this Agreement.

23. GOVERNING LAW

This Agreement is deemed to be made under, and shall be governed and construed according to the laws of the State of New York without reference to its choice of laws rules. Any dispute arising from or in connection with this Agreement and which cannot be amicably settled between the parties hereto shall be submitted to the exclusive jurisdiction of the courts of the State of New York

24. NOTICES

Any notice required or permitted to be given hereunder shall be deemed sufficient if made in writing and delivered by hand, or delivered by postage prepaid, registered or certified mail, and addressed to the other Party at the address first set forth above or such other address as has been established by notice provided under this Section. Each such notice shall be deemed to be received, in the case of hand delivery, on the date of such delivery, and, in the case of mailing, on the fifth (5th) day after its mailing.

25. BINDING EFFECT

This Agreement shall inure to the benefit of and shall be binding upon the Parties hereto and their respective successors and permitted assigns.

26. NON SOLICITATION OF EMPLOYEES

Each party agrees throughout the term of this Agreement, and for a period of one year thereafter, not to solicit or attempt to induce any employee of the other party or its sub-contractors to leave the employment of such other party or the sub-contractor.

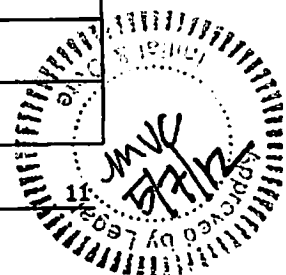
27. LANGUAGE

The parties acknowledge having required that this Agreement be drawn up in English.

Les parties reconnaissent avoir exigé que cette Convention soit rédigée en anglais.

IN WITNESS WHEREOF, the undersigned have caused this Agreement to be executed as of the day and year first above written.

Customer: Livingston County	For Primonics (2006) Inc.
Printed name: <i>JAMES C. MERRICK</i>	Printed name: <i>Robert Pickens</i>
Title: <i>Chairman</i>	Title: <i>COO</i>
Signature: <i>James C. Merrick</i>	Signature: <i>Robert Pickens</i>
Dated: <i>7/18/12</i>	Dated: <i>5-9-12</i>



SCHEDULE A

See sales invoice in Sales agreement #1019 under TeleCorrections Application
Hosting and TeleCorrections relay/recorder Hosting for pricing.

Livingston County Jail

Sales Agreement

#1019

MEMORANDUM OF AGREEMENT (hereinafter, the "**Agreement**") is made as of the last date signed by either party (the "**Effective Date**").

BETWEEN:

Primonics (2006) Inc.

a corporation duly incorporated under the laws of Canada, having its head office at 500 Morgan Blvd., Suite 100, Bale d'Urfé, Québec H9X 3V1, (hereinafter referred to as "**Primonics**")

AND:

County of Livingston

having its head office at 4 Court Street, Geneseo, New York, 14454, (hereinafter referred to as the "**Customer**")

RECITALS

- A. WHEREAS Primonics is engaged in the development, design, manufacture and commercialization of information technology products, including a client-server video visitation system called TeleCorrections[®] specifically designed for jails and prisons (the "**Solution**");
- B. WHEREAS the Solution system allows visitors to securely communicate with an inmate directly in their housing unit from anywhere an Internet connection is available, and also provides inmates with controlled access to information such as court appearances, etc.;
- C. WHEREAS the Solution consists in specialized hardened computer terminals, audio and video communications software and applications which consists of a scheduling module and inmate information module;
- D. WHEREAS Primonics may also sell to the Customer, certain Hardware Components to be used in connection with the Solution;
- E. WHEREAS the Customer wishes to purchase certain Hardware Components and to purchase Licenses to use the Solution in accordance with the provisions of this Agreement.

PRIMONICS

500 Morgan, suite 100, Bale d'Urfe, Quebec, Canada, H9X 3V1
 Tél: (514) 694-4866 Fax: (514) 694-4280

Sales Invoice

The Customer agrees to purchase from Primonics and Primonics agrees to sell to the Customer, the items described in the sales invoice below (the "Sales Invoice"), entered into between the Customer and Primonics, in accordance with price, terms and conditions as contemplated therein.

Sales Invoice

			Date: December 1, 2011					
Customer			Payable to					
Livingston County Jail 4 Court Street Geneseo, NY 14454			Primonics (2006) Inc. 500 Morgan Blvd Suite 100 Bale d'Urfe, Quebec, H9X 3V1					
Item	Quantity	Description	Unit Price	Year 1	Year 2	Year 3	Year 4	Year 5
tvc15-3	7	TeleCorrections Terminals - 1 handset * hardened steel terminal with wall mounting bracket * 15" touchscreen * built-in camera * built-in lighting * built-in audio	\$ 3,975	\$ 27,925				
tvcosting-app-1	6	Primonics-Hosting Services: Televisit Application-users TeleCorrections application software hosted in Primonics' datacenter with * Televisit scheduler * Televisit module * Inmate information look module * Telechat module * Televisit Client software (Windows XP, Vista, 7) Licenses included in the hosting * 7 terminal licenses (additional licenses @ \$300/year/terminal) * 10 free licenses + 5 paid licenses = 15 user licenses (additional licenses @ \$325/year/user)	\$ 225	\$ 1,625	\$ 1,625	\$ 1,625	\$ 1,625	\$ 1,625
tvcpaid-1		TeleCorrections.com paid inmate video visitations * Secure remote video visitation for home users, attorneys, etc. * Web-based online signup with photo capture * Web-based online scheduling * Web-based online session payment (paid after session is scheduled) * Credit card processing and first line help desk support * Revenue share: 20% of net sales for the facility Other revenue sharing terms * Messaging Royalty * Advertising Royalty	20% net 20% net 20% net					
tvc15-3-m12	7	Extended warranty TeleCorrections Terminal - extended warranty * hardware warranty is 12 months (excludes damaged or vandalized units) * parts and labor, onsite replacement	\$ 250					\$ 1,750
Total				\$ 29,450	\$ 1,625	\$ 1,625	\$ 1,625	\$ 3,375

100% of invoice total payable on delivery

US funds

Not included in pricing: taxes, duty, shipping, installation, required cabling, permitting or interface costs to third-party applications.

New York State Office of General Services

Group 77010 Award 23150

PT55098

Terms and Conditions of the Sales Invoice (hereinafter, the "Terms and Conditions"):

1. **Software License Agreement.**

- 1.1. The Customer hereby accepts the terms of the Software License Agreement, as set forth in Schedule A to this Agreement, in respect of the Software solutions referred to in the Sales Invoice. The Customer acknowledges that the Customer's acceptance of the Software License Agreement constitutes an essential consideration without which Primonics would not enter into this Agreement;
- 1.2. the Software License Agreement shall automatically come into force upon the activation of any user accounts or any "TeleCorrections" terminals.

2. **Payment Terms.** Unless specified otherwise in the applicable Sales Invoice:

- 2.1. the prices contemplated in the Sales Invoice shall be the net selling price by Primonics, exclusive of all sales and other similar taxes, custom and excise duties, insurance premiums, freight charges and all other charges of a similar nature, whether currently imposed or applicable in the future;
 - 2.2. the terms of payment will be as follows: (a) 25% of the gross sales price (including taxes) shall be paid concurrently with the execution of the Sales Invoice, and (b) the remainder shall be paid upon Customer's receipt.
 - 2.3. All dollar values expressed and all payments required to be made by the Customer, shall be in U.S. Dollars. Any amount owed to Primonics which is not paid on its due date shall bear interest at the rate of 18% per annum calculated from the date upon which such amount was due.
3. **Binding Effect.** No Sales Invoice shall bind Primonics until such Sales Invoice is duly executed by an authorized officer of Primonics. The Customer expressly releases Primonics from any liability for any loss or damage arising from the failure of Primonics to fill any Sales Invoice.
4. **Ownership of Hardware Components.** Primonics remains the sole owner of the Hardware Components until receipt of full payment thereof.
5. **Risk of Loss.** Notwithstanding the preceding paragraph, the Customer will bear the entire risk of loss, damage, destruction or theft of any item purchased for any reason, other than the gross negligence of Primonics, its employees or authorized agents, from the time such item is delivered to Customer.
6. **Warranty – Hardware Components.** Primonics warrants its Hardware Components to be free from material defects under normal use, maintenance, and service for a period of 12 months from the date of installation of the Hardware Components. This warranty shall be conditional on the Customers' compliance with the provisions of this Section 6.

