

EXHIBIT 8

Screening Out Family Time:
The For-Profit Video Visitation Industry in Prisons and Jails

Dallas County, Texas Proposed Securus Contract

PRISON
POLICY INITIATIVE

This Master Services Agreement (“Agreement”) is by and between Dallas County, Texas (“County”), a political subdivision of the State of Texas acting by and through the Dallas County Commissioners Court, and Securus Technologies, Inc. (“Provider”), a Delaware corporation that is a wholly owned subsidiary of Securus Technologies Holdings, Inc., also a Delaware corporation. This Agreement resulted from negotiations between County and Provider under County’s Request for Proposals No. 2014-017-6399 (“RFP”). County and Provider are referred to herein collectively as the “parties” and individually as a “party.” This Agreement supersedes any and all other oral or written agreements, if any, between the parties and shall be effective as of the last date signed by either party (the “Effective Date”).

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

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

Whereas, the following attachments are incorporated by reference into this Agreement and are made a part of this Agreement as if set forth in their entirety herein:

Attachment A – County RFP No 2014-017-6399

Attachment B – Provider’s Proposal for RFP, except portions that Provider marked “proprietary” or “confidential”

Attachment C – Provider’s Best and Final Offer (“BAFO”) for RFP

Attachment D – Provider’s Response to County’s Ten (10) Additional Questions during BAFO Process for RFP

Attachment E – Time Schedule for Implementation of Inmate Telecommunications System

Attachment F – Time Schedule for Implementation of Inmate Video Visitation System

The Customer’s election of either (but not of both) Option A - Cost Recovery as Related to Operations and Administrative Expenses or Option B - Reduced Cost to Public No Commission.

Whereas, Provider and County acknowledge that while the portions in “Attachment B” that are marked “proprietary” or “confidential” will be redacted (“Redacted Portions”) in the copy of this Agreement that is filed with the Dallas County Clerk, the “Redacted Portions” will remain part of this Agreement and Provider is equally responsible for the performance of those portions of this Agreement; and

WHEREAS, PROVIDER WILL PROVIDE ALL OF THE SERVICES AND APPLICATIONS THAT ARE REFERENCED IN THIS AGREEMENT, INCLUDING ANY ATTACHMENTS, AT THE RATES SPECIFIED, AND IN ACCORDANCE WITH THE REPRESENTATIONS MADE, IN “ATTACHMENT C” AND “ATTACHMENT D.”

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

1. **Applications.** This Agreement specifies the general terms and conditions under which Provider will perform certain inmate-related services and applications (the “Application(s)”) for County. Additional terms and conditions with respect to the Applications will be specified in the schedules entered into by the parties and attached hereto (the “Schedules”). The Schedules are incorporated into this Agreement and are subject to the terms and conditions of this Agreement. In the event of any conflict between this Agreement and a Schedule, the terms of the Schedule shall govern. In the event of any conflict between any two Schedules for a particular Application, the latest in time shall govern.
2. **Use of Applications.** County hereby grants Provider the exclusive **right and license** to install, maintain, and derive revenue from the Applications through Provider’s inmate systems (including, without limitation, the related hardware and software) (the “System”) located in and around the inmate confinement facilities identified on the Schedules (the “Facilities”). County is responsible for the manner in which County uses the Applications. Unless expressly permitted by a Schedule or separate written agreement with Provider, County will not resell the Applications or provide access to the Applications (other than as expressly provided in a particular Schedule), directly or indirectly, to third parties. During the term of this Agreement and subject to the remaining terms and conditions of this Agreement, Provider shall be the sole and exclusive provider of inmate related communications, including but not limited to voice, video and data (phone calls, video calls, messaging, prepaid calling cards, and e-mail) at the Facilities in lieu of any other third party providing such inmate communications, including without limitation, County’s employees, agents or subcontractors.
3. **Compensation and Fiscal Funding Clause.** Provider will be responsible for payment of all expenses and fees associated with the Performance of this Agreement, including but not be limited to wages, salaries, labor, services, materials, supplies, transportation, communications, licensing and inspection, taxes, insurance, and bonds. Compensation for each Application, if any, and the applicable payment addresses are as stated in the Schedules; however, both parties acknowledge that this Agreement is revenue generating and therefore, Provider will not pass any costs on to County. The compensation for each Application will not change during the Term of this Agreement. Provider acknowledges that County’s obligations under this Agreement are expressly contingent upon the availability of funding for each item and

obligation during the Term of this Agreement. Provider shall have no right of action against County in the event County is unable to fulfill its obligations under this Agreement due to lack of sufficient funding for any item or obligation from any source utilized to fund this Agreement or failure to budget or authorize funding for this Agreement during County's current or future fiscal years. If County is unable to fulfill its obligations under this Agreement as a result of lack of sufficient funding, or if funds become unavailable, County, at its sole discretion, may provide funds from a separate source or may terminate this Agreement by written notice to Provider at the earliest possible time prior to the end of County's fiscal year.

4. Term. The initial term of this Agreement (the "Initial Term") shall begin on the Effective Date and shall end three (3) years later on the same day of the same month as the Effective Date (e.g. If the Effective Date of this Agreement becomes August 15, 2014, then this Agreement will end on August 15, 2017). This Agreement cannot automatically renew; however, the parties may agree in writing to extend this Agreement for two (2) additional twelve (12) month periods ("Renewal Term"). The Initial Term and any Renewal Term(s) collectively constitute the "Term" of this Agreement. Notwithstanding anything to the contrary, the terms and conditions of this Agreement shall continue to apply to each Schedule for so long as Provider continues to provide the Application to County after the expiration or earlier termination of this Agreement.
5. Service Level Agreement and Limited Remedy. Provider is committed to providing County with reliable, high quality Applications, and Provider offers certain assurances about the quality of Provider's Applications (the "Service Level Agreement"). The Service Level Agreement for each Application is as set forth in the applicable Schedule. THE SERVICE LEVEL AGREEMENT SETS FORTH THE SOLE AND EXCLUSIVE REMEDIES FOR FAILURE OR DEFECT OF AN APPLICATION. PROVIDER WARRANTS THAT THE APPLICATIONS PROVIDED UNDER THIS AGREEMENT WILL PERFORM AS DESCRIBED IN THIS AGREEMENT, ANY SCHEDULES OF THIS AGREEMENT, AND ANY ATTACHMENTS TO THIS AGREEMENT.
6. Software License. Provider grants County a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Applications (the "Software"). The Software includes any upgrades, modifications, updates, and additions to existing features that Provider implements in its discretion (the "Updates"). Updates do not include additional features and significant enhancements to existing features. County is the license holder of any third-party software products that Provider obtains on County's behalf. County authorizes Provider to provide or preinstall the third-party software and agrees that Provider may agree to the third party End User License Agreements on County's behalf. County's rights to use any third-party software product that Provider provides shall be limited by the terms of the underlying license that Provider obtained for such product. The Software is to be used solely for County's internal business purposes in connection with the Applications at the Facilities. County will not (i) permit any parent, subsidiary, affiliated entity, or third party to use the Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any products that Provider did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. Provider is not liable with regard to any Software that County uses in a prohibited manner. Provider must notify County within thirty (30) days of the introduction into the market of any new software feature upgrades specific to the inmate calling platform and associated features that are currently installed at County's facilities or are later installed at County's facilities pursuant to this Agreement. Provider must upgrade the System with the new software feature versions and new hardware as required by County at no cost to County. For upgrades that are limited release, contain features offering new functionality or for third-party applications or platforms that are made available by the Provider, Provider and County must mutually agree upon the method for release and any associated cost. At the County's request, CVV software shall be installed as stated in Continuous Voice Verification section of Agreement.
7. Ownership and Use. The System, the Applications, and related records, data, and information shall at all times remain Provider's sole and exclusive property unless prohibited by law, in which event, Provider shall have the unlimited right to use such records, data, and information for investigative and law enforcement purposes. However, during the term of this Agreement and for two (2) years after the expiration or termination of this Agreement, Provider will provide County with reasonable access to the records. Provider (or Provider's licensors, if any) has and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to Provider's Applications, the System, and Provider's other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of Provider and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.
8. Legality/Limited License Agreement. For services related to Applications which may allow County to monitor and record inmate or other administrative telephone calls, or transmit or receive inmate electronic messages ("e-mail"); by providing the Application, Provider makes no representation or warranty as to the legality of recording or monitoring inmate or administrative telephone calls or transmitting or receiving inmate e-mail messages. Further, County will retain custody and ownership of all recordings, and inmate e-mail messages; however, County hereby grants Provider a limited license for two (2) years from the expiration or termination of this Agreement to compile, store, and access recordings or inmate calls and access inmate e-mail messages for purposes of (i) complying with the requests of officials at the Facility, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and

quality control purposes. This license does not apply to recordings of inmate calls or e-mail messages with their attorneys or to recordings or e-mail messages protected from disclosure by other applicable privileges.

9. Confidentiality and Non-Disclosure. . Because County will be able to access confidential information of third parties that is protected by certain federal and state privacy laws through the Software and Applications, County shall only access the Software with computer systems that have effective firewall and anti-virus protection.

TEXAS PUBLIC INFORMATION ACT

- A) The Parties expressly acknowledge that this Agreement is subject to the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001 *et seq.*, as amended ("PIA"). Provider agrees that to the extent, if any, that any provision of this Agreement is in conflict with the PIA, the same shall be of no force and effect. Therefore, any provisions in this Agreement which provide that any information, including the terms of this Agreement, is confidential are hereby stricken and excluded from the terms of this Agreement. Provider expressly understands and agrees that the County shall release any and all information necessary to comply with Texas law without the prior written consent of Provider.
- B) It is expressly understood and agreed that the County, its officers and employees may request advice, decisions and opinions of the Attorney General of the State of Texas in regard to the application of the PIA to any software, or any part thereof, or other information or data furnished to the County, whether or not the same are available to the public. It is further understood that the County, its officers and employees shall have the right to rely on the advice, decisions, and opinions of the Attorney General, and that the County, its officers and employees shall have no liability or obligations to Provider for the disclosure to the public, or to any person or persons, of any software, or a part thereof, or other information or data furnished to the County in reliance on any advice, decision or opinion of the Attorney General of the State of Texas.
- C) In the event the County receives a written request for information pursuant to the PIA that affects Provider's rights, title to, or interest in any information or data or a part thereof, furnished to the County by Provider under this Agreement, the County will promptly notify Provider of such request. Provider may, at its own option and expense, prepare comments and submit information directly to the Attorney General of Texas stating why the requested information is exempt from disclosure pursuant to the requirements of the PIA. Provider is solely responsible for submitting the memorandum brief and information to the Attorney General within the time period prescribed by the PIA. Provider is solely responsible for seeking any declaratory or injunctive relief regarding the disclosure of information that it deems confidential or privileged.
10. Claims. To the fullest extent allowed by applicable law, each party agrees to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) (collectively "Claims") arising out of (i) a breach of its own representations, warranties and/or covenants contained herein or (ii) its own gross negligence or willful misconduct, or (iii) intellectual property infringement or alleged intellectual property infringement by itself and/or its employees, agents, or contractors in the performance of this Agreement.

