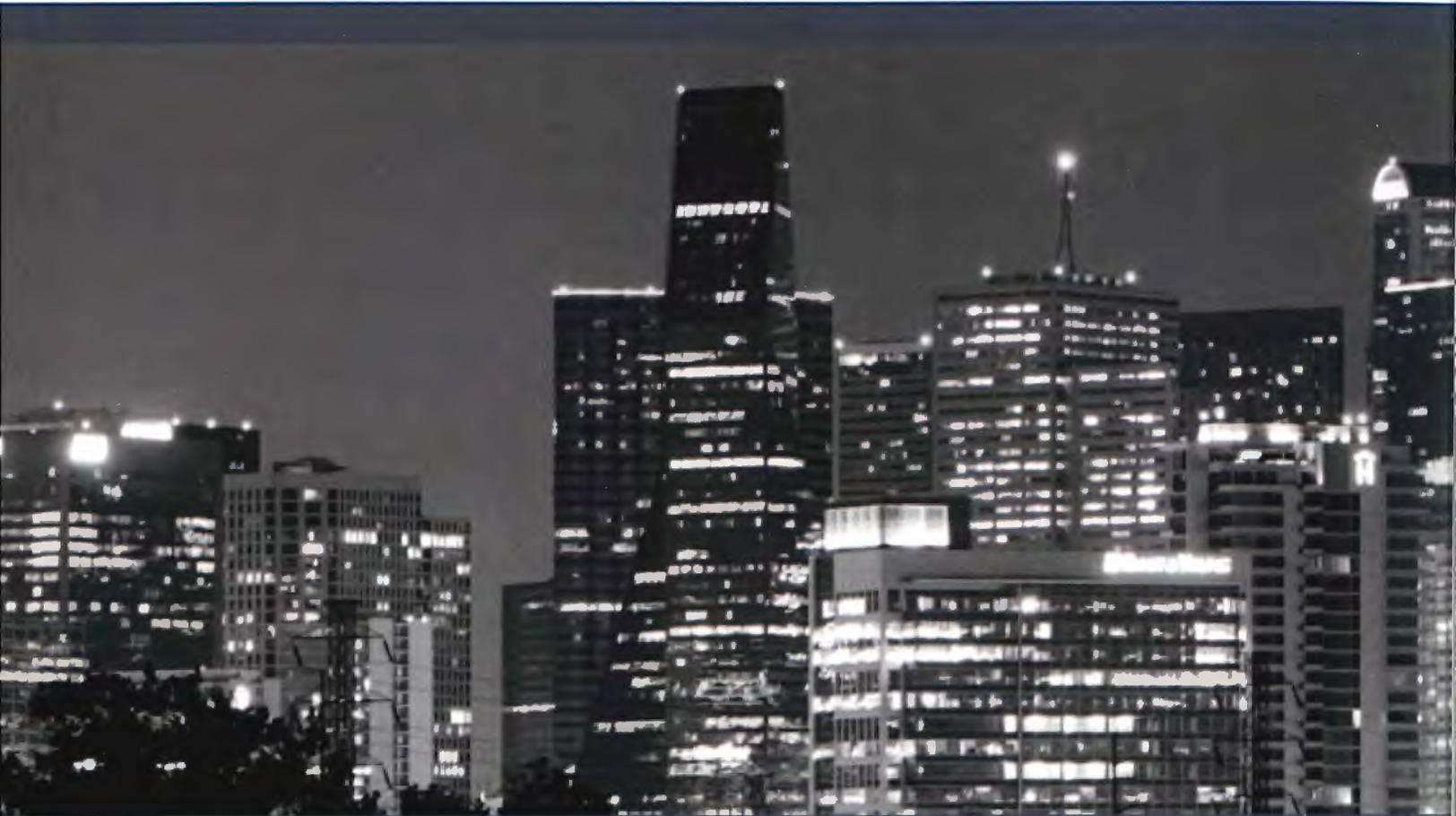


**SECURUS**  
Technologies™

We exist to **SERVE** and **CONNECT** to make our world safe.