- 6.1. Primonics makes no warranty with respect to low performance, damages or defects in any Hardware Component caused by misuse, misapplication, neglect or accident, nor does Primonics make any warranty as to any Hardware Component that has been repaired or altered in any way, which, in the sole judgment of Primonics affects the performance or purpose for which the Hardware Component was manufactured.
- 6.2. When applicable, Primonics shall provide the required replacement parts and components free of charge.
- 6.3. THE WARRANTY OBLIGATIONS OF PRIMONICS ARE STRICTLY LIMITED TO THE REPLACEMENT OF ANY DEFECTIVE HARDWARE COMPONENT. IN NO EVENT AND UNDER NO CIRCUMSTANCES SHALL THE LIABILITY OF PRIMONICS EXCEED THE UNIT PRICE PAID BY THE CUSTOMER FOR ANY DEFECTIVE HARDWARE COMPONENT OR PART THEREOF. IN NO EVENT SHALL PRIMONICS BE LIABLE, WHETHER IN CONTRACT, IN TORT OR ON ANY OTHER BASIS FOR ANY DAMAGES WHATSOEVER (INCLUDING ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SPECIAL DAMAGES OR LIABILITIES, COSTS, LOSS OF REVENUE OR OF BUSINESS OR OTHER FINANCIAL LOSS) SUSTAINED BY ANY PERSON (INCLUDING ANY EMPLOYEE, AGENT, REPRESENTATIVE, INVITEE OR THE CUSTOMER) AND/OR IN ANY WAY ARISING FROM OR RELATING TO THE SALE, MAINTENANCE, USE, PERFORMANCE, FAILURE OF ANY HARDWARE COMPONENT, INCLUDING INADEQUACY OF ANY PRODUCT FOR ANY PURPOSE AND NON-MERCHANTABILITY OF SAME.
7. Absence of Waiver. No waiver of any provision of these Terms and Conditions (or any right or default hereunder) shall be effective unless in writing and signed by the party against whom such waiver is sought to be enforced. Any such waiver shall be effective only for the instance given, and shall not operate as a waiver with respect to any other rights or obligations under this document or applicable law in connection with any other instances or circumstances.
8. Assignment. Neither these Terms and Conditions, the Sales Invoice, nor any interests thereunder may be assigned or delegated by either party without the prior written consent of the other, which consent will not be unreasonably withheld.
9. Compliance Certification. The Customer will, when and as may be requested by Primonics from time to time, provide to Primonics a written certification in form and substance satisfactory to Primonics that the Customer is in compliance with the terms of the Software License Agreement, including compliance with respect to the number of Licenses in use.
10. Inspection. To ascertain that the terms of the Customer License Agreement and of any Sales Invoice is complied with, all TeleCorrections Terminals and all User Accounts shall be subject to onsite inspection by Primonics or its representatives, at all reasonable times and places as set forth beforehand upon reasonable notice to Customer.

11. **Entire Agreement.** These Terms and Conditions, together with the Sales Invoice issued hereunder, the Agreement between Primonics and the Customer and the Software License Agreement, constitute the final and entire agreement between Primonics and the Customer with respect to the purchase of the Hardware Components and the Licenses. These Terms and Conditions may be amended only by a written instrument duly executed by both parties, and may not be amended orally or in the course of performance.
12. **Force Majeure.** If performance of any of the obligations contained in these Terms and Conditions is delayed, prevented, restricted, or otherwise hindered by legislative action, act of God, action of the elements, serious fire, labor disturbance, delays in transportation, shortage of materials or supplies, government restrictions, war, riots, flood, earthquake, epidemic, Internet or telecommunications failure, or other conditions beyond the control of either party, performance hereunder by such party, to the extent so hindered, shall be excused, provided such party has taken all proper precautions, due care, and reasonable alternative measures with the objective of avoiding or otherwise minimizing the hindrance and promptly resumes performance hereunder, provided that nothing herein contained shall require a party to settle or compromise a strike, boycott, lockout, industrial dispute, or other labor difficulty if to do so would, in its sole discretion, be contrary to its best interests. Any party claiming the benefit of this provision shall promptly give notice thereof, including sufficient information as to the cause, to the other party. In such an event, the parties hereto shall consult with each other with a view to suspending or amending this Agreement. If the parties are unable to agree on the manner in which this Agreement should be suspended or amended, any party may withdraw from these Terms and Conditions by providing a prior written notice of at least 3 months to the other party of its intention to terminate this Agreement if performance is not resumed within this period, in which case, this Agreement shall be deemed terminated. Termination of this Agreement for force majeure shall not release either party from any sum due to the other party prorated to the date of termination.
13. **Governing Laws.** This Agreement is governed by and is to be construed in accordance with laws of the State of New York applicable therein. The parties irrevocably submit to the exclusive jurisdiction of the courts of the State of New York to resolve any disputes arising under or related to this Memorandum of Agreement.
14. **English Language.** This Agreement has been drafted in the English language at the request of the parties. *À la demande des parties, cette convention a été rédigée en langue anglaise.*
15. **United Convention on Contracts Exclusion.** The Parties hereby exclude application of the *United Nations Convention on Contracts for the International Sale of Goods* to this Agreement or any of the documents incorporated herein.

The parties have executed this Agreement.

Livingston County	For Primonics (2006) Inc.
Printed name: James C. Merrick	Printed name: Robert Hickens
Title: <i>Chairman</i>	Title: COO
Signature: <i>James C. Merrick</i>	Signature: <i>Robert Hickens</i>
Dated: 7/18/12	Dated: 5-9-12



Schedule A**Software License Agreement****A. Ownership**

The Software described in the Sales Invoice (the "**Licensed Products**") and any accompanying documentation (the "**Documentation**") are the sole and exclusive property of Primonics and ownership of the Licensed Products and the Documentation shall at all times remain with Primonics. Copies are provided to the Customer only to allow the Customer to exercise its rights under this Agreement. This Agreement does not constitute a sale of the Licensed Products or the Documentation, or any portion thereof. Without limiting the generality of the foregoing, the Customer shall have no rights to any patents, copyrights, trade secrets, trademarks or other intellectual property rights in or relating to the Licensed Products or the Documentation, other than as expressly set forth in this Agreement. All rights not expressly granted to the Customer under this Agreement are reserved by Primonics.

B. Grant of License Applicable To any Licensed Products

Subject to the terms and conditions set out in this Agreement, Primonics grants the Customer a limited, non-exclusive, non-transferable, non-sublicensable and revocable right to use the Licensed Products solely in accordance with the following terms and conditions:

1. **Use of Licensed Products.** The Customer may download and internally use the Licensed Products on multiple TeleCorrections[®] terminals or user computers owned, leased or rented by the Customer; however, the Customer shall only be permitted to run the Licensed Products on as many computers as the Customer has purchased licenses to use the Licensed Products, as listed on the Sales Invoice.
2. **Distribution Prohibited.** The Customer may not use any copies of the Licensed Products except on those TeleCorrections[®] terminals or in connection with those user accounts in the TeleCorrections[®] database for which the Customer has purchased licenses. Distribution of the Licensed Products to any third party and allowing any third party access to or use of the Licensed Products (or any part thereof) by the Customer (or any of its users) is hereby expressly prohibited.

C. Prohibited Conduct

The Customer represents and warrants that the Customer will not violate any of the terms and conditions set forth in this Agreement and that:

The Customer will not, and will not permit others to: (i) reverse engineer, decompile, disassemble, derive the source code of, modify, or create derivative works from the Licensed Products; or (ii) use, copy, modify, alter, or transfer, electronically or otherwise, the Licensed Products or any of the Documentation except as expressly permitted in this Agreement; or (iii) redistribute, sell, rent, lease, sublicense, or otherwise transfer rights to or commercialize the Licensed Products whether in a stand-alone configuration or as incorporated with other software code written by any party, except as expressly permitted in this Agreement.

The Customer will not use the Licensed Products to engage in any activity that will violate the rights of third parties, including, without limitation, through the use, public display, public performance, reproduction, distribution, or modification of communications or materials that infringe copyrights, trademarks, publicity rights, privacy rights, other proprietary rights, or rights against defamation of third parties.

The Customer will not transfer the Licensed Products or utilize the Licensed Products in combination with third party software authored by the Customer or others to create an integrated software program which the Customer transfers to unrelated third parties.

D. Updates

All updates, if any, shall be deemed to be part of the Licensed Products and will be subject to this Agreement.

E. Disclaimer of Warranty

THE LICENSED PRODUCTS ARE PROVIDED ON AN "AS IS" BASIS, WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES THAT IT IS FREE OF DEFECTS, VIRUS FREE, ABLE TO OPERATE ON AN UNINTERRUPTED BASIS, MERCHANTABLE, FIT FOR A PARTICULAR PURPOSE, WITH CLEAR TITLE OR NON-INFRINGEMENT. THIS DISCLAIMER OF WARRANTY CONSTITUTES AN ESSENTIAL PART OF THIS LICENSE AGREEMENT. NO USE OF THE LICENSED PRODUCTS IS AUTHORIZED HEREUNDER EXCEPT UNDER THIS DISCLAIMER. PRIMONICS DOES NOT GUARANTEE THAT ANY OF THE LICENSED PRODUCTS SHALL MEET THE CUSTOMER'S SPECIFIC NEEDS.