Furthermore, the parties understand and agree that each one is subject to federal, state, and local laws and regulations, and each party bears the burden of its own compliance. The Provider agrees to install and implement the Inmate Telephone System according to the law governing the Provider, the instruction it receives from the County as to the County's requirements under the law, and according to the County's facility's demographics. **THE PROVIDER AGREES TO INDEMNIFY THE COUNTY AGAINST ANY AND ALL DAMAGES, LOSS, COST, CLAIM, LIABILITY, INJURY (TO PERSONS AND PROPERTY) AND EXPENSE BROUGHT OR CLAIMED BY THIRD PARTIES OR THE COUNTY'S FACILITY (COLLECTIVELY, "CLAIMS") ARISING OUT OF OR RELATED TO THE PROVIDER'S FAILURE TO COMPLY WITH THE INSTRUCTION IT RECEIVES FROM THE COUNTY, AND ALL LAWS AND REGULATIONS GOVERNING THE PROVIDER.**

11. Insurance and Insurance Lapses. Provider will comply with all of the insurance requirements, and be subject to the consequences of insurance lapses, that are set forth in the RFP in "Attachment A." County agrees to give Provider reasonable and timely written notice of any claim, demand, or cause of action made or brought against County arising out of or related to the utilization of the Applications and the System in which the Provider is brought in as a co-defendant in the Claim. Provider will have the right to defend any such claim, demand, or cause of action at Provider's sole cost and expense and within Provider's sole and exclusive discretion. County agrees not to compromise or settle any claim or cause of action arising out of or related to the utilization of the Applications or System without giving prior notice to and conferring with Provider before any such settlement or compromise. County will make reasonable efforts to assist Provider with Provider's defense of any such claim, demand, or cause of action.
12. Default, Termination for Cause, and Termination for Convenience. If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within thirty (30) days after receipt of the notice of default, then the non-defaulting party shall have the right to terminate this Agreement upon thirty (30) days written notice and pursue all other remedies available to the non-defaulting party, either at law or in equity. Notwithstanding the foregoing, the thirty (30) day cure period shall be extended to ninety (90) days if the default is not reasonably susceptible to cure within such thirty (30) day period, but only if the defaulting party has begun to cure the default during the thirty (30) day period and diligently pursues the cure of such default. Notwithstanding the foregoing, if either party breaches its obligations in the section entitled "Software License;" any section containing "confidentiality" requirements; or any of the provisions for termination in County's Request for Proposals No. 2014-017-

6399, then the non-breaching party shall have the right to terminate this Agreement immediately. **Notwithstanding any other provision of this Agreement, County may terminate this Agreement for convenience by giving Provider sixty (60) days' notice.**

13. Limitation of Liability.

- A) NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS AGREEMENT, NEITHER PARTY SHALL HAVE ANY LIABILITY FOR INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR INCOME, LOST OR CORRUPTED DATA, OR LOSS OF USE OR OTHER BENEFITS, HOWSOEVER CAUSED AND EVEN IF DUE TO THE PARTY'S NEGLIGENCE, BREACH OF CONTRACT, OR OTHER FAULT, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR PERSONAL INJURY OR INTELLECTUAL PROPERTY INFRINGEMENT, PROVIDER'S AGGREGATE LIABILITY TO COUNTY RELATING TO OR ARISING OUT OF THIS AGREEMENT, SHALL NOT EXCEED THE AMOUNT THAT PROVIDER PAID TO COUNTY DURING THE TWELVE (12) MONTH PERIOD BEFORE THE DATE THE CLAIM AROSE.
- B) PROVIDER SHALL HOLD HARMLESS THE COUNTY FROM AND AGAINST ALL CLAIMS AND LIABILITY DUE TO ACTIVITIES OF PROVIDER, ITS AGENTS, EMPLOYEES, OR SUBCONTRACTOR PERFORMED UNDER THIS AGREEMENT AND WHICH RESULT FROM ANY NEGLIGENT ACT, ERROR, OMISSION, OR INTENTIONAL TORT THAT RESULTS IN PERSONAL INJURY OR DEATH; INTELLECTUAL PROPERTY INFRINGEMENT; OR FAILURE TO PAY A SUBCONTRACTOR OR SUPPLIER; COMMITTED BY PROVIDER OR BY ANY PERSON EMPLOYED BY PROVIDER, OR PROVIDER'S AGENT, CONSULTANT UNDER CONTRACT, OR ANOTHER ENTITY OVER WHICH PROVIDER EXERCISES CONTROL. PROVIDER SHALL ALSO HOLD HARMLESS THE COUNTY FROM AND AGAINST ANY AND ALL EXPENSES, INCLUDING REASONABLE ATTORNEY'S FEES WHICH MIGHT BE INCURRED BY THE COUNTY, IN LITIGATION OR OTHERWISE RESISTING SAID CLAIMS OR LIABILITIES WHICH MIGHT BE IMPOSED ON THE COUNTY AS THE RESULT OF SUCH ACTIVITIES BY PROVIDER, ITS AGENTS, EMPLOYEES, SUBCONTRACTORS, CONSULTANT UNDER CONTRACT, OR ANOTHER ENTITY OVER WHICH PROVIDER EXERCISES CONTROL.
- C) IF A CLAIM IS BROUGHT AGAINST THE COUNTY AS TO INTELLECTUAL PROPERTY INFRINGEMENT, PROVIDER SHALL HAVE THE RIGHT TO CONTEST SAME THROUGH ITS COUNSEL OR, AT PROVIDER'S OPTION, (A) TO SETTLE SAME BY SECURING FOR THE COUNTY THE RIGHT TO CONTINUE TO USE SUCH EQUIPMENT, OR (B) BY MODIFYING IT TO AVOID INFRINGEMENT, OR (C) BY REPLACING IT WITH NON-INFRINGEMENT EQUIPMENT, OR (D) BY RECLAIMING IT AND REIMBURSING THE COUNTY THE SUM PAID THEREFORE, INCLUDING INSURANCE EXPENSES. AS BETWEEN THE PROVIDER AND COUNTY, THE ABOVE PROVISIONS A – D, ARE THE SOLE AND EXCLUSIVE REMEDIES OF THE COUNTY FOR INTELLECTUAL PROPERTY INFRINGEMENT BY PROVIDER OF A THIRD PERSONS' INTELLECTUAL PROPERTY RIGHTS; HOWEVER, COUNTY RETAINS THE RIGHT TO TERMINATE THIS AGREEMENT FOR CONVENIENCE.

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

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

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

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

18. No Third Party Beneficiary Rights. The parties do not intend to create in any other individual or entity the status of a third party beneficiary, and this Agreement shall not be construed so as to create such status. The rights, duties, and obligations contained herein shall operate only between the parties and shall inure solely to their benefit. The provisions

of this Agreement are intended to assist only the parties in determining and performing their obligations hereunder, and the parties intend and expressly agree that they alone shall have any legal or equitable right to seek to enforce this Agreement, to seek any remedy arising out of a party's performance or failure to perform any term or condition of this Agreement, or to bring an action for the breach of this Agreement.

19. Miscellaneous, including, but not limited to, Choice of Law, Exclusive Venue, & Sovereign Immunity.

- A) This Agreement is subject to the state and federal laws, orders, rules, and regulations relating to this Agreement and funded by state or federal funds or of applicable conditions of participation in Medicaid or Medicare program(s). Each Party shall comply with all applicable federal, state, and local laws, ordinances, rules, and regulations concerning the performance of this Agreement or the use of the inmate telecommunication system.
- B) Choice of Law. This Agreement will be governed by the laws of the State of Texas during the Term and after the expiration or termination of this Agreement.
- C) Venue. The forum for any action under or related to this Agreement is exclusively in a state or federal court of competent jurisdiction that is physically located in Dallas, Dallas County, Texas. The exclusive venue for any action under or related to this Agreement is in a state or federal court of competent jurisdiction that is physically located in Dallas, Dallas County, Texas.
- D) Dispute Resolution Process. Notwithstanding any language to the contrary in this Agreement, this paragraph shall exclusively govern any dispute resolution process. The County does not agree to binding arbitration, nor does the County waive its right to a jury trial. In the event of a dispute concerning this Agreement, the parties shall attempt to informally and mutually resolve any issues. The parties agree that no provision of this Agreement extends the County's liability beyond the liability provided in the Texas Constitution and the laws of the State of Texas. Neither the execution of this Agreement nor any other conduct of either Party relating to this Agreement shall be considered a waiver by the County of any right, defense, or immunity under the Texas Constitution or the laws of the State of Texas.
- E) Sovereign Immunity. This agreement is expressly made subject to County's Sovereign Immunity, Title 5 of the Texas Civil Remedies Code, and all applicable state and federal law. Nothing in this Agreement may be construed as creating any personal liability on the part of any elected officer, appointed officer, appointed official, employee, or agent of Dallas County, Texas.
- F) No Waiver. No waiver by either party of any event of default under this Agreement shall operate as a waiver of any subsequent default under the terms of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, the validity or enforceability of the other provisions shall remain unaffected.
- G) Assignments. This Agreement shall be binding upon and inure to the benefit of Provider and County and their respective successors and permitted assigns. Except for assignments to Provider's affiliates or to any entity that succeeds to Provider's business in connection with a merger or acquisition, neither party may assign this Agreement without the prior written consent of the other party. Provider will retain responsibility and liability under this Agreement even after any such assignment to an affiliate of Provider or to a successor to Provider's business.
- H) Signatory Authority. Each signatory to this Agreement warrants and represents that he or she has the unrestricted right and requisite authority to enter into and execute this Agreement, to bind his or her respective party, and to authorize the installation and operation of the System.
- I) Expense of Compliance with Law. Provider and County each shall comply, at its own expense, with all applicable laws and regulations in the performance of their respective obligations under this Agreement and otherwise in their operations.
- H) Subcontractors. Upon prior, written approval by the County, Provider may subcontract any portion of the work to a subcontractor acceptable to the County and which meets all County guidelines. County will not unreasonably withhold approval of any subcontractor(s) under this Agreement; but such approval will nevertheless be at County's sole discretion.
- I) Provider as Independent Provider and Independent Contractor. The services performed by Provider under this Agreement are performed by Provider as an independent Provider. Nothing in this Agreement shall be deemed or construed by the parties or any other entity to create an agency, partnership, or joint venture between County and Provider. **IN THE EVENT THAT ANY STATE OR FEDERAL AGENCY, OR COURT OF COMPETENT JURISDICTION DETERMINES THAT PROVIDER IS NOT AN INDEPENDENT PROVIDER OR INDEPENDENT CONTRACTOR, PROVIDER AGREES TO INDEMNIFY AND HOLD HARMLESS COUNTY FOR ANY AND ALL DAMAGES, PENALTIES, ASSESSMENTS, TAXES, OR EXPENSES THAT MAY BE INCURRED BY COUNTY AS A RESULT OF ANY AND ALL SUCH DETERMINATION(S).**
- J) Amendment of this Agreement. This Agreement cannot be modified orally and can only be modified by a written instrument signed by all parties. The parties' rights and obligations, which by their nature would extend beyond the termination, cancellation, or expiration of this Agreement, shall survive such termination, cancellation, or expiration (including, without limitation, any payment obligations for services or equipment received before such termination, cancellation, or expiration).