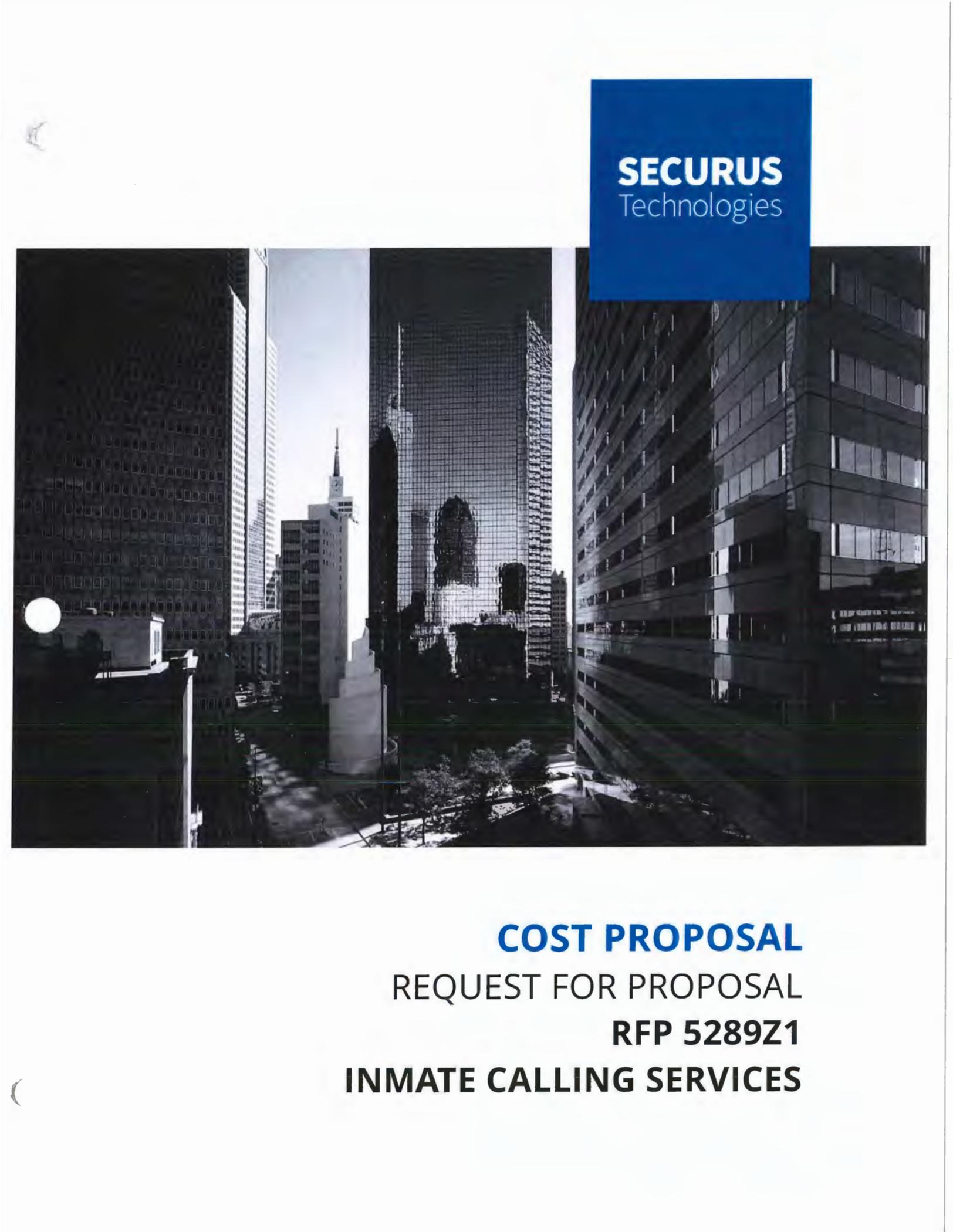
**COST PROPOSAL** Prepared for:

**ORIGINAL**

State of Nebraska  
68102  
5289Z1  
State Calling