F. Limitation of Liability

IN NO EVENT WILL PRIMONICS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE LICENSED PRODUCTS BY THE CUSTOMER OR ANY END-USERS, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER COMMERCIAL DAMAGES OR LOSSES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED.

G. Export Control

The Licensed Products may contain encryption and is subject to Canada and United States export control laws and regulations and may be subject to export or import regulations in other countries, including controls on encryption products. The Customer agrees not export, re-export or transfer the Licensed Products in violation of any applicable laws or regulations of Canada and the United States.

H. Legends and Notices

The Customer agrees not to remove or alter any trademark, logo, copyright or other proprietary notices, legends, symbols or labels in the Licensed Products or any of the Documentation.

I. Term and Termination

This Agreement is effective upon the Customer's acceptance, as provided herein, and payment of the applicable fees set forth in the Sales Invoice and will remain in force until terminated in accordance of the provisions hereof. The Customer may terminate the licenses granted in this Agreement at any time upon a 30-day prior written notice by destroying the Licensed Products and the Documentation, together with any and all copies thereof. The licenses granted under this Agreement will terminate automatically if the Customer (a) breaches any of its terms or conditions or any of the terms or conditions of any other agreement between the Customer and Primonics, (b) ceases to function as a going concern or to conduct its operations in the normal course of business, or (c) becomes insolvent, bankrupt, takes any steps with respect to the dissolution or winding-up of its legal entity, or takes any steps to make an assignment for the benefit of creditors or otherwise admits its inability to pay its debts as they become due. The licenses granted in this Agreement may be terminated by Primonics upon written notice to the Customer if the Customer (i) merges, amalgamates or otherwise combines with any other entity, without the prior written consent of Primonics, or (ii) sells all or substantially all of its (or any of its subsidiaries') assets (except in the context of a corporate reorganization), without the prior written consent of Primonics, which consent shall not be unreasonably withheld.

Sections A, C, E, F, G, H, J and K shall survive the termination of this Agreement (subject to their terms and conditions).

J. Licensed Products Suggestions

Primonics welcomes suggestions for enhancing the Licensed Products and the accompanying Documentation that may result in computer programs, reports, presentations, documents, ideas or inventions relating to or useful to Primonics' business. The Customer acknowledges that the title, ownership rights, and Intellectual property rights concerning any such suggestions shall become the exclusive property of Primonics and may be used for its business purposes, in its sole discretion, without any payment (royalty, fee or any other type of remuneration) or accounting to the Customer and the Customer hereby irrevocably assigns all such rights to Primonics. The Customer hereby waives any moral rights it may have in connection with any such suggestions.

K. Miscellaneous

This Agreement constitutes the entire agreement between the parties concerning the Licensed Products, and may be amended only by a writing signed by both parties that expressly references this Agreement.

The Customer agrees to defend and indemnify Primonics and hold Primonics harmless from and against all claims, losses, damages, complaints, or expenses connected with or resulting from the Customer's negligence or willful misconduct.

This Agreement shall be governed, construed and enforced in accordance with the laws of the State of New York. The parties hereby irrevocably submit to the exclusive jurisdiction of the Courts of the State of New York.

This Agreement has been drafted in the English language at the request of the parties. *À la demande des parties, cette convention a été rédigée en langue anglaise.*

The parties covenant and agree that this Agreement and the terms hereof are confidential and shall be treated as such. At no time shall this Agreement be used to obtain better conditions from or with a third party.

[June, 2011]



LIVINGSTON COUNTY
OFFICE OF COUNTY ATTORNEY
Livingston County Government Center
6 Court Street, Room 302
Geneseo, New York 14454

(585) 243-7033
Fax (585) 243-7045

Shannon L. Hillier
County Attorney

John M. Lockhart – (585) 243-7459
Assistant County Attorney

October 29, 2020

George Dahlbender
01A0341
Green Haven Correctional Facility
594 Route 216
P.O. Box 4000
Stormville, New York 12582

RE: FOIL Request – Telephone/Tablet Services

Dear Mr. Dahlbender,

We are in receipt of check #120814 in the amount of \$5.50 pertaining to your FOIL request dated August 3, 2020. The records you have requested are enclosed.

Thank you.

Very truly yours,

A handwritten signature in black ink that reads "Shannon L. Hillier". The signature is written in a cursive, flowing style.

Shannon L. Hillier
County Attorney

Livingston County Board of Supervisors
Geneseo, New York



Resolution No. 2018-268

AUTHORIZING THE CHAIRMAN OF THE LIVINGSTON COUNTY BOARD OF SUPERVISORS TO SIGN THE FOLLOWING CONTRACT FOR THE LIVINGSTON COUNTY SHERIFF'S DEPARTMENT: GLOBEL TEL LINK CORP

RESOLVED, that the Chairman of the Livingston County Board of Supervisors is hereby authorized to sign the following contract for the Livingston County Sheriff's Department, according to the term designated, subject to review by the County Attorney and County Administrator:

<u>Contractor</u>	<u>Term</u>	<u>Amount</u>
Global Tel Link Corp 12021 Sunset Hills Rd Suite 100 Reston, VA 20190 For: Inmate Phone Agreement	5 Years	No Cost

Funding Source	Local Share	Budgeted?
Jail Phone Commissary Account	N/A	N/A

Dated at Geneseo, New York
August 8, 2018

Public Services Committee

	<p><i>This is to Certify that I, the undersigned, Clerk of the Board of Supervisors of the County of Livingston, have compared the foregoing copy of resolution with the original resolution now on file in this office and which was duly adopted by the Board of Supervisors of said County on the 8th day of August, 2018 and that the same is a true and correct transcript of said resolution and of the whole thereof.</i></p> <p><i>In Witness Whereof I have hereunto set my hand and the official seal of the Board of Supervisors of the County of Livingston, this 8th day of August, 2018.</i></p> <p style="text-align: right;"><i>Ian M. Coyle</i></p> <p style="text-align: right;">Ian M. Coyle, Deputy Clerk of the Board</p>
--	--

GLOBAL TEL*LINK CORPORATION

12021 Sunset Hills Road, Suite 100

Reston, Virginia 20190

Telephone: 703-955-3910 Fax: 703-435-0980 Web: <http://www.gtl.net>

MASTER SERVICES AGREEMENT

This Master Services Agreement ("Agreement") is made by and between Global Tel*Link Corporation ("Company") on behalf of itself and its Affiliates (as defined in the attached Terms and Conditions), and Livingston County, with an address of 6 Court Street, Geneseo, NY 14454 (the "Premises Provider") (Company and Premises Provider collectively, the "Parties" and each a "Party"). This Agreement is binding upon execution of the named Parties as of the last date signed by the Parties ("Effective Date").


- Services.** This Agreement applies to the installation, management, operation, and maintenance of the equipment furnished and services at Premises Provider locations ("Facilities") as listed and described in each of the attached Service Schedules (collectively, the "Services"). Each Service listed in the Service Schedules contains specific terms and conditions which shall be incorporated by reference into this Agreement. The Service Schedules indicated below are incorporated into this Agreement:

 - Inmate Telephone Services
 - Enhanced Services - IP-Enabled Tablets
- Service Schedules.** Service Schedules shall apply to Services located at Premises Provider Facilities, whether existing, newly installed or renovated.
- Term.** This Agreement shall be in effect for five (5) years, commencing from August 27, 2018. 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 (each a "Renewal Term").
- Entire Agreement.** This Agreement consists of the attached Terms and Conditions, all Service Schedules appended hereto or subsequently signed by the Parties that reference this Agreement, and the Company's international, interstate, and intrastate tariffs and published rates, terms, and conditions (collectively, "Tariffs") that may govern the Services and are incorporated by reference into the Agreement. This Agreement constitutes the entire agreement between Premises Provider and the Company, and supersedes all other agreements between the Parties pertaining to the subject matter hereof. Company may modify the Tariffs and/or required website disclosures from time to time, and any modification will be binding on the Parties upon the effective date of such revision. If a conflict arises, the order of precedence is: (i) Tariffs and or website disclosures to the extent they are required to take precedence by law; and (ii) this Agreement. In the event of a conflict or inconsistency between the terms set forth in the Agreement including the Terms and Conditions and a Service Schedule, the terms of the Service Schedule shall control.
- Any Affiliate may provide services in its own name under a Service Schedule and such Service Schedule will be considered a separate, but associated, contract incorporating this Agreement and the Terms and Conditions; provided, however, that Company shall be responsible for its Affiliates' performance pursuant to its applicable Service Schedule. The Affiliate listed in a specific Service Schedule is only responsible for the performance of the Services set forth in that Service Schedule, and is not responsible for performance of any other Affiliate's obligations under the Agreement or any other Service Schedule.
- 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 latest date listed below.