- K) Counterparts. This Agreement may be executed in counterparts, each of which shall be fully effective as an original, and all of which together shall constitute one and the same instrument. This Agreement, together with the exhibits and Schedules, constitutes the entire agreement of the parties regarding the subject matter set forth herein and supersedes any prior or contemporaneous oral or written agreements or guarantees regarding the subject matter set forth herein.
- L) Insolvency or Bankruptcy. Either party may terminate this Agreement by written notice to the other party, and may regard the other party in default of this Agreement, if a party becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under any bankruptcy or insolvency law whether domestic or foreign, or has wound up or liquidated, voluntarily or otherwise, and does not cure within thirty (30) calendar days.

20. HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ("HIPAA")

To the extent that this Article applies, this Article shall govern.

The purpose of this Article is to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996, Pub. L. No. 104-191 (codified at 45 C.F.R. Parts 160 and 164), as amended ("HIPAA"); privacy and security regulations promulgated by the United States Department of Health and Human Services ("DHHS"); Title XIII, Subtitle D of the American Recovery and Reinvestment Act of 2009, Pub. L. No. 111-5, as amended ("HITECH Act"); provisions regarding Confidentiality of Alcohol and Drug Abuse Patient Records (codified at 42 C.F.R. Part 2), as amended; and TEX. HEALTH & SAFETY CODE ANN. §§ 81.046, as amended, 181.001 *et seq.*, as amended, 241.151 *et seq.*, as amended, and 611.001 *et seq.*, as amended (collectively referred to herein as the "Privacy and Security Requirements").

A) Definitions.

- i) Business Associate. Provider is a "Business Associate" of the County as that term is defined below under the Privacy and Security Requirements below.
- ii) Confidential Information is information that has been deemed or designated confidential by law, including, but not limited to PHI and EPHI as defined below.
- iii) Protected Health Information ("PHI") is defined in 45 C.F.R. § 164.501 and is limited to information created or received by Provider from or on behalf of the County.
- iv) Electronic Protected Health Information ("EPHI") shall mean individually identifiable health information that is transmitted by or maintained in electronic media.
- v) Security Incident shall mean the unauthorized access, use, disclosure, modification, or destruction of Confidential Information, including, but not limited to, PHI and EPHI, or interference with the systems operations in an information system, including, but not limited to, information systems containing EPHI. This definition includes, but is not limited to, lost or stolen transportable media devices including, but not limited to flash drives, CDs, PDAs, cell phones, or cameras, desktop and laptop computers, photographs, and paper files containing Confidential Information.

B) General Terms.

- i) Provider agrees to hold all PHI and EPHI confidential except to the extent that disclosure is required by Federal or State law, including the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001 *et seq.*, as amended.
- ii) Provider agrees to be bound by and comply with all applicable Federal and State of Texas licensing authorities' laws, rules, and regulations regarding records and governmental records, including the Privacy and Security Requirements. Compliance with this paragraph is at Provider's own expense.
- iii) Provider agrees to cooperate with state and federal agencies and to make appropriate personnel available for interviews, consultation, grand jury proceedings, pre-trial conferences, hearings, trials, and any other process, including investigations, required as a result of Provider's services to the County. Compliance with this paragraph is at Provider's own expense.
- iv) The terms used in this Article shall have the same meaning as those terms in the Privacy and Security Requirements.

C) Representation. Provider represents that it is familiar with and is in compliance with the Privacy and Security Requirements, which include Federal and State of Texas requirements governing information relating to HIV/AIDS, mental health, and drugs or alcohol treatment or referral.

D) Specific Terms.

- i) Nondisclosure of PHI. Provider agrees not to use or disclose PHI received from or on behalf of the County or created, compiled, or used by Provider pursuant to this Agreement other than as permitted or required by this Article, or as otherwise required by law.
- ii) Limitation on Further Use or Disclosure. Provider agrees not to further use or disclose PHI or EPHI received from or on behalf of the County or created, compiled, or used by Provider pursuant to this Agreement in a

manner that would be prohibited by the Privacy and Security Requirements if disclosure was made by the County, or if either Provider or County is otherwise prohibited from making such disclosure by any present or future State or Federal law, regulation, or rule.

- iii) Safeguarding PHI. Provider agrees to use appropriate safeguards to prevent use or disclosure of PHI other than as provided for by this Article or as required by State or Federal law, regulation, or rule.
- iv) Reporting Unauthorized Disclosures. Provider agrees to report to County any use or disclosure of PHI that is not authorized by this Agreement immediately upon becoming aware of such unauthorized use or disclosure.
- v) Safeguarding EPHI. Provider agrees to implement and use administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of EPHI that it creates, receives, maintains, or transmits on behalf of the County. These safeguards shall include the following:
 - a) Encryption of EPHI that Provider stores and transmits;
 - b) Implementation of strong access controls, including physical locks, firewalls, and strong passwords;
 - c) Use of updated antivirus software;
 - d) Adoption of contingency planning policies and procedures, including data backup and disaster recovery plans; and
 - e) Conduct of periodic security training.
- vi) Reporting Security Incidents. Provider agrees to report to the County any Security Incident immediately upon becoming aware of such. Provider further agrees to provide the County with the following information regarding the Security Incident as soon as possible, but no more than five (5) business days after becoming aware of the Security Incident:
 - a) A brief description of what happened, including the dates the Security Incident occurred and was discovered;
 - b) A reproduction of the PHI or EPHI involved in the Security Incident; and
 - c) A description of whether and how the PHI or EPHI involved in the Security Incident was rendered unusable, unreadable, or indecipherable to unauthorized individuals either by encryption or otherwise destroying the PHI or EPHI prior to disposal.
- vii) EPHI and Subcontractors. Provider shall require any agent to whom it provides PHI or EPHI, including a subcontractor, to agree to implement reasonable and appropriate safeguards to protect such.
- viii) Subcontractors and Agents. Provider shall require any subcontractor or agent to whom Provider provides PHI or EPHI received from or on behalf of the County or created, compiled, or used by Provider pursuant to this Agreement, to agree to the same restrictions and conditions that apply to Provider with respect to such PHI and EPHI.
- ix) Reciprocal Disclosures. The Parties agree that the Parties may reciprocally disclose and use PHI or EPHI for initial and continuing eligibility and compliance determinations related to the provision of benefits, for auditing and legal compliance purposes, and for compliance with laws, regulations, and rules related to the provision of medical or drug benefits to persons who may be eligible for such benefits under the Medicare Prescription Drug Benefit Program, Part D, or other federal or State of Texas programs.
- x) Mitigation. Provider agrees to mitigate, to the extent practicable, any harmful effect that is known to Provider of a use or disclosure of PHI or EPHI by Provider, or by a subcontractor or agent of Provider, resulting from a violation of this Article, including violations of the Privacy and Security Requirements stated herein. Provider also agrees to inform the County in advance of its actual mitigation and of the details of its mitigation plan, unless doing so would cause additional harm.
- xi) Notice – Access by Individual. Provider agrees to notify the County in writing within three (3) business days of any request by an individual for access to the individual's PHI or EPHI and, upon receipt of such request, direct the individual to contact the County to obtain access to the individual's PHI. Upon request by the County, Provider agrees to make available PHI and EPHI to the County or, as directed by the County, to an individual in accordance with 45 C.F.R. § 164.524.
- xii) Notice – Request for Amendment. Provider agrees to notify the County in writing within three (3) business days of any request by an individual for an amendment to the individual's PHI or EPHI and, upon receipt of such request from the individual, direct the individual to the County to request an amendment of the individual's PHI or EPHI. Provider agrees to make available upon request PHI and EPHI for amendment and to incorporate any amendments to PHI and EPHI agreed to or directed by the County in accordance with 45 C.F.R. § 164.526.
- xiii) Notice – Request for Accounting. Upon receipt of any request from an individual for an accounting of disclosures made of the individual's PHI or EPHI, Provider agrees to notify the County in writing within three (3) business days of any such request, and upon receipt of such request from the individual, direct the individual to the County for an accounting of the disclosures of the individual's PHI or EPHI. Provider agrees to make

available upon request the information required to provide an accounting of disclosures in accordance with 45 C.F.R. § 164.528. Pursuant to 45 C.F.R. § 164.528(a), an individual has a right to receive an accounting of certain disclosures of PHI or EPHI in the six (6) years prior to the date on which the accounting is requested.