Company

Global Tel*Link Corporation
on behalf of itself and its affiliates



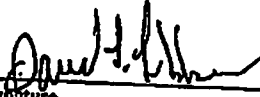
Signature

Name: Sam C. Pfenbarger
Title: CFO
Date: October 8, 2018

=

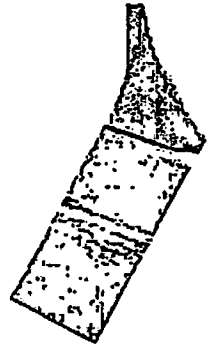
Premises Provider

Livingston County, NY



Signature

Name: David Lifshin
Title: Chairman
Date: _____



Terms and Conditions

The following Terms and Conditions shall apply to the provision and use of Services provided by the Company pursuant to this Agreement.

Phone: 585-243-7100

1. **Title.** Except as specifically indicated in a Service Schedule, title to all equipment provided under this Agreement ("Equipment") shall be and at all times remain in the Company. Except as specifically indicated in a Service Schedule, all software, documentation, and other intellectual property (collective the "IP") supplied or made available through this Agreement is being provided on a term license only, as long as this Agreement is in effect, and shall not constitute a sale of that IP. Nothing in this Agreement or through Company's performance hereunder shall constitute a transfer of right, title, or interest in or to the IP, which are retained by Company and its licensors.

During the term of this Agreement, Company grants Premises Provider a non-exclusive, non-transferable, license to use the IP solely for accessing the Services supplied by Company in the manner contemplated by this Agreement. Premises Provider shall not: (a) make available or distribute all or part of the IP to any third party by assignment, sublicense or by any other means; (b) copy, adapt, reverse engineer, decompile, disassemble, or modify, in whole or in part, any of the IP; or (c) use the IP to operate in or as a time-sharing, outsourcing, or service bureau environment, or in any way allow third party access to the IP. The use of software is supplied in object code only, and nothing herein shall be construed as granting any license whatsoever to the underlying source code that is used to generate the software, or creating an implied license in any IP.

2. **Relocation.** Equipment shall not be disconnected or moved by Premises Provider from the location in which it is installed. By written agreement of the Parties, installed Equipment may be relocated by the Company.

3. **Notice.** 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 shall be delivered personally or by a recognized commercial overnight mail carrier to the respective Parties to the addresses below. Notices, including notice of change of contact information, shall be effective upon delivery.

To Company:
Global Tel®Link Corporation
12021 Sunset Hills Road
Suite 100
Reston, Virginia 20190
Phone: (703) 955-3911
ATTN: Legal Department

To Premises Provider:
Livingston County
6 Court Street,
Geneseo, NY 14454

4. **Further Assurances.** Premises 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, Premises Provider agrees:

(a) To reasonably protect the Equipment against willful abuse and promptly report any damage, Service failure or hazardous conditions to the Company. Premises Provider shall not, and shall not, allow any third party to tamper with or otherwise modify the Services or equipment supplied by Company under this Agreement or associated software, or connect the equipment or Services or associated software to any hardware or software that is not provided by 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. The Premises Provider shall permit Company authorized personnel access to the equipment, information, data, data communication services, and communication lines required for the installation, operation, and/or maintenance of the Services contemplated herein at such times and for such purposes as reasonably necessary or appropriate to permit Company to perform its obligations.

(d) To not allow any products or services that compete with those supplied by Company during the term of the Agreement to be, or to remain, installed at any Premises Provider Facilities, including present and future Premises Provider locations. Company shall have the exclusive right to provide the Services at Premises Provider Facilities under this Agreement, which includes all Services set forth in the attached Service Schedules, and those other inmate communication, educational or entertainment products and services sought by Premises Provider during the term of the Agreement, whether the products or services are for inmates located at Premises Provider facilities or at third-party facilities, provided, however, that the Company may elect to not exercise this exclusive right.

(e) To provide Company with the exclusive right to provide Premises Provider the Services under this Agreement for the period after its termination if Company matches the material financial and service terms and conditions of a bona fide offer of any third party to provide the Services, or any portion thereof, that Premises Provider is prepared to accept ("Third-Party Offer"). Premises Provider shall provide Company with the terms of such Third-Party Offer in writing and no less than ten (10) business days for the Company to exercise its rights herein. Upon exercise of this right by Company, this Agreement shall renew with the modified financial and service terms and conditions for the

term contemplated in the Third-Party Offer ("Extended Term").

5. Confidentiality. 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 shall 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, or becomes publicly known through no wrongful act of the party, is rightfully received from a third party who has no confidentially obligation with respect to the information, or is developed independently by the party (and this can be verified).
6. Indemnification and Limitation of Liability. Each Party shall indemnify the other from any loss, cost, damage, expense, or liability arising from breach of a Party of its obligations under this Agreement, except to the extent such loss, cost, damage, expense, or liability arises from the negligence or fault of the other Party; provided further, however, that the Company shall not be liable for interruption of telephone or other communication services arising from any cause.
- (a) EXCEPT AS OTHERWISE EXPRESSLY STATED IN THE AGREEMENT, THE SERVICES SUPPLIED UNDER THIS AGREEMENT ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, COMPANY AND ITS LICENSORS AND SUPPLIERS, AND THEIR RESPECTIVE AFFILIATES DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. COMPANY DOES NOT WARRANT THAT SERVICES SHALL BE UNINTERRUPTED, ERROR FREE, OR THAT ALL ERRORS MAY BE CORRECTED, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL COMPANY OR ITS SUPPLIERS OR LICENSORS, OR THEIR RESPECTIVE AFFILIATES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES WHATSOEVER, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF REVENUE OR PROFITS, OR FOR BUSINESS INTERRUPTION RELATING TO OR ARISING OUT OF THE VAS, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS ITS ESSENTIAL PURPOSE.
- (b) Monitoring and Recording. Premises Provider agrees that Company has no responsibility to advise Premises Provider with respect to any law, regulation, or guideline that may govern or control any recording or monitoring capabilities by Premises Provider, or compliance therewith. Premises 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 monitoring and recording capabilities supplied through this Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premises Provider any legal advice concerning such applicable law, regulation, or guideline, or responsible for any liability, costs and expenses relating to any claims made against Company arising out of failure of Premises Provider to comply with such law, regulation or guideline. Premises Provider acknowledges that all call detail records ("CDRs") and call recordings contained in the inmate telephone system equipment Company to Premises Provider are the exclusive property of the Premises Provider for the term of this Agreement and may result in 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.
7. Risk of Loss. The Company and its insurers, if any, shall relieve Premises Provider of all risks of loss or damage to the Equipment during the periods of transportation, installation and operation of the Equipment. However, Premises Provider shall be responsible for loss or damage to Equipment in its possession caused by fault or negligence of Premises Provider or its employees.
8. 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 the breaching Party, 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 liability.
9. Governing Law. To the maximum extent permitted by applicable law, the provisions of this Agreement shall be governed by and construed and enforced in accordance with the laws of the Commonwealth of Virginia, without regard to principles of conflicts of law.

10. **Assignment.** This Agreement shall inure to the benefit of and be binding upon the Parties and their respective permitted successors and assigns, including but not limited, to any new administration or head of Premises Provider. Neither Party shall assign any right and/or obligation under this Agreement without the other Party's prior written consent, which shall not be unreasonably withheld or delayed; provided, however, Company shall have the right to assign some or all its rights and/or obligations under this Agreement at any time to any entity that controls, is controlled by or is under common control with Company (each an "Affiliate") without the consent of the Premises Provider; provided, further, Company shall remain liable for any failure of any Affiliate to perform any assigned obligations. For the avoidance of doubt, a merger involving (i) Company or (ii) a sale of Company or all of Company's assets shall not constitute an assignment requiring consent of Premises Provider for purposes of this Agreement.

11. **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.

12. **Solicitation.** The Premises Provider acknowledges that no officer or employee of the Company has been employed, induced, or directed by Premises Provider to solicit or secure this Agreement with the Company upon agreement, offer, understanding, or implication involving any form of remuneration whatsoever. Premises Provider agrees, in the event of an allegation of substance (the determination of which shall be solely made by the Company) that there has been a violation hereof, Premises Provider shall 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.

13. **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 Agreement 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, riots, supply chain delays, 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.

14. **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 shall survive the expiration or earlier termination of the Agreement, and neither Party shall 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.

15. **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.

16. **Severability.** Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of the Agreement. If any provision of this Agreement is found to be illegal, invalid or unenforceable, that provision shall be enforced to the maximum extent permissible so as to effect the intent of the Parties, and the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.

17. **No Waiver.** No delay or failure by either Party in exercising any right under this Agreement, and no partial or single exercise of that right, shall constitute a waiver of that or any other right. Failure to enforce any right under this Agreement shall not be deemed a waiver of future enforcement of that or any other right.

18. **No Third Party Beneficiaries.** This Agreement is for the sole benefit of the Parties hereto and their successors and permitted assigns and nothing herein expressed or implied shall give or be constructed to give to any other person or entity any legal or equitable rights hereunder.