- xiii) County Inspection. Upon written request, Provider agrees to make available to the County or its duly authorized representatives during normal business hours Provider's internal practices, books, records and documents relating to the use and disclosure of Confidential Information, received from, or created or received on behalf of, the County in a time and manner designated by the County for the purposes of the County determining compliance with the Privacy and Security Requirements. Provider agrees to allow such access until the expiration of six (6) years after the services are furnished under the contract or subcontract or until the completion of any audit or audit period, whichever is later. Provider agrees to provide for and allow similar access to books, records, and documents related to contracts between Provider and organizations related to or subcontracted by Provider to whom Provider provides Confidential Information received from, or created or received on behalf of, the County.
 - xiv) PHI or EPHI Amendment. Provider agrees to incorporate any amendments, corrections, or additions to the PHI or EPHI received from or created, compiled, or used by the County pursuant to this Agreement when notified by the County that the PHI or EPHI is inaccurate or incomplete, or that other documents are to be added as required or allowed by the Privacy and Security Requirements.
 - xv) Documentation of Disclosures. Provider agrees to document disclosure of PHI or EPHI and information related to such disclosures as is necessary for the County to respond to a request by an individual for an accounting of disclosures of PHI or EPHI in accordance with 45 C.F.R. § 164.528, as amended.
 - xvi) Termination Procedures. Upon termination of this Agreement for any reason, Provider agrees to deliver all PHI or EPHI received from the County or created, compiled, or used by Provider pursuant to this Agreement within thirty (30) days from the date of termination, or, if specially requested to do so by the County in writing, to destroy all PHI or EPHI within the time frame determined by the County, which will be no less than thirty (30) days from the date of the notice of termination. This provision applies when Provider maintains PHI or EPHI from the County in any form. If Provider determines that transferring or destroying the PHI or EPHI is infeasible, Provider agrees:
 - a) To notify the County of the conditions that makes transfer or destruction infeasible;
 - b) To extend the protections of this Article to such PHI or EPHI; and
 - c) To limit any further uses and disclosures of such PHI or EPHI to those purposes that makes the return, or transfer to the County or destruction infeasible.
 - xvii) Notice – Termination. Upon written notice to Provider, the County may terminate any portion of this Agreement under which Provider maintains, compiles, or has access to PHI or EPHI. Additionally, upon written notice to Provider, the County may terminate the entire Agreement if the County determines, at its sole discretion, that Provider has repeatedly violated a Privacy or Security Requirement.
- E) Survival of Privacy Provisions. Provider's obligations with regard to PHI and EPHI shall survive termination of this Agreement.
- F) Amendment Related to Privacy and Security Requirements. The Parties agree to take such action as is necessary to amend this Agreement if the County, in its reasonable discretion, determines that amendment is necessary for the County to comply with the Privacy and Security Requirements or any other law or regulation affecting the use or disclosure of PHI or EPHI. Any ambiguity in this Article shall be resolved to permit the County to comply with the Privacy and Security Requirements.
- G) INDEMNIFICATION. PROVIDER AGREES TO INDEMNIFY AND HOLD HARMLESS, TO THE EXTENT ALLOWED BY LAW, THE COUNTY AND ITS COMMISSIONERS' COURT, OFFICERS, EMPLOYEES, AND AGENTS (INDIVIDUALLY AND COLLECTIVELY "INDEMNITEES") AGAINST ANY AND ALL LOSSES, LIABILITIES, JUDGMENTS, PENALTIES, AWARDS, AND COSTS (INCLUDING COSTS OF INVESTIGATIONS, LEGAL FEES, AND EXPENSES) ARISING OUT OF OR RELATED TO:**
- I) A BREACH OF THIS AGREEMENT RELATING TO THE PRIVACY AND SECURITY REQUIREMENTS BY PROVIDER; OR**
 - II) ANY NEGLIGENT OR WRONGFUL ACTS OR OMISSIONS OF PROVIDER OR ITS EMPLOYEES, DIRECTORS, OFFICERS, SUBCONTRACTORS, OR AGENTS, RELATING TO THE PRIVACY AND SECURITY REQUIREMENTS, INCLUDING FAILURE TO PERFORM THEIR OBLIGATIONS UNDER THE PRIVACY AND SECURITY REQUIREMENTS.**
- H. Provider shall ensure that any agent to whom it provides PHI or EPHI, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect PHI or EPHI. Further, Provider agrees to give County at least sixty (60) days advance notice of its intent to provide PHI or EPHI to an agent located outside of the United States.

- I. This Article survives the termination or expiration of this Agreement and expires six (6) years after the termination or expiration of this Agreement.

21. NO FEDERAL EXCLUSION

- A) Provider warrants that neither Provider nor any of its owners, officers, directors, employees, or principals (collectively "Principals"), is an "Ineligible Person." An "Ineligible Person" is an individual or entity who:
 - i) Is currently excluded, debarred, suspended, or otherwise ineligible to participate in federal or state health care programs or in federal or state procurement or non-procurement programs. This includes persons who are on the List of Excluded Individuals or Entities of the Inspector General, List of Parties excluded from Federal Programs by the General Services Administration, or the Medicaid Sanction List; or
 - ii) Has been convicted of a criminal offense related to the provision of health care items or services [within the rules and regulations of 42 USC §1320a-7(a)], but has not yet been excluded, debarred, suspended, or otherwise declared ineligible.
- B) Provider agrees to report immediately to the County's Purchasing Agent if either Provider or any of its Principals becomes an "Ineligible Person" during the term of this Agreement.

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EXECUTED as of the Effective Date.

<p><u>CUSTOMER:</u> Dallas County</p> <p>By: _____ Name: Clay Lewis Jenkins Title: Dallas County Judge Date: _____</p> <p><u>Customer's Notice Address:</u> Dallas County Communications Department 600 Commerce Street, Suite #750 Dallas, Texas 75202</p> <p style="text-align: center;">AND</p> <p>Dallas County Purchasing Department 509 Main Street, Room #623 Dallas, Texas 75202</p>	<p><u>PROVIDER:</u> Securus Technologies, Inc.</p> <p>By: _____ Name: Robert Pickens Title: President Date: _____</p> <p><u>Provider's Notice Address:</u> 14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: General Counsel Phone: (972) 277-0300</p> <p><u>Provider's Payment Address:</u> 14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: Accounts Receivable</p>
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APPROVED AS TO FORM*

CRAIG WATKINS
DISTRICT ATTORNEY

TERESA GUERRA SNELSON
CHIEF, CIVIL DIVISION

Melanie Barton, Assistant District Attorney

*By law, the District Attorney's Office may only advise or approve contracts or legal documents on behalf of its clients. It may not advise or approve a contract or legal document on behalf of other parties. Our review of this document was conducted solely from the legal perspective of our client. Our approval of this document was offered solely for the benefit of our client. Other parties should not rely on this approval, and should seek review and approval by their own attorney(s).

Please return signed contract to:

**14651 Dallas Parkway
Sixth Floor
Dallas, Texas 75254**

Attention: Contracts Administrator

Phone: (972) 277-0300

Schedule A - Dallas County (TX)

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

A. Applications. We will provide the following Applications:

CALL MANAGEMENT SYSTEM

DESCRIPTION:

Secure Call Platform: Secure Call Platform ("SCP") provides through its centralized system automatic placement of calls by inmates without the need for conventional live operator services. In addition, SCP has the ability to (a) monitor and record inmate calls, (b) automatically limit the duration of each call to a certain period designated by Customer, (c) maintain call detail records in accordance with our standard practices, (d) automatically shut the System on or off, and (e) allow free calls to the extent required by applicable law. We will be responsible for all billing and collections of inmate calling charges but may contract with third parties to perform such functions. Customer represents that (i) it will be responsible for distributing and assigning licenses to its end users; (ii) it will use the SCP User Interface for lawful purposes and shall not transmit, retransmit or store material in violation of any federal or state laws or regulation; and (iii) it will monitor and ensure that its licensed end users comply as directed herein. SCP will be provided at the Facilities specified in the chart below.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Type of Call Management Service
Lew Sterrett Justice Center 111 Commerce Street Dallas, TX 75207 North Tower West Tower South Tower	SCP*
Government Center Jail 600 Commerce Street Dallas, TX 75202	
Cook Chill 2121 French Settlement Dallas, TX 75216	

CENTRALIZED NET CENTRIC, VOIP, DIGITAL TRANSMITTED CALL MANAGEMENT SYSTEM

DESCRIPTION:

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

WORKSTATION REQUIREMENTS	
Processor	2 gigahertz (GHz) or higher processor
Operating System	Windows Vista, Windows 7
Browser	Internet Explorer 8 or newer
Memory	At least 1 gigabyte (GB) of RAM (2GB recommended) - use of Windows 7 may require additional memory
Drive	CD-RW or DVD-RW drive

Display	Super VGA (1,024 x 768) or higher resolution video adapter
Peripherals	Keyboard and Microsoft Mouse or compatible pointing device
Internet	High speed internet access (dial up is not supported)
Installed Software	Microsoft Silverlight 4.0 or newer, Microsoft .NET Framework 4, Adobe Reader 9.5 or newer, Microsoft Office Excel Viewer, Quick Time 7 or newer, Windows Media Player, Antivirus, WinZip or other zip utility

SERVICE LEVEL AGREEMENT

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

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

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

"Priority 1"	30% or more of the functionality of the System is adversely affected by the System Event.
"Priority 2"	5% - 29% of the functionality of the System is adversely affected by the System Event.
"Priority 3"	5% or less of the functionality of the System is adversely affected by the System Event. Single and multiple phones related issues.

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

Priority 1	2 hours
Priority 2	24 hours
Priority 3	72 hours

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

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

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

7. Notice of Resolution. After receiving internal notification that a Priority 1 System Event has been resolved, a member of our management team will contact you to confirm resolution. For a Priority 2 or 3 System Event, a member of our customer satisfaction team will confirm resolution.
8. Monitoring. We will monitor our back office and validation systems 24 hours a day, seven days a week.
9. Required IGR. You are responsible for providing a dedicated isolated grounded receptacle ("IGR") for use in connection with the primary System. Upon request we will provide you with the specifications for the IGR. If you are unable to or do not provide the IGR, then we will provide the IGR on a time and materials basis at the installer's then-current billing rates, provided that we are not responsible for any delay caused by your failure to provide the IGR.
10. End-User Billing Services and Customer Care. Our Securus Correctional Billing Services department will maintain dedicated customer service representatives to handle end-user issues such as call blocking or unblocking and setting up end-user payment accounts. The customer service representatives will be available 24 hours a day, 7 days a week by telephone at 800-844-6591, via chat by visiting our website www.securustech.net, by email at CustomerService@securustech.net, and by facsimile at 972-277-0714. In addition, we will maintain an automated inquiry system on a toll-free customer service phone line that will be available to end-users 24 hours a day, 7 days a week to provide basic information and handle most routine activities. We will also accept payments from end-users by credit card, check, and cash deposit (such as by money order, MoneyGram or Western Union transfer).

PREPAID CALLING CARDS

PREPAID CALLING CARD SERVICES. Customer hereby requests that all Prepaid Calling Cards shall be sold by Customer's commissary operator identified herein to the inmates and detainees at the Facilities identified below.

COMPENSATION. Customer understands and agrees Provider is neither responsible nor liable for any fees or other compensation agreed upon between Customer and its commissary operator, and Provider shall not interfere with any compensation agreement entered into between Customer and its commissary operator.

VALIDATION. Each Prepaid Calling Card will be valid for no more than six (6) months from the date it is first used. The Prepaid Calling Cards are not returnable or refundable; all sales are final. The cards are subject to applicable local, state, and federal taxes plus any applicable per call surcharge fee on non-local calls.

CHANGE IN COMMISSARY OPERATOR. Customer shall notify Provider *in writing* of any change in the identity of the commissary operator, or if Customer wishes to resume the purchase and resale of Prepaid Calling Cards, which change shall be effective on the date that Provider receives the notice.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Commissary Operator Name and Address
As specified in Call Management System chart	Keefe

INMATE DEBIT

DESCRIPTION:

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

SCP DEBIT

DESCRIPTION:

A Debit account is a prepaid, inmate-owned account used to pay for inmate telephone calls. A Debit account is funded by transfer of inmate's facility trust/commissary account funds to inmate's Debit account. Provider establishes inmate Debit accounts which are associated with the inmate's Personal Identification Number ("PIN"). Provider requires inmate to key in his/her PIN at the beginning of every Debit call in order to complete the call and pay for the call using the inmate's Debit account. Customer agrees to have the Debit module of Provider's SCP Call Management System enabled for the Facilities to offer Debit accounts to inmates. Customer agrees to use Provider's SCP User Interface or utilize integration with

Customer's trust account system to process inmate's fund transfer requests. Notwithstanding, Provider will not be responsible for any delays due to (i) Customer's failure to perform any of its obligations for the project; (ii) any of Customer's vendors' failure to perform any of its obligations for the project; or (iii) circumstances outside of Provider's control.