19. **Taxes and Fees.** Payment of any taxes or fees levied upon or as a result of this Agreement, or the Services delivered pursuant hereto, shall be the obligation of Company. Taxes and fees include all sales, use, gross receipts, excise and other local, state and federal taxes, fees, charges and surcharges.

20. **Change-of-Law.** Any rule, regulation, or other change mandated by any federal, state, or local authority which may interfere with or adversely affect Company's rights, obligations, or intended benefit under the Agreement shall entitle Company to, at its option, renegotiate or terminate the Agreement.

21. **Interpretation.** The headings used in this Agreement are for convenience only and are not intended to be used as an aid to interpretation.

22. **Authority.** Each Party warrants and represents that the Party has the unrestricted right and requisite authority to enter into, deliver and perform under this Agreement.

**Inmate Telephone
Service Schedule**

This Service Schedule applies only to inmate telephone service ("ITS"). Where "Company" is used in this Service Schedule, it shall mean Global Tel*Link Corporation. Additional terms and conditions applicable to ITS are set forth in Tariffs or on Company's website, which may be modified from time to time.

1. Equipment and Features.

Telephones and Workstations		
Workstations	Inmate Phones	Platform
1	44	ICMv

GTL Base Features
365 Day On-Line Recording Storage
Password Protected Web based User Interface
Live Monitoring
Call Detail Reporting Tools
CD Burning Tools
Number Management
Blocked Access to Toll-Free Numbers
PREA Support
24X7 Technical Support
Collect, Prepaid, and Optional Debt Calling
Hot Alert
Audit Tools
TDD/TTY Capability
Call Prompts in English and Spanish

The term "equipment" in this Service Schedule includes the items listed in this Section I of this Schedule and include 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 Company are installed at the Facility owned or controlled by Premises Provider or any of its agencies or affiliates, such property shall remain in all respects that of Company. 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. Company shall not exercise such a right of removal or relocation unreasonably. Company shall notify Premises Provider in writing of its intention to remove or relocate equipment prior to such action. Upon removal of equipment by the Company, Company shall restore said premises to its original condition, ordinary wear and tear excepted; however, 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. Premises Provider may not make alterations or attachments to the Equipment provided under this Agreement, unless otherwise mutually agreed upon by the Parties.

2. Inmate Telephone Services.

Company shall be responsible for: (a) furnishing, installing, repairing and servicing the equipment listed above; (b) the establishment (if and to the extent required of Company by law) and compliance with all Tariffs and rules, regulations, orders and policies of federal and state regulatory authorities applicable to the automated inmate telephone system Services provided by Company; (c) the establishment and maintenance of all billing and payment arrangements with the local and interexchange carriers; (d) the processing of all telephone call records; (e) the performance (alone or through others) of all validation, billing, outclearing and collection services; and (f) the handling of all billing and other inquiries, fraud control, and all other Services essential to the performance of Company's obligations under this Agreement. Company reserves the right to control unbillables, bad debt and fraud.

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

Company 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.

3. Compensation.

Remuneration shall be fifty five percent (55%) of the Gross Revenue billed or prepaid for intrastate inmate telephone calls covered by this Agreement. Gross Revenue shall mean all revenue generated by every completed intrastate inmate 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 and other transaction fees; (iv) 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 paid monthly. All commission payments shall be considered final and binding upon the Premise Provider unless written objection is received by the Company 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.

Livingston County
6 Court Street
Geneseo, NY 14454
Attn: Chief Deputy Jason Yasso

4. Rates and Charges for Inmate Telephone Services. The per-minute-of-use call rate shall not exceed the maximum rates authorized by the state's telecommunication regulatory authority ("PUC") and the Federal Communications Commission ("FCC"). See table below.

	1st min	Add min
Local		
Collect/Direct Bill	1.85	0.10
Advance Pay	1.85	0.10
Debit/Inmate Net	1.85	0.10
IntraState-IntraLata		
Collect/Direct Bill	1.95	0.20
Advance Pay	1.95	0.20
Debit/Inmate Net	1.95	0.20
IntraState-InterLata		
Collect/Direct Bill	4.35	0.40
Advance Pay	4.35	0.40
Debit/Inmate Net	4.35	0.40
InterState		
Collect/Direct Bill	0.25	0.25
Advance Pay	0.21	0.21
Debit/Inmate Net	0.21	0.21
FCC International		
Collect/Direct Bill	0.25	0.25
Advance Pay	0.21	0.21
Debit/Inmate Net	0.21	0.21
NADP		
Collect/Direct Bill	4.84	0.89
Advance Pay	4.84	0.89
Debit/Inmate Net	4.84	0.89

No per call, per connection, or flat-rate calling charges shall apply to international, interstate, and intrastate ITS per minute of use calls. The rates charged are exclusive of taxes, and other amounts collected by Company on behalf of, or paid 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.

5. Transaction Fees for Inmate Telephone Services. Company may charge certain Transaction Fees in accordance with the following amounts:

Fee for automated payment for credit card, debit card, and bill processing fees	\$3.00 per use
Fee for payment using live operator	\$4.75 per use
Fee for paper bill/statement	\$2.00 per use
Advance Pay OneCall Transaction	\$4.75 per use
Fee for use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts)	The exact fee from the third-party provider passed through directly to customer with no markup

6. Single-Call and Related Billing Arrangements for Inmate Telephone Services. Company may permit consumers to purchase ITS on a collect call basis through third-party billing arrangements that allow consumers to pay for a single ITS call using such methods as their debit or credit card, billing the cost of a single ITS call to their mobile phone account, or another arrangement. When a consumer chooses to pay for a single ITS call using such a method, the charge shall be any applicable transaction fee and other charges allowed by law.

7. Additional Terms

- a. Monitoring and Recording. Premises Provider agrees that Company has no responsibility to advise Premises Provider with respect to any law, regulation, or guideline that may govern or control any telephone recording or monitoring by Premises Provider, or compliance therewith. Premises 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 telephone monitoring and recording capabilities supplied through this Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premises Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premises Provider shall be solely responsible for any liability, costs and expenses relating to any claims made against Company arising out of failure of Premises Provider (or the Company at the direction of the Premises Provider) to comply with such law, regulation or guideline. Premises Provider acknowledges that all call detail records ("DRs") and call recordings contained in the inmate telephone system equipment Company to Premises Provider are the exclusive property of the Premises 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 DRs and recordings to respond to legal requests, to provide the Services under this Agreement, and for other lawful business purposes.
- b. Exclusivity and Right of First Refusal. Premises Provider will not allow any products or services that compete with those supplied by Company during the term of the Agreement to be, or to remain, installed at any Premises Provider facilities, including present and future Premises Provider locations. Company will have the exclusive right to provide the products and services implemented at Premises Provider facilities through the Agreement, and those other inmate communication, educational or entertainment products or services sought by Premises Provider during the term of the Agreement, whether the products or services are for inmates located at a Premises Provider facilities or at third-party facilities; provided, however, that Company may choose to not exercise this exclusive right. Company will also have the exclusive right to provide Premises Provider the products and services delivered under the 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 Premises Provider is prepared to accept. Premises Provider will 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, the Agreement will renew with the modified financial and services terms for the extended period contemplated by the third-party offer.

**Service Schedule
Enhanced Services - IP-Enabled Tablets**

1. **Applicability.** This Service Schedule applies only to the enhanced services referenced. Where "Company" is used in this Service Schedule, it will mean GTL Enhanced Services, LLC.

2. **Definitions.** Capitalized terms used and not otherwise defined will have the meaning set forth in the Agreement.

"Agreement" means the contract to which this Service Schedule is attached.

"Enhanced Services" means enhanced communications, information services, educational, and entertainment products (as defined below).

"IP-Enabled Tablets" (or "Tablets") means a tablet device capable of allowing access to Enhanced Services.

3. **Deployment Locations.** Enhanced Services will be deployed at the locations listed in the table below (individually "Location" and collectively "Locations"). Company reserves the right to terminate Enhanced Services at any Location and all Locations if equipment is subjected to recurring vandalism or there is insufficient revenue to warrant the continuation of Enhanced Services at such Location(s), including the failure by Company to recover the Expenditure (as defined below) for Enhanced Services within twelve (12) months following the deployment of Enhanced Services at the Locations.

Location	Location Description	# of Tablets
Unit A		8
Unit B		8
Unit C		8
Unit D		3
Unit E		3
Unit F		3
Unit G		0
Unit H		0
Unit I		3
Unit J		3
Unit K		3

4. **Company Provided Equipment, Services and Cabling.** Company will supply equipment, hardware, and circuits, to deploy Enhanced Services at the Locations at no cost to Premises Provider. Company will provide Premise Provider with network infrastructure cabling that will be installed by the Premise Provider to Company supplied specifications. Company will retain all right, title, and interest in and to all equipment (including any associated hardware and software), and services supplied. Cabling will become the property of the Premises Provider upon the expiration of the Agreement. Upon termination of Enhanced Services at any Location(s), Premises Provider will collect and deliver to Company all Tablets and related equipment assigned to the Location(s) and provide Company a reasonable opportunity to collect all associated equipment and hardware (except cabling).