VOICE BIOMETRICS™

Voice Biometrics™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Securus has offered voice biometrics as an optional feature to be used as part of our inmate telephone system. These services traditionally carry a fee to either the end user or a reduction in commissions. Securus will provide this additional capability, with no adjustment in call rate or commissions, with the activation of debit or pre-paid card calling and approval to connect telephone calls to cellular phones. This includes the use of text messaging for cellular account activation.

CONTINUOUS VOICE VERIFICATION

DESCRIPTION

Continuous Voice Verification (CVV) reviews inmate call recordings so as to verify the inmate voice(s) appearing in the call as the owner of the correct personal identification number (PIN). CVV provides security regarding inmate telephone PIN use by providing correctional officers the ability to quickly identify PIN stealing and sharing. Institutional and public safety is also enhanced by providing investigators the ability to identify and evaluate calls in which there might be found evidence of illegal activities.

COMPENSATION

Where installation of CVV is requested by the Customer, a non-commissionable per call charge of \$0.25 will apply to all intrastate, interstate and international calls, which charge will be included in the "per call charge" and will not be billed separately.

COIN PAY PHONE SERVICE

DESCRIPTION:

We will, as a courtesy to you, provide you with the use of coin pay phones (the "Coin Pay Phones") at the Facilities specified in the attached Request for Proposal for Inmate Phone/Video Visitation Service Provider Bid No. 2014-017-6399.

FEES, ADDITIONAL CHARGES AND TAXES

Account Terms and Conditions	Friends & Family Prepaid Advance Connect	Friends & Family Direct Bill/ Traditional Collect	Inmate Debit
Account Setup Fee	\$0 No charge	\$0 No charge	\$0 No charge
Securus Refund Fee	\$0 No charge	\$0 No charge	\$0 No charge
*Securus funding transaction fee	\$0 No charge	\$0 No charge	\$0 No charge
Minimum funding amount	\$0 None	\$0 None	\$0 None
*If payments are made by mail or online banking.			

The table below describes additional charges, fees, and taxes associated with Securus account types.

Fees Vary by Account Types*	How Applied	Amount	Account Type
State Cost Recovery Fee	May apply to all intrastate calls	Up to 5% of the cost of a call	May apply to all intrastate calls (traditional collect, direct bill, AdvanceConnect, prepaid/debit)
A returned check charge of up to \$25 may be applied for dishonored checks.			

* Sales taxes, Universal Service fund fees, and Telecommunications Relay Service (TRS) fund fees may also apply.

Convenience Options

For Friend & Family members requiring an immediate approach to funding their accounts, Securus provides optional services that incur convenience fees or a minimum funding amount. **Securus will always provide a no-cost funding option to the community.**

Optional Fees	Per Instance	Amount
Transaction processing fee	Credit/debit card payment by phone or website	Up to \$4.95

SECURUS VIDEO VISITATION

Provider shall deploy a Video Visitation System at the Dallas County Facility during the Term of the Agreement and pursuant to the terms of Attachment 1, Video Visitation Schedule, below.

TERMS:

The parties acknowledge that Securus Video Visitation sessions shall be limited to twenty (20) minute and forty (40) minute sessions, and that a session fee is charged per chart below:

Type of Charge	General Public
Session Set-Up Fee	\$10.00 per 20 minute session

Provider reserves the right, at its sole option, to offer promotional pricing for less than \$10.00 per session. As used herein, "remote" Video Visitation sessions shall mean sessions where the inmate's visitor is visiting from a location not on Customer's premises. "On-site" Video Visitation sessions shall mean sessions where the inmate's visitor is visiting from a terminal located on Customer's premises.

During the Term of this Agreement, Customer will utilize its best efforts to allow the full utilization of the Video Visitation System at the Facility for paid remote Video Visitation sessions, including without limitation:

1. Customer agrees that Video Visitation must be available for paid remote sessions seven (7) days a week for a minimum of eighty (80) hours per Video Visitation terminal per week.
2. For non-professional visitors, Customer will eliminate all face to face visitation through glass or otherwise at the Facility and will utilize video visitation for all non-professional on-site visitors.
3. Customer will allow inmates to conduct remote visits without quantity limits other than for punishment for individual inmate misbehavior.
4. Customer will allow Provider to market and promote the use of the Video Visitation System to the inmates, in-person visitors, phone call participants and potential friends and family end users of the System by allowing Provider to (a) distribute Securus' promotional literature in the Facility's visitation lobby; (b) unless otherwise prohibited by the parties' Agreement, add a recording to the IVR phone system promoting Securus Video Visitation Services to phone call; and (c) issue a joint press release regarding the execution of this agreement by both parties.
5. All on-site Video Visitation sessions shall be required to be scheduled at least 24 hours in advance, where practicable, and shall not exceed two (2) free on-site visits per inmate per week. Once available, on-site visits in excess of the 2 free visits per inmate per week will be at the same session fee as remote sessions.
6. All Video Visitation sessions must be scheduled online by the visitor by accessing Provider's website at www.securustech.net.
7. Within six (6) months following deployment of the Video Visitation System, Customer shall endeavor to reach at least one (1) remote paid Video Visitation session per inmate per month.
8. Upon deployment of the Video Visitation System, Customer agrees to reduce on-site visitation availability to no more than twenty (20) hours per week and will further reduce on-site visitation hours over time to achieve minimum usage results of one (1) remote paid visit per inmate per month.

If applicable, all recorded Video Visitation sessions will have a standard retention of thirty (30) days from the recording date. It is the responsibility of Customer to remove any desired recordings from the housing location for permanent storage within thirty (30) days of their recordings as they may be permanently deleted by Provider after that time. Provider is not responsible for the loss or quality of any such recordings or the deletion of such recordings after thirty (30) days.

Notwithstanding anything to the contrary, the parties acknowledge that the provision of the Video Visitation services hereunder is based on Customer's estimated Average Daily Population ("ADP" count) and a minimum of one (1) remote paid visit per inmate per month. Therefore, if the number of remote paid visits averages less than 6,160 per month, Provider

reserves the right, no sooner than twelve (12) months after the execution of this Agreement, to renegotiate payment hereunder or discontinue the services.

Customer is responsible for all Jail Management System (JMS) and Commissary integration fees as well as electrical installation, unless otherwise specified in Attachment 1.

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

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

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

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

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

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

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

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

Option A - Cost Recovery Version as Related to Operations and Administrative Expenses Schedule

CALLING RATES

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

TYPE OF CALL	Option 1		Option 2		Option 3		Option 4	
	Flat Per Call Rate Proposed at 83.3% Commission		Current Rates Proposed at 81% Commission		Flat Per Call Rate Proposed at 76% Commission		No Commission No MAG	
	<i>Per Call Surcharge</i>	<i>Rate Per Minute</i>	<i>Per Call Surcharge</i>	<i>Rate Per Minute</i>	<i>Per Call Surcharge</i>	<i>Rate Per Minute</i>	<i>Per Call Surcharge</i>	<i>Rate Per Minute</i>
Local Calls	\$3.00	\$0.00	\$3.00	\$0.00	\$2.50	\$0.00	\$0.475	\$0.00
IntraLata long distance calls	\$3.00	\$0.00	\$3.50	\$0.20	\$2.50	\$0.00	\$0.475	\$0.00
InterLata long distance calls	\$3.00	\$0.00	\$3.50	\$0.29	\$2.50	\$0.00	\$0.475	\$0.00
InterState Prepaid & Debit calls	\$3.00	\$0.00	\$3.15	\$0.00	\$2.50	\$0.00	\$0.475	\$0.00
InterState Collect calls	\$3.00	\$0.00	\$3.75	\$0.00	\$2.50	\$0.00	\$0.475	\$0.00

COMPENSATION:

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

Minimum Annual Guarantee ("MAG"). One month following this Schedule Effective Date, Provider will pay the County a Commission in the amount of \$250,000.00, for a total first year MAG of \$3,000,000.00 to be paid in monthly payments over the first twelve (12) months. Each year thereafter, Provider will adjust the MAG upward or downward to reflect eighty percent (80%) of actual earned commissions for all calls in the prior twelve (12) months. The MAG will be paid back to Provider through 100% commission deductions, and will apply to all forms of revenue under this Agreement unless otherwise noted herein. This true-up process will be repeated annually throughout the Initial Term.

PERFORMANCE BOND:

If Provider elects to pay commissions on a monthly basis, then the County will require a performance bond upon execution of a negotiated contract in an amount equal to 100% of the approximate total amount of the contract, as evidenced by the negotiated contract value, or otherwise guaranteeing the full and faithful execution of the Work and performance of the Contract in accordance with the Plans, Specifications and Contract Documents, including any extensions thereof, for the protection of Dallas County.

In lieu of a performance bond, the Contractor may submit within ten (10) days after contract execution or prior to the commencement of any work or delivery of services a cashier's/certified check payable to Dallas County, equal to the full value of the annual commission each year as outlined in the minimum annual guarantee (MAG). This pre-payment of MAG will be based on the total value of the contract per year and therefore shall be renewable on an annual basis for the life of the contract, including any contractual extensions. All subsequent annual payments shall be made on the anniversary of the contract.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Type of Call Management Service	Commission Percentage	Revenue Base for Calculation of Commission	Commission Payment Address
Lew Sterrett Justice Center 111 Commerce Street Dallas, TX 75207 North Tower West Tower South Tower Government Center Jail 600 Commerce Street Dallas, TX 75202 Cook Chill 2121 French Settlement Dallas, TX 75216	SCP*	83.3%*	Gross	Dallas County Dallas County Auditor's Office 509 Main Street, Suite 407 Dallas, Texas 75202

* Notwithstanding anything to the contrary contained in the Agreement, in accordance with Federal Communications Commission 47 CFR Part 64 [WC Docket No. 12-375; FCC 13-113] – Rates for Interstate Calling Services, effective February 11, 2014, no commission (whether for collect calls or other services we provide, including Inmate Debit, etc.) shall be paid on revenues earned through the completion of interstate calls of any type placed from the Facility(s). All commissions associated with agreement are paid in one-month arrears and are not subject to retroactive payments or adjustments for notice delays. Changes will take effect on the first day of the month following receipt of written notice by the Customer. All notices in relation to this agreement must be signed by a person who has binding authority for the Customer and a copy delivered to:

SECURUS TECHNOLOGIES, INC.
 PRESIDENT
 14651 DALLAS PARKWAY, SIXTH FLOOR
 DALLAS, TEXAS 75254

SECURUS VIDEO VISITATION

COMPENSATION: (Paid Remote Video Visitation Only)

Provider shall pay Customer the commission percentage of the session fees paid to Provider, excluding applicable taxes/fees/surcharges, for Video Visitation sessions placed to Customer's Facilities only as specified in the chart below (the "Video Visitation Commission"). Provider shall remit the Video Visitation Commission for a calendar month to Customer on or before the 30th day of the following calendar month in which the paid remote Video Visitation sessions were held (the "Payment Date"). All commission payments shall be final and binding upon Customer unless Provider receives written objection within sixty (60) days after the Payment Date.

	1.5 paid visits per inmate	2.0 paid visits per inmate	3.0 paid visits per inmate
Commission %*	20%	22.5%	25%

* For any months where the Facility does not achieve the 1.5 remote paid threshold, Customer will receive no commission payment hereunder.

INMATE AND SCP DEBIT

INVOICING AND COMPENSATION:

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

Option B - Reduced Cost to Public No Commission Schedule

CALLING RATES

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

Type of Call	Per Call Surcharge	Rate Per Minute
Local Calls	\$0.475	\$ 0.00
IntraLata long distance calls	\$0.475	\$ 0.00
InterLata long distance calls	\$0.475	\$ 0.00
InterState Prepaid & Debit calls	\$0.475	\$ 0.00
Interstate Collect calls	\$0.475	\$ 0.00

Video Visitation Schedule Dallas County

Attachment 1 - Securus Video Visitation Pricing

If the Agreement is terminated for any reason other than Providers non-performance, before the end of the Initial Term, Customer will refund to Provider the prorated amount of the Video Visitation system expense as set forth in the chart below. Customer shall pay any such refund within ten (10) days after any such termination, or at Provider's election, it may deduct the refund from any commission owed to Customer. Provider will provide one (1) visitation terminal for every twenty-five (25) inmates. Provider will work with Customer to provide additional visitation locations, terms as community visitation centers are added.

Type	Description	One Time/ Recurring	QTY	Total	Responsible Party
Installation and Implementation	Network & Electrical Wiring Installation	One time	1	Up to \$375,000.00	
	Network & Electrical Wiring Installation over \$375,000	One time		\$0.00	Customer
	JMS Provider Fees			\$0.00	Customer
	Software Application Setup, including JMS import mapping	One time	1	\$5,875.00	
	Emergency Call Application Setup	One time		\$0.00	
	Inmate Information Application Setup	One time		\$0.00	
	Commissary Ordering Application Setup	One time		\$0.00	
	Sick Form Application Setup	One time		\$0.00	
Hardware	Video Visitation Terminals – single handset (inmate side)	One time	246	\$984,000.00	
	Video Visitation Terminals – single handset (visitor side)	One time	50	\$200,000.00	
	Video Visitation Terminals – dual handset (visitor side)	One time	50	\$12,500.00	
	Recording	30 Day Purge		\$0.00	
	Total Video Visitation Terminal Installation	One time	296	\$148,000.00	
	Annual Terminal Extended Hardware Maintenance (optional)	Recurring	296	\$58,904.00	
Software	Software Licensing Fee	Recurring	296	\$106,560.00	
	Securus Video Visitation	Recurring		\$0.00	
	Inmate Information	Recurring		\$0.00	
	Commissary Ordering	Recurring		\$0.00	
	Sick Form	Recurring		\$0.00	
	Software Maintenance Fee	Recurring		\$0.00	
Misc.	Miscellaneous				
	Training	Per Day	2	\$0.00	
	Mobile Cart, including UPS Battery Back Up	One time	0	\$0.00	
	Term	Re-occurring	5	\$701,545	
	Total Value:			\$2,592,384.00	
	Securus Discount			\$2,592,384.00	

Dallas County Options for Value Added Items through Best and Final Offer Process

Implementation of all value added items requires written authorization from Commissioners Court.

AUTOMATED INFORMATION SERVICES

DESCRIPTION.

Provider will provide the Automated Information Services (AIS™) as described herein through its wholly owned subsidiary, Telerus. The AIS™ application is designed to automate internal inquiries from detainees and outside calls from friends and family members on one single platform, as well as allow inmates' friends and families the ability to open or fund a pre-paid telephone account, an inmate phone account, and an inmate trust account or leave a voicemail..

Automated Information Services 2.0 is configurable to meet the specific needs of Customer's Facility. The standard option includes automation of inmate and Facility information to constituents who call Customer's existing main telephone number and to inmates at Customer's Facility. The following are options and requirements available for AIS.

- ✓ Automation of inmate and Facility information to constituents (standard)
- ✓ Automation of inmate and Facility information to inmates (Securus ITS Customers only)
- ✓ Ability to open or fund a Securus pre-paid telephone account (Required)
- ✓ Ability to fund an inmate phone account (Required)
- ✓ Ability to fund an inmate trust account (Required)
- ✓ Ability to leave a voice mail
- ✓ Ability to provide for inmate information and trust funding via InmateInfo.com

The application provides all information automatically without staff intervention 24/7. Customer shall be responsible for any/all integration fees incurred by their JMS/MIS system provider in order for AIS™ to receive inmate data.

AIS Funding Fees for Inmate Trust / Commissary Account Funding & Voicemail

AIS Voicemail cost to the public- \$1.99 per message with no commission, any rate above \$1.99 will be subject to commission of 40%.

Convenience fees for trust account deposits through AIS™ range from \$4.95 to \$10.95 as listed in chart below:

Deposit Amount	Convenience Fee Amount
\$1.00 - \$30.00	\$4.95
\$30.01 - \$75.00	\$7.95
\$75.01 - \$200.00	\$9.95
\$200.01 - \$300.00	\$10.95

Customer agrees to implement all Required features above and to allow Provider to expand the AIS™ services offering at any time during the Term of the Agreement upon thirty (30) days advance written notice to include additional constituent notification services provided through the AIS™ application. If required features are not implemented or maintained during the Term of the Agreement, AIS pricing will revert to standard month pricing.

Notwithstanding anything to the contrary, the parties acknowledge that the AIS™ monthly fee is based on Customer's estimated Average Daily Population ("ADP") count. If the ADP levels have fluctuated by more than fifteen percent (15%), Provider reserves the right to renegotiate or terminate this AIS Exhibit upon sixty (60) days advance written notice to Customer.

*ADP as of the Effective Date is understood to be 6,160.

SECURE INSTANT MAIL™

DESCRIPTION:

Secure Instant Mail™ allows friends & family members to initiate communication with an inmate. Similar to e-mail, communications are sent over the internet and are delivered to the Customer Facility specified in the chart below for approval and distribution.

EQUIPMENT:

Customer is responsible for providing the following access/equipment:

- Internet connection with access to www.SecurusSIM.com
- PC
- Printer, including paper and toner
- If allowing reply messages, fax machine or scanner

COMPENSATION:

The parties acknowledge that the sender will pay a usage fee per message according to the chart below. Chart below reflects messages with no commission, any rate above \$0.50 will be subject to commission of 40%.

SECURE INSTANT MAIL CONFIGURATIONS:

Type of Message	Fee for this Agreement
Standard Message Fee	\$0.50
Reply Message Fee	\$0.50
Premium Message Fee	\$0.50

The end user (sender) is required to set up a Secure Instant Mail™ account in order to use the Secure Instant Mail™ service. Provider will deduct said usage fees from the friend and family member's account.

THREADS™

DESCRIPTION:

The THREADS™ application allows authorized law enforcement users to analyze corrections and communications data from multiple sources to generate targeted investigative leads. THREADS™ has three main components: data analysis, data review, and data import. In addition, THREADS™ offers an optional “community” feature, which allows member correctional facilities to access and analyze corrections communications data from other correctional facilities within the community and data imported by other community members. Customer's use of THREADS™ is governed by and conditioned upon the terms set forth herein.

COMMUNITY FEATURE:

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

TERMS OF USE:

1. Customer will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to Customer's access to and use of information obtained in connection with or through the THREADS™ application. Customer acknowledges and understands that the Customer is solely responsible for its compliance with such laws and that Provider makes no representation or warranty as to the legality of the use of the THREADS™ application or the information obtained in connection therewith. Provider shall have no obligation, responsibility, or liability for Customer's compliance with any and all laws, regulations, policies, rules or other requirements applicable to Customer by virtue of its use of the THREADS™ application.
2. Customer acknowledges that the information available through the THREADS™ application includes personally identifiable information and that it is Customer's obligation to keep all such accessed information secure. Accordingly, Customer shall (a) restrict access to THREADS™ to those law enforcement personnel who have a need to know as part of their official duties; (b) ensure that its employees (i) obtain and/or use information from the THREADS™ application only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (c) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (d) use commercially reasonable

efforts to monitor and prevent against unauthorized access to or use of the THREADS™ application and any information derived therefrom (whether in electronic form or hard copy); (e) notify Provider promptly of any such unauthorized access or use that Customer discovers or otherwise becomes aware of; and (f) unless required by law, purge all information obtained through the THREADS™ application and stored electronically or on hard copy by Customer within ninety (90) days of initial receipt or upon expiration of retention period required by law.

3. Customer understands and acknowledges that all information used and obtained in connection with the THREADS™ application is "AS IS." Customer further understands and acknowledges that THREADS™ uses data from third-party sources, which may or may not be thorough and/or accurate, and that Customer shall not rely on Provider for the accuracy or completeness of information obtained through the THREADS™ application. Customer understands and acknowledges that Customer may be restricted from accessing certain aspects of the THREADS™ application which may be otherwise available. Provider reserves the right to modify, enhance, or discontinue any of the features that are currently part of the THREADS™ application. Moreover, if Provider determines in its sole discretion that the THREADS™ application and/or Customer's use thereof (1) violates the terms and conditions set forth herein and/or in the Agreement or (2) violates any law or regulation or (3) is reasonably likely to be so determined, Provider may, upon written notice, immediately terminate Customer's access to the THREADS™ application and shall have no further liability or responsibility to Customer with respect thereto.

4. Provider shall have no liability to Customer (or to any person to whom Customer may have provided data from the THREADS™ application) for any loss or injury arising out of or in connection with the THREADS application or Customer's use thereof. If, notwithstanding the foregoing, liability can be imposed on Provider, Customer agrees that Provider's aggregate liability for any and all losses or injuries arising out of any act or omission of Provider in connection with the THREADS™ application, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, shall never exceed \$100.00. Customer covenants and promises that it will not seek to recover from Provider an amount greater than such sum even if Customer was advised of the possibility of such damages. PROVIDER DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE THREADS™ APPLICATION. PROVIDER DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE THREADS™ APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT SHALL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE THREADS™ APPLICATION OR THE UNAVAILABILITY THEREOF.