5. **Support and Maintenance.** Company will provide all support and maintenance services for Enhanced Services, including the Tablets, subject to the limitations described herein. Company will respond promptly to all support requests; provided, however, that reports or requests involving the security features

of the Tablets will have priority. Premises Provider acknowledges that the resolution of certain hardware and software events will be subject to supply chain lead times, and that Tablets will not be available while being repaired or maintained. The Premises Provider will permit Company authorized personnel access to the equipment, information, data, data communication services, and communication lines required for the installation, operation, and/or maintenance of Enhanced Services, at such times and for such purposes as reasonably necessary or appropriate to permit Company to perform its obligations herein.

6. **Tablets.** Company will supply the number of Tablets set forth in Section 3 for the Term of the Agreement, subject to the following limitations and conditions. Tablets shall at all times remain the sole and exclusive property of Company. Each inmate provided with access to a Tablet must agree to accompanying terms and conditions to be granted use of the Tablet. Company will install Tablet charging enclosures (individually "Station" and collectively "Stations") at locations agreed upon by the Parties. Company will install access points to enable access within each Location, as reasonably permitted by layout and other characteristics of the Location.

a. **Enhanced Services.** Company will provide the following Enhanced Services via the Tablets:

i. **Content.** Company will make available certain content through the Tablets, including music, games, electronic messaging, eBooks ("Content"). Content will be provided on a per minute basis access. Content will be supplied on a rolling basis as soon as reasonably practicable following deployment of Enhanced Services. Company reserves the right to add, alter or discontinue any Content.

ii. **Video Visitation.** On-premise and remote video visitation

iii. **Inmate Accounts.** All Tablet usage may be purchased with money from an Inmate Account, which is funded by inmates or their families or friends (individually "Inmate Account" and collectively "Inmate Accounts"). Inmates fund the Inmate Account by transferring monies from their trust account. Inmate friends and Family fund an inmate's Inmate Account by deposits made through Company consumer channels. Transaction Fees may apply. Funds in an Inmate Account may only be returned to an inmate upon termination of Enhanced Services at all Locations or upon an inmate's release. Inmate friends and family deposits are final.

b. **Company Obligations.** Company will provide one headset to each inmate who has access to a Tablet, and will supply replacement silicon earbuds for purchase by the inmate through Premises Provider's commissary service. Company shall have the discretion to select the brand, type, and other specifications of the Tablets, including the specific services and applications available on the Tablets, and may replace, upgrade, or substitute any or all of the Tablets at any time. Company may also change the number of Tablets deployed.

c. **Premises Provider Obligations.** A Premises Provider must allow: (i) installation and use of a multiple channel wireless network within the 2.4GHz and 5 GHz bands at all Locations; (ii) use of wired headphones and lithium batteries for the Tablets; and (iii) installation of Tablet charging enclosures; and (iv) access to no less than 80% of its inmate to paid Content subject to the payment by the inmate of Content usage fees listed herein. In addition, Premises Provider must: (1) distribute the Tablets to inmates according to its established protocol and procedures and shall use best efforts to ensure that the Tablets are used for their intended purposes; (2) allow and facilitate the sale of Headsets, silicon earbuds and other Tablet

accessories through its commissary without mark up; (3) facilitate the collection, testing, and re-distribution of accessories, including headsets, and silicon earbuds (4) allow the creation of Inmate Accounts for inmates and the use of the accounts for payment of Content usage and video visitation fees ; (5) allow inmate family and friends to make deposits into Inmate Accounts ; (6) facilitate the integration of Inmate Accounts and commissary accounts for the real-time exchange of funds, at no charge to Company by either Premises Provider, or its third-party vendors, if any; (7) facilitate the recycling and reuse of Tablets; (8) provide Company with secure space to store Tablets and other Company equipment associated with Enhanced Services; (9) provide at its expense all necessary power and power source; (10) designate a single point of contact authorized to act on behalf of the Premises Provider on all matters involving Enhanced Services, including reporting to Company any damage or malfunction with equipment; and (11) distribute one (1) headset to each inmate who is provided with access to a Tablet the first time. Premise Provider will not allow any third-party to, tamper with or otherwise modify the Tablets or associated software, or connect the Tablets or associated software to any hardware or software that is not provided by Company for use with Enhanced Services.

7. **Enhanced Services and Accessories Rates.** Company may apply the following charges on Enhanced Services and the use of the Tablets; provided, however, Company may in its discretion change any pricing. Taxes, and regulatory and other mandated fees may also apply.

- a. **Inmate Content Access:** \$0.05 per minute
- b. **Video Visitation Services:** \$0.25 per minute Remote Visit Price
- c. **Replacement Headphones or Earbuds:** \$4.00
- d. **Messaging From Inmate Family and Friends (charged to inmate family and friends):**
 - i. \$0.25 per written message.
 - ii. \$0.50 per photo attachment (in addition to charge for any written message, if provide)

8. **Additional Terms**

- a. **Monitoring and Recording.** Premises Provider acknowledges that the Enhanced Services provide Premises Provider with the ability to monitor and/or record use of the Tablets, including the ability to monitor and record communication made through the Tablets, and monitor content streamed on the Tablets. Premises Provider further acknowledges and agrees that Company has no responsibility to advise Premises Provider with respect to any law, regulation, or guideline that may govern or control the recordation or monitoring by Premises Provider of the use of the Tablets, or compliance therewith. Premises 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 monitoring and recording capabilities supplied through the Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premises Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premises Provider agrees to indemnify, defend, and hold Company and its affiliates 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 Premises Provider (or the Company at the direction of the Premises Provider) to comply with such law, regulation or guideline.
- b. **Exclusivity and Right of First Refusal.** Premises Provider will not allow any products or services that compete with those supplied by Company during the term of the Agreement to be, or to remain, installed at any Premises Provider facilities, including present and future

Premises Provider locations. Company will have the exclusive right to provide the products and services implemented at Premises Provider facilities through the Tablets, and otherwise through the Agreement, and those other inmate communication, educational or entertainment products or services sought by Premises Provider during the term of the Agreement, including any products or services that may be delivered through a Tablet, whether the products or services are for inmates located at a Premises Provider facilities or at third-party facilities; provided, however, that Company may choose to not exercise this exclusive right. Company will also have the exclusive right to provide Premises Provider the products and services delivered under the 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 Premises Provider is prepared to accept. Premises Provider will 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, the Agreement will renew with the modified financial and services terms for the extended period contemplated by the third-party offer.

c. Limitation of Liability

COMPANY AND ITS AFFILIATES AND SUPPLIERS WILL IN NO WAY BE RESPONSIBLE, OR LIABLE FOR, AND COMPANY IN NO WAY, GUARANTEES THE SAFETY, EFFICACY OR USE OF, THE TABLETS, HEADPHONE CORDS, OR OTHER ACCESSORIES, OR THE USE OF ANY DEVICE OR ACCESSORY IN ANY RELATED ACTIVITIES BY ANY TABLET SERVICE USERS, INMATES OR PREMISES PROVIDER PERSONNEL. FURTHERMORE, COMPANY AND ITS SUPPLIER ARE IN NO WAY RESPONSIBLE FOR ANY PHYSICAL HARM OR OTHER INJURY, FORESEEN OR UNFORESEEN, IN THE USE OF THE TABLETS, HEADPHONES, OR RELATED ACCESSORIES. PREMISES PROVIDER IS SOLELY RESPONSIBLE FOR KEEPING CORDS AWAY FROM THOSE WHO PRESENT RISK TO THEMSELVES OR OTHERS.

EXCEPT AS OTHERWISE EXPRESSLY STATED IN THE AGREEMENT, ENHANCED SERVICES AND EACH OF ITS COMPONENTS, INCLUDING THE TABLETS, ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, COMPANY AND ITS LICENSORS AND SUPPLIERS, AND THEIR RESPECTIVE AFFILIATES DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS, AND LACK OF VIRUSES, AND ANY WARRANTIES REGARDING THE SECURITY, RELIABILITY OF ENHANCED SERVICES. COMPANY DOES NOT WARRANT THAT ENHANCED SERVICES WILL MEET YOUR REQUIREMENTS, BE ERROR-FREE OR THAT ALL ERRORS MAY BE CORRECTED. COMPANY DOES NOT WARRANT THAT USE OF ENHANCED SERVICES WILL BE CONTINUOUS OR UNINTERRUPTED AND COMPANY WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY INTERRUPTION OF TRANSMISSION IN CONNECTION WITH ENHANCED SERVICES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL COMPANY OR ITS SUPPLIERS OR LICENSORS, OR THEIR RESPECTIVE AFFILIATES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT,

SPECIAL, OR PUNITIVE DAMAGES WHATSOEVER, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF REVENUE OR PROFITS, OR FOR BUSINESS INTERRUPTION RELATING TO OR ARISING OUT OF ENHANCED SERVICES, INCLUDING THE TABLETS, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATIONS, EXCLUSIONS AND DISCLAIMERS WILL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS ITS ESSENTIAL PURPOSE.