LOCATION BASED SERVICES

DESCRIPTION

Securus' Location Based Services ("LBS") provides Customer with a mobile device user's approximate geographical location ("Mobile Location Data" or "MLD") by way of (i) information derived from calls placed on a Securus device by an inmate confined at a Customer Facility and received by such mobile device user, or (ii) mobile device user information (such as mobile device number) provided to Securus by Customer. When a mobile device user's prior approval is required by law for MLD to be provided to Customer, such approval will be obtained in accordance with wireless carrier-approved disclosure and opt-in processes. LBS will capture approximate latitude and longitude coordinates of a mobile device user at the times at which the called party accepts the call, and when the call ends. LBS will display geographical information on a map and will combine covert alert functionality with approximate geographical coordinates when calls are accepted by the called party or end, and operate on demand in (near) real time. Customer's use of LBS is governed by and conditioned upon the terms set forth herein.

TERMS OF USE:

1. Customer will comply with all privacy, consumer protection, marketing, and data security laws and government guidelines applicable to Customer's access to and use of information obtained in connection with or through the Location-Based Services application. Customer acknowledges and understands that the Customer is solely responsible for its compliance with such laws and that Provider makes no representation or warranty as to the legality of the use by Customer of the Location-Based Services application or the information obtained in connection therewith. Provider shall have no obligation, responsibility, or liability for Customer's compliance with any and all laws, regulations, policies, rules or other requirements applicable to Customer by virtue of its use of the Location-Based Services application.

2. Customer acknowledges that the information available through the Location-Based Services application includes personally identifiable information and that it is Customer's obligation to keep all such accessed information secure. Accordingly, Customer shall (a) restrict access to Location-Based Services to those law enforcement personnel who have a need to know as part of their official duties; (b) ensure that its employees (i) obtain and/or use information from the Location-Based Services application only for lawful purposes and (ii) transmit or disclose any such information only as permitted or required by law; (c) keep all user identification numbers confidential and prohibit the sharing of user identification numbers; (d) use commercially reasonable efforts to monitor and prevent against unauthorized access to or use of the Location-Based Services application and any information derived therefrom (whether in electronic form or hard copy); (e) notify Provider promptly of any such unauthorized access or use that Customer discovers or otherwise becomes aware of; and (f) unless

required by law, purge all information obtained through the Location-Based Services application and stored electronically or on hard copy by Customer within ninety (90) days of initial receipt or upon expiration of retention period required by law.

3. Customer understands and acknowledges that all information used and obtained in connection with the Location-Based Services application is "AS IS." Customer further understands and acknowledges that Location-Based Services uses data from third-party sources, which may or may not be thorough and/or accurate, and that Customer shall not rely on Provider for the accuracy or completeness of information obtained through the Location-Based Services application. Customer understands and acknowledges that Customer may be restricted from accessing certain aspects of the Location-Based Services application which may be otherwise available. Provider reserves the right to modify, enhance, or discontinue any of the features that are currently part of the Location-Based Services application. Moreover, if Provider determines in its sole discretion that the Location-Based Services application and/or Customer's use thereof (1) violates the terms and conditions set forth herein and/or in the Agreement or (2) violates any law or regulation or (3) is reasonably likely to be so determined, Provider may, upon written notice, immediately terminate Customer's access to the Location-Based Services application and shall have no further liability or responsibility to Customer with respect thereto.

4. Provider shall have no liability to Customer (or to any person to whom Customer may have provided data from the Location-Based Services application) for any loss or injury arising out of or in connection with the Location-Based Services application or Customer's use thereof. If, notwithstanding the foregoing, liability can be imposed on Provider, Customer agrees that Provider's aggregate liability for any and all losses or injuries arising out of any act or omission of Provider in connection with the Location-Based Services application, regardless of the cause of the loss or injury, and regardless of the nature of the legal or equitable right claimed to have been violated, shall never exceed \$100.00. Customer covenants and promises that it will not seek to recover from Provider an amount greater than such sum even if Customer was advised of the possibility of such damages. PROVIDER DOES NOT MAKE AND HEREBY DISCLAIMS ANY WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE LOCATION-BASED SERVICES APPLICATION. PROVIDER DOES NOT GUARANTEE OR WARRANT THE CORRECTNESS, COMPLETENESS, LEGALITY, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OF THE LOCATION-BASED SERVICES APPLICATION OR INFORMATION OBTAINED IN CONNECTION THEREWITH. IN NO EVENT SHALL PROVIDER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCURRED BY CUSTOMER FROM RECEIPT OR USE OF INFORMATION OBTAINED IN CONNECTION WITH THE LOCATION-BASED SERVICES APPLICATION OR THE UNAVAILABILITY THEREOF.

PREA COMPLIANCE SUITE

DESCRIPTION:

We will provide the PREA Compliance Suite as described herein through our exclusive third party vendor, Tetrus. The PREA Compliance Suite is designed to enable Customer in its technological compliance with the Prison Rape Elimination Act (PREA) by assisting Customer in the collection, tracking and reporting of alleged PREA incidents. Customer's use of the PREA Compliance Suite is governed by and conditioned upon Customer's acceptance of the terms set forth herein.

PROVIDER COMPENSATION:

The cost for the PREA Compliance Suite is provided below. The cost includes software, training, software upgrades, support and annual maintenance during the term of the Agreement. The cost does not include applicable sales tax, any costs for system hardware, work station hardware, networking, or system software like Microsoft Windows and database or interface costs to third party applications. Applicable sales tax will added to the amount of the price, unless Customer submits a tax exemption certificate.

The annual cost is \$10.00 per ADP and is calculated by using Facilities' ADP on record as of the Effective Date above as follows:

ADP:	<input type="text" value="6,160"/>	Annual Price per ADP:	<input type="text" value="\$10.00"/>	Total Annual Price:	<input type="text" value="\$61,160"/>
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Customer shall pay Total Annual Price of \$61,160 during Term of the Agreement. Payment shall be payable upon invoicing or, as applicable, through a Commission deduction, which shall be deducted on the sooner of (i) the month following the PREA Compliance Suite installation, or (ii) sixty (60) days following the Effective Date of the PREA Compliance Suite. If Customer so elects in writing to Provider, Provider will invoice Customer the Monthly Payment, which invoice shall be due and payable within thirty (30) days after the invoice date. After such thirty (30) day period, Provider reserves the right to charge interest on the overdue amount at the lower of (a) fifteen percent (15%) per annum or (b) the maximum rate allowed by law, and to deduct the unpaid invoice balance, plus any accrued interest, from any amounts owed to Customer by Provider until Provider is paid in full.

Notwithstanding anything to the contrary, the parties acknowledge that the Annual Price is based on Customer's estimated Average Daily Population ("ADP") count. Therefore, on each anniversary of the Effective Date during the term of service, Customer will provide its average ADP count to Provider. If the ADP levels have fluctuated by more than fifteen percent (15%), Provider will revise the cost either upward or downward upon sixty (60) days advance written notice to Customer to reflect the Annual Price per the then current ADP.

SOFTWARE LICENSE AGREEMENT:

Subject to the terms and conditions set forth herein, Provider grants Customer a limited, non-exclusive, non-transferable (without the right to sublicense) right to use the Licensed Products solely in accordance with the following terms and conditions.

The PREA Compliance Suite (the “**Licensed Product**”) and any accompanying documentation (the “**Documentation**”) are the sole and exclusive property of Tetrus or Provider as Tetrus’ exclusive reseller and licensee, and ownership of the Licensed Products and the Documentation shall at all times remain with Tetrus or Provider. When you purchase the Licensed Product, you are actually purchasing a license to use the Licensed Product rather than purchasing the Licensed Product itself. Without limiting the generality of the foregoing, 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 updates, if any, shall be deemed to be part of the Licensed Products and will be subject to this Agreement.

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 approved in writing by Provider; or (iv) ship, transfer, or export the Licensed Products into any country, or use the Licensed Products in any manner prohibited by the export laws of the United States. We are not liable with regard to any Licensed Products that you use in a prohibited manner.

Provider 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 Provider’s business. Customer acknowledges that the title, ownership rights, and intellectual property rights concerning any such suggestions shall become the exclusive property of Provider 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 Customer and Customer hereby irrevocably assigns all such rights to Provider.

Use of the Licensed Products is also governed by any End User License Agreement, which may be published by Tetrus from time to time. Further, all support and maintenance for the Licensed Product will be between County and Tetrus.

INMATE TABLET DEVICE

Upon general release, Securus will work with Customer to provide Inmate Tablet Device (ITD), on terms to be discussed further and set forth in an agreed Statement of Work. The ITD is designed to provide inmates with applications that assist with ease of reentry as well as assisting facilities with administrative efficiencies and behavior modifications. The ITD can include, based on Customer’s elections, assorted features including but not limited to the following: phone calls; job view; streaming music; games; religious materials; educational podcasts; commissary services; and more.

LOBBY AND BOOKING KIOSK

Provider will install Lobby Kiosk and Booking Kiosk on the Customer’s premises at locations mutually agreed by Customer and Provider.

Exhibit A: Jail Management System - License and Support Schedule Dallas County (TX)

This License and Support Schedule (hereinafter, the L&S Schedule) sets forth the terms by which Securus Technologies, Inc., (Securus") by through its subsidiary, Archonix Systems, LLC (hereinafter "Archonix"), will provide Jail Management Services to Customer. The terms and conditions of this L&S Schedule are incorporated into the Master Service Agreement between Securus and Customer by reference. In the event of any conflict between this L&S Schedule and the Agreement, the terms of this L&S Schedule shall govern. This is a stand alone feature which must be paid for out of the Sheriff's budget if implemented. This will not be a revenue reduction featured service/ program.

1. DEFINITIONS

Licensed Standard Software: Archonix's Public Safety Software Solution.

Licensed Custom Software: Archonix's Licensed Standard Software plus any modifications made to the Licensed Standard software made by Archonix on behalf of the Customer and agreed to by the Customer and Archonix.

Licensed Software: The Licensed Standard Software, Upgrades, and Licensed Custom Software provided under this L&S Schedule.

Licensed Documentation: User Manuals, including the current specifications for the Licensed Software and other written instructions relating to the Licensed Software.

Upgrades: Any enhanced and/or improved versions of Licensed Software provided as Licensed Software under this L&S Schedule and released after execution of this L&S Schedule.

Authorized Copies: The only authorized copies of the Licensed Software and Licensed Documentation are the copies of each application software package defined in this paragraph. They are:

- the single copy of the Licensed Software and the related Licensed Documentation delivered by Archonix under this L&S Schedule; and
- copies of each application of the Licensed Software as reasonably needed to support Customer's operations including copies for redundancy, emergency fail-over and training systems.

Licensed Products: The Licensed Software, Object Code, the related Licensed Documentation, and the Authorized Copies of the foregoing.

Object Code: Machine language code produced by a translator program, such as an assembler, interpreter, or compiler. Instructions in object code can be executed by a Central Processing Unit (CPU).

Customer Liaison: A Customer employee assigned to act as liaison between Customer and Archonix for the duration of L&S Schedule and the Customer Support Manager assigned by Archonix to Customer.

2. GENERAL

Archonix hereby grants and Customer accepts, upon terms and conditions set forth in this L&S Schedule, a non-transferable and non-exclusive license to use the Licensed Products.

3. ACKNOWLEDGEMENTS

Customer acknowledges that the Licensed Products are a valuable trade secret of Archonix, and accordingly, this L&S Schedule establishes a confidential relationship between Archonix and Customer. Unless otherwise required by law or order of any Government Agency having competent jurisdiction, Customer shall not copy or otherwise reproduce in any way, in whole or in part, the Licensed Software or Licensed Documentation furnished by Archonix without the prior express written consent of Archonix. Nor shall the Customer sell, transfer, or otherwise make available in any way to any other person, in whole or in part, the program documentation furnished by Archonix. The Customer is permitted to make copies of the Licensed Software or Licensed Documentation for exclusive internal use as follows: Customer is permitted to retain such copies of each application of the Licensed Software as reasonably needed to support Customer's operations, including copies for redundancy, emergency fail-over and training systems. Customer, or anyone wishing to obtain access to the Licensed Products through Customer, must obtain written permission of Archonix and, in that event, shall be bound by this Paragraph 3 and shall not copy, distribute, disseminate or otherwise disclose to any other third party the Licensed Software or Licensed Documentation in whole or in part, at any time or in any form or media. The restriction on making copies and distributing the Licensed Software or Licensed Documentation includes, without limitation, the following:

- Program libraries, either source or object code
- Operation control language
- Test data, sample fields, or file lay outs
- Program Listings
- Licensed Documentation

4. CONTROL

Customer shall be exclusively responsible for the supervision, management, and control of the use of the program.

5. SUPPORT

A. Licensed Software Maintenance

During the term of this L&S Schedule, Archonix shall provide Customer with the maintenance and repair of any reproducible Licensed Software error or malfunction that may be discovered in Archonix's unaltered current Licensed Software and updates that may be released and made generally available by Archonix from time to time. Archonix will specify the network environment, and computer server and Customer configurations required for the Licensed Software. Installation of additional hardware beyond what is specified in this schedule, server maintenance, network problem solving and all issues other than the maintenance services for the Licensed Software performed after the initial system set up, configuration and installation are considered outside of the scope of services under this L&S Schedule and will be billed at the rates specified in Exhibit A-1.

B. Unauthorized Maintenance by Customer

Any change, modification or enhancement to the Licensed Software by Customer or any other party authorized by Customer without prior written authorization from Archonix is an unauthorized change. In the event that services outside the scope of contracted maintenance are required as the result of an unauthorized change, Archonix reserves the right to provide maintenance at Archonix's then current time and materials as needed to resolve the issue.

C. Telephone or Internet Assistance

Customer shall provide Archonix technicians with access to the Licensed Software via LogMeIn for error correction. Customer will also permit Archonix access to personnel via telephone in order to counsel and advise Customer on the use and maintenance of the Licensed Software during the hours specified in this L&S Schedule. The Response Time for this Telephone and Internet Response service will average less than 4 hours during the supported hours. Archonix understands and hereby agrees that Customer calls regarding a "down system" (as defined below) require a response time less than the 4 hour response average provided for generally under this L&S Schedule. In the event of a call under this Paragraph 5 (C) regarding a down system, Archonix will place the call on its highest priority and respond to Customer as rapidly as possible. In no event, shall Archonix's response to such a down system call from Customer exceed one hour from the time of placement of the call, provided however that Archonix procedures for calls are followed by Customer.

This response time of Archonix is not meant to guarantee that any issue will be resolved within the hour time frame, rather that Archonix support personnel will communicate to Customer that it is aware of the problem and that Archonix support personnel will be assigned and active in identifying and determining a resolution to the problem creating the down system within the one hour time frame specified. Unless otherwise specified and agreed to in writing, telephone and internet assistance will be available; these hours will be from 8 AM to 5 PM, Monday through Friday Eastern Standard Time, excluding the following nationally recognized holidays:

- a. New Year's Day
- b. Memorial Day
- c. Independence Day
- d. Labor Day
- e. Thanksgiving Day
- f. Day after Thanksgiving
- g. Christmas Day

In addition to regular 8:00 AM – 5:00 PM phone support, a 24-hour, 7-day a week beeper service for after hour support will be provided at Archonix's current rate, which is currently \$140 per hour. Archonix agrees that, in no event, will the Customer be billed for any previously identified or otherwise known "bugs" in the Licensed Software.

A "down system" by definition as it relates to Archonix's responsibilities refers to the Licensed Software being non-responsive on the production server resulting in Customer being unable to login or use the Licensed Software from any workstation. A single workstation outage does not constitute a down system in which response time is critical. In addition, Customer should eliminate other possible factors that could result in a down system before placing a call to Archonix. Other factors are defined as but not limited to a power outage, server hardware failure, operating system failure and network failure.

D. On-Site Assistance

To the extent that a problem associated with the Licensed Software has been identified as a failure of performance of the Licensed Software provided under this L&S Schedule and is not able to be resolved in accordance with the terms shown above, Archonix may, at its sole discretion, provide on-site assistance by one or more Archonix Services technicians. Customer shall reimburse Archonix for all reasonable out-of-pocket expenses associated with the provision of on-site assistance under the terms of this paragraph, provided such expenses are agreed upon in writing prior to technician deployment.

E. Services Outside Scope of Work

Archonix will not be responsible for errors or issues arising outside the scope of this L&S Schedule, including, but not limited to, hardware issues, third-party (non-Archonix) software issues or any other issues that are not directly related to the use of the Licensed Software provided to Customer by Archonix and specified in this L&S Schedule. However, the Customer has the option to request support from Archonix to address any issue outside the scope of services provided for in this L&S Schedule. To the extent that Archonix is called upon to assist Customer with regard to issues outside the scope of responsibility provided by Archonix in this L&S Schedule, Customer will be notified promptly. Archonix may, at its sole discretion, and upon written authorization by Customer, agree to perform such services requested by Customer at Archonix's then current time and materials rate. Archonix is not obligated to perform such services for Customer, and any such services provided by Archonix will be provided without warranty, express or implied, unless otherwise agreed to in writing by Archonix.

F. Enhancements

Routine enhancements to the Licensed Software shall be provided to Customer at Archonix sole discretion and, if accepted by Customer, will become part of the Licensed Software and subject to all terms and conditions under this L&S Schedule for maintenance of the Licensed Software.

G. Training

Archonix will provide Customer training to Customer in the use of its Licensed Software upon new installation orders. Such training will be performed at the location(s) of the installation of the Licensed Software, unless otherwise specified by Customer. If agreed to by Customer and Archonix, Archonix will provide additional training, including training for new Customer personnel after installation and upon Customer's written acceptance. All training will be provided at no cost to Customer.

H. Customer Support

Customer shall provide Archonix full complete, unabated and free on-site and electronic access, without charge, to the Licensed Software so as to enable Archonix to provide the covered maintenance services as set forth in this L&S Schedule. Customer shall make available to Archonix promptly upon request to all facilities and services reasonably required by Archonix for the performance of its obligations under the L&S Schedule.

6. WARRANTIES

- A. Archonix warrants that to the best of its knowledge that the performance of Licensed Software maintenance services under this L&S Schedule shall not in any way constitute infringement or other violation of any patent, copyright, trade secret, trade name, trademark, proprietary information or non-disclosure or other rights of any third party.
- B. Archonix warrants that it has the right to grant the rights to the Licensed Software under this L&S Schedule.
- C. Archonix does not warrant that the operation of the Licensed Software will be uninterrupted or error free. Archonix does not warrant the operation of any other software, hardware or service other than those expressly specified under this L&S Schedule.

7. PROPERTY RIGHTS

A. Acknowledgement of No Enhancement Rights

Customer is licensing Commercial Off-the-Shelf (COTS) Software. Any materials, Updates, or Enhancements to the Licensed Software(s) whether or not developed specifically for the Customer are deemed Updates and Enhancements to the COTS product.

B. Confidential Information

Both Customer and Archonix shall safeguard and maintain the confidentiality of each other's confidential information and shall not disclose such to third parties during the term of this L&S Schedule and for a period of two years thereafter, subject to the confidentiality provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that are applicable to the Customer, which confidentiality shall survive termination of this L&S Schedule and extend indefinitely. In addition, in the event that either party is required to disclose Confidential Information by law or order of a Government Agency, it will be subject to provisions of Paragraph 7.C. below.

C. Disclosures Required by Law.

In the event that any Confidential Information is required to be disclosed by Law or order of any Government Authority having jurisdiction over the receiving party (including as necessary for a party to assert a claim in a court of competent jurisdiction), before any such disclosure the receiving party will provide notice to the disclosing party reasonably sufficient to allow the disclosing party the opportunity to apply for a protective order or other restriction regarding such disclosure. In the event such Confidential Information is disclosed in such circumstances, such Confidential Information shall continue to constitute Confidential Information in all other circumstances pursuant to this schedule.

Exhibit A-1

License and Support Fees based upon 6,200 Average Daily Population

XJail Jail Management System

License and Support Fee Initial Period	\$1,350,000.00
Professional Services and Interfaces (Commissary, AIS, LiveScan)	\$250,000.00
Project Management and Custom Development	\$200,000.00
Annual License and Support	\$288,000.00

XRMS Records Management System

Software	\$1,500,000.00
Project Management and Customer Development	\$250,000.00
Annual License and Support	\$270,000.00

Services Outside Scope of Work

Rate for additional support (one hour minimum)	\$140.00 per hour
Rate for additional training (four hour minimum)	\$100.00 per hour

Beginning in year 6 and thereafter, L&S amounts will be subject to and limited to an annual increase of three percent (3.0%) or annual unadjusted CPI-U for the previous twelve months as reported by the U.S. Board of Labor Statistics, whichever is greater. Annual license and support amounts will be subject to change in the event that products, interfaces, agencies and licenses are added or in the event that material changes to the proposed configuration are requested by Customer.

Software Required/Recommended

Server Software Required:

- Microsoft SQL Server (2012)
- Microsoft Windows Server (2012)
- LogMeIn

Server Software Recommended

- Anti-Virus
- Backup

Client Software Required:

- Microsoft SQL Client Licenses (2012)
- Microsoft Windows Workstations (Windows 7 or 8)
- LogMeIn

Client Software Recommended:

- Anti-Virus
- Anti-Spyware

Outlined costs are for software costs only. If implemented, the County will be responsible for providing all hardware.