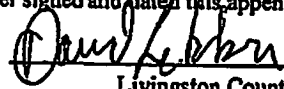
APPENDIX A

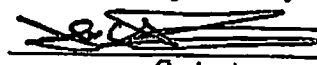
The parties to the attached contract, license, lease, amendment or other agreement of any kind (hereinafter "the contract" or "this contract") agree to be bound by the following clauses which are hereby made a part of the contract. The word "Contractor" herein refers to any party to the contract, other than the County of Livingston (herein after "County").

- I. **NON-ASSIGNMENT CLAUSE.** In accordance with Section 109 of the General Municipal Law, this contract may not be assigned by the contractor or its right, title or interest there in assigned, transferred, conveyed, sublet or otherwise disposed of without the previous consent, in writing, of the County and any attempts to assign the contract without the County's written consent are null and void.
- II. **WORKER'S COMPENSATION BENEFITS.** In accordance with Section 108 of the General Municipal Law, this contract shall be void and of no force and effect unless the Contractor shall provide and maintain coverage during the life of this contract for the benefit of such employees as are required to be covered by the provisions of the Workers' Compensation Law.
- III. **NON-DISCRIMINATION REQUIREMENTS.** In accordance with Article 15 of the Executive Law (also known as the Human Rights Law) and all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, national origin, age, disability or marital status. Furthermore, in accordance with Section 220-e of the Labor Law, if this is a contract for the construction, alteration or repair of any public building or public work or for the manufacture, sale or distribution of materials, equipment or supplies, and to the extent that this contract shall be performed within the State of New York, Contractor agrees that neither it nor its subcontractors shall, by reason of race, creed, color, disability, sex or national origin: (a) discriminate in hiring against any New York State citizen who is qualified and available to perform the work; or (b) discriminate against or intimidate any employee hired for the performance of work under this contract. If this is a building service contract as defined in Section 230 of the Labor Law, then, in accordance with Section 239 thereof, Contractor agrees that neither it nor its subcontractors shall, by reason of race, creed, color, national origin, age, sex or disability: (a) discriminate in hiring against any New York State citizen who is qualified and available to perform the work; or (b) discriminate against or intimidate any employee hired for the performance of work under this contract. Contractor is subject to fines of \$50.00 per person per day for any violation of Section 220-e or Section 239 as well as possible termination of this contract and forfeiture of all moneys due hereunder for a second or subsequent violation.
- IV. **WAGE AND HOURS PROVISIONS.** If this is a public work contract covered by Article 8 of the Labor Law or a building service contract covered by Article 9 thereof, neither Contractor's employees nor the employees of its subcontractors may be required or permitted to work more than the number of hours or days stated in said statute, except as otherwise provided in the Labor Law and as set forth in prevailing wage and supplement schedules issued by the State Labor Department. Furthermore, Contractor and its subcontractors must pay at least the prevailing wage rate and pay or provide the prevailing supplements, including the premium rates for overtime pay, as determined by the State Labor Department in accordance with the Labor Law.
- V. **NON-COLLUSIVE BIDDING REQUIREMENT.** In accordance with Section 103-d of the General Municipal Law, if this contract was awarded based upon the submission of bids, Contractor warrants, under penalty of perjury, that its bid was arrived at independently and without collusion aimed at restricting competition. Contractor further warrants that, at the time Contractor submitted its bid, an authorized and responsible person executed and delivered to the County a non-collusive bidding certification on Contractor's behalf.
- VI. **SET-OFF RIGHTS.** The County shall have all of its common law and statutory rights of set-off. These rights shall include, but not be limited to, the County's option to withhold for the purposes of set-off any moneys due to the Contractor under this contract up to any amounts due and owing to

the County with regard to this contract.

- VII. **RECORD-KEEPING REQUIREMENT.** The Contractor shall establish and maintain complete and accurate books, records, documents, accounts and other evidence directly pertinent to performance under this contract for a period of six (6) years following final payment or the termination of this contract, whichever is later, and any extensions thereto. The County Treasurer or County Administrator or any other person or entity authorized to conduct an examination, as well as the agency or agencies involved in this contract, shall have access to such books, records, documents, accounts and other evidential material during the contract term, extensions thereof and said six (6) year period thereafter for the purposes of inspection, auditing and copying. "Termination of this contract", as used in this clause 10, shall mean the later of completion of the work of the contract or the end date of the term stated in the contract.
- VIII. **MEDICAID/MEDICARE COMPLIANCE.** If this contract involves the provision of services and/or materials, any portion of the cost of which will be billed to the Federal or New York State Medicare or Medicaid health care programs, the Contractor certifies that the Contractor, and all employees, directors, officers and subcontractors of the Contractor, are not "excluded individuals or entities" under Federal and/or New York State Medicare or Medicaid statutes, rules and regulations. The Contractor agrees to screen all employees, directors, officers and subcontractors on a monthly basis at the New York State Office of Medicaid Inspector General website, and any other website required by Federal and/or New York State Medicare or Medicaid statutes, rules and regulations, to determine if any of them are on or have been added to the exclusion list. The Contractor shall promptly notify the County if any employee, director, officer or subcontractor is on or has been added to the exclusion list. The County reserves the right to immediately cancel this contract, at no penalty to the County, if any employee, director, officer or subcontractor is on or has been added to the exclusion list. Furthermore, the Contractor agrees to indemnify the County for any damages or loss incurred by the County based upon the Contractor's failure to comply with these conditions or based upon any false certification under this section.
- IX. **CONFLICTING TERMS.** In the event of a conflict between the terms of the contract (including any and all attachments thereto and amendments thereof) and the terms of this Appendix A, the terms of this Appendix A shall control.
- X. **GOVERNING LAW.** This contract shall be governed by the laws of the State of New York except where the Federal supremacy clause requires otherwise.
- XI. **NO ARBITRATION AND SERVICE OF PROCESS.** Disputes involving this contract, including the breach or alleged breach thereof, may not be submitted to binding arbitration (except where statutorily authorized) but must, instead, be heard in a court of competent jurisdiction of the State of New York. All actions shall be venued in Livingston County. Contractor hereby consents to service of process upon it by registered or certified mail, return receipt requested.
- XII. **BUDGETED FUNDS.** This contract is executory only to the extent of funds available and the County shall incur no liability beyond the funds appropriated therefore.
- XIII. **APPROVAL OF BOARD OF SUPERVISORS.** This contract is subject to and conditioned upon approval by the Livingston County Board of Supervisors.
- XIV. **INCORPORATION.** The main contract contains a paragraph incorporating the terms of this appendix by reference and the parties herein have further signed and dated this appendix.



Livingston County


Contractor
(Signature of Authorized Official Required)

As of 9/30/10

APPENDIX B

The parties to the attached contract, license, lease, amendment or other agreement of any kind (hereinafter "the contract" or "this contract") agree to be bound by the following clauses which are hereby made a part of the contract. The word "Contractor" herein refers to any party to the contract, other than the County of Livingston (herein after "County").

- I. The County shall have the right to postpone, suspend, abandon or terminate this contract, and such actions shall in no event be deemed a breach of contract. In the event of any termination, postponement, delay, suspension or abandonment, the Contractor shall deliver to the County all data, reports, plans, or other documentation related to the performance of this contract, including but not limited to guarantees, warranties, as-built plans and shop drawings. In any of these events, the County shall make settlement with the Contractor upon an equitable basis as determined by the County, which shall fix the value of the work which was performed by the Contractor prior to the postponement, suspension, abandonment or termination of this contract. This clause shall not apply to this contract if the contract contains other provisions, exclusive of termination date, applicable to postponement, suspension or termination of the contract.
- II. The Contractor agrees that it will indemnify and save harmless the County from and against all losses from claims, demands, payments, suits, actions, recoveries and judgments of every nature and description brought or recovered against it by reason of and to the extent of any negligent omission or act of the contractor, its agents, employees, or subcontractors in the performance of this contract. This indemnification shall include all costs and disbursements incurred by the County in defending any suit, including attorneys' fees. Furthermore, at the option of the County, the Contractor shall provide defense for and defend all claims, demands and causes of action referred to above, and bear all other costs and expenses related thereto. The Contractor shall not be required to indemnify the County for any damage or loss arising out of the negligence or willful misconduct of the County, its agents or employees.
- III.
 - A. The Contractor warrants that to the best of the contractor's knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as herein defined, or that the Contractor has disclosed all such relevant information to the County.
 - B. An organizational conflict of interest exists when the nature of the work to be performed under this contract may, without some restriction on future activities, either result in an unfair competitive advantage to the Contractor or impair the Contractor's objectivity in performing the work for the County.
 - C. The Contractor agrees that if an actual or potential organizational conflict of interest is discovered after award, the contractor will make a full disclosure in writing to the County. This disclosure shall include a description of actions which the Contractor has taken or proposes to take, after consultation with the County, to avoid, mitigate, or minimize the actual or potential conflict.
 - D. Remedies - The County may terminate this contract in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the Contractor was aware, or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the County, the County may terminate the contract, or pursue such other remedies as may be permitted by the law or this contract. The terms of Clause I of this Appendix B or other applicable contract provision regarding termination shall apply to termination by the County pursuant to this clause.
 - E. The Contractor further agrees to insert in any subcontract hereunder, provisions which shall conform to the language of this clause.

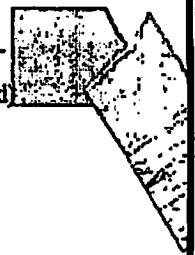
- IV. All requests for payment by the Contractor must be submitted on forms supplied and approved by the County. Each payment request must contain such items of information and supporting documentation as required by the County, and shall be all inclusive for the period of time covered by the payment request.
- V. To the extent that federal funds are provided to the Contractor under this contract, the Contractor agrees that it will comply with all applicable federal laws and regulations, including but not limited to those laws and regulations under which the Federal funds were authorized.
- The Contractor further agrees to insert in any subcontract hereunder, provisions which shall conform substantially to the language of this clause, including this paragraph.
- VI. The Contractor shall have the status of an independent contractor, and in accordance with such status, agrees that it will conduct itself in a manner consistent with such status, and that it will neither hold itself out as, nor claim to be, an officer or employee of the County by reason of this contract. It further agrees that it will not make against the County any claim, demand or application to or for any right or privilege applicable to an officer or employee of the County, including but not limited to worker's compensation coverage, unemployment insurance benefits, social security coverage, or retirement membership or credit.
- VII. In the event of a conflict between the terms between this Appendix B and the terms of the Contract (including any and all attachments thereto and amendments thereof, but not including Appendix A), the terms of this Appendix B shall control. In the event of a conflict between the terms of this Appendix B and Appendix A, the terms of Appendix A shall control.
- VIII. The main contract shall contain a paragraph incorporating the terms of this appendix by reference and the parties therein shall further sign and date this appendix.



Livingston County



Contractor
(Signature of Authorized Official Required)



APPENDIX C

LIVINGSTON COUNTY STANDARD CONTRACT INSURANCE REQUIREMENTS

- I. Notwithstanding any terms, conditions or provisions, in any other writing between the parties, the contractor/permittee hereby agrees to effectuate the naming of the County of Livingston as an unrestricted additional insured on the contractor's/permittee's insurance policies, with the exception of workers' compensation and professional errors and omissions. The contractor/permittee must provide an additional insured endorsement. A statement on the contractor/permittee's insurance certificate that the County of Livingston is an additional insured is not sufficient. The form of the additional insured endorsement must be approved by the Livingston County Attorney.
- II. The policy naming the County of Livingston as an additional insured shall:
- be an insurance policy from an A.M. Best rated "secured" New York State licensed insurer;
 - state that the organization's coverage shall be primary coverage for the County of Livingston, its Board, employees and volunteers. Any insurance or self-insurance as maintained by the County of Livingston shall be in excess of the contractor's insurance, and shall not contribute with it.
- III. The contractor/permittee agrees to indemnify the County of Livingston for any applicable deductibles or self insurance reserves.
- IV. Required Insurance:
- **Commercial General Liability Insurance, including Completed Operations Coverage for construction contracts**
\$1,000,000 per occurrence/ \$2,000,000 aggregate per project.
 - **Automobile Liability**
\$1,000,000 combined single limit for owned, hired and borrowed and non-owned motor vehicles.
 - **Workers' Compensation**
Statutory Workers' Compensation and Employers' Liability Insurance for all employees.
 - **Owners Contractors Protective Insurance (Generally required only for construction contracts. Contact Livingston County Attorney for determination of necessity.)**
\$1,000,000 per occurrence/\$2,000,000 aggregate, with the County of Livingston as the named insured.
 - **Professional Errors and Omissions Insurance (If professional service contract)**
\$1,000,000 per occurrence/ \$2,000,000 aggregate for the negligent professional acts of the contractor.
- V. The contractor/permittee is to provide the County of Livingston with a certificate of insurance, evidencing the above requirements have been met, prior to the commencement of work or use of facilities and upon each renewal thereafter. Contractor/permittee or its insurance carrier(s) shall provide the County of Livingston with thirty (30) days prior written notice of cancellation, reduction of insurance or material coverage change of the required insurance policies. Such notice shall be mailed to the Livingston County Attorney, Livingston County Government Center, Room 302, 6 Court Street, Geneseo, New York 14454 and shall include the date and subject matter of the original contract. Contractor/permittee acknowledges that failure to obtain such insurance on behalf of the County of Livingston, or the failure to provide such notices, constitutes a material breach of contract and subjects it to liability for damages, indemnification and all other legal

remedies available to the County of Livingston, including termination of the contract. The failure of the County of Livingston to object to the contents of the certificate or the absence of same shall not be deemed a waiver of any and all rights held by the County of Livingston.

- VI. If at any time any of the policies required herein shall be or become unsatisfactory to the County, as to form or substance, or if a company issuing any such policy shall be or become unsatisfactory to the county, the contractor shall upon notice to that effect from the County, promptly obtain approval and submit a certificate thereof. Upon failure of the contractor to furnish, deliver, and maintain such insurance, the Agreement, at the election of the County, may be declared suspended, discontinued or terminated. Failure of the contractor to take out, maintain, or the taking out or maintenance of any required insurance, shall not relieve the contractor from any liability under the Agreement, nor shall the insurance requirements be construed to conflict with or otherwise limit the contractual obligations of the contractor concerning indemnification. All property losses shall be made payable to and adjusted with the County.

In the event that claims, for which the county may be liable, in excess of the insured amounts provided herein are filed by reason of any operations under the Agreement, the amount of excess or such claims or any portion thereof, may be withheld from payment due or to become due the contractor until such time as the contractor shall furnish such additional security covering such claims in form satisfactory to the County of Livingston.

The County reserves the right to require complete certified copies of all required insurance policies, at any time, which shall be delivered to the County within ten days of such request.

VII. ADDITIONAL INSURED ENDORSEMENT AND CERTIFICATE OF INSURANCE:

The contractor/permittee shall file with the Livingston County Attorney, prior to commencing work under this contract, an additional insured endorsement and a Certificate of Insurance, which shall include:

- a. Name and address of insured
- b. Issue date of certificate
- c. Insurance company name
- d. Type of coverage in effect
- e. Policy number
- f. Inception and expiration dates of policies included on certificate
- g. Limits of liability for all policies included on certificate
- h. Certificate holder shall be County of Livingston, Livingston County Government Center, 6 Court Street, Geneseo, New York 14454-1043.
- i. Description of contract for which insurance is being provided.
- j. Insurance agents name, address and phone number.



Contractor
(Signature of Authorized Official Required)

October 8, 2018
Date

**AMENDMENT TO THE MASTER
SERVICES AGREEMENT**

This Amendment ("Amendment"), takes effect as of the date signed by all the parties listed in this preamble ("Effective Date"), amends and revises that certain Master Services Agreement, dated October 28, 2018, as amended from time to time (the "Agreement"), by and between Global Tel*Link Corporation, with an address of 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042 ("Company"), and Livingston County Jail, with an address of 6 Court Street, Geneseo, NY 14454 ("Premises Provider") (Company and Premises Provider collectively, the "Parties" and each a "Party"). All capitalized terms not defined herein shall have the definitions set forth in the Agreement.

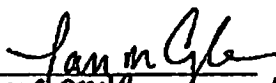
WHEREAS, Company and County previously entered into that certain Agreement and the parties would like to amend the Agreement as provided for herein.

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:

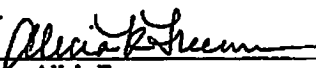
1. The Parties agree to (a) increase the phone commission from fifty-five percent (55%) to eighty percent (80%) upon execution of this Amendment and (b) change all domestic call rates to \$0.20 cents per minute.
2. Further, Company agrees to provide Premise Provider twenty percent (20%) commission on all tablet revenue, commencing on January 1, 2020.
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:

LIVINGSTON COUNTY JAIL

By: 
Name: Jan M. Cole
Title: County Administrator
Date: 5/5/2020

GLOBAL TEL*LINK CORPORATION

By: 
Name: Alicia Freeman
Title: VP Contracts & Procurement
Date: 4/20/2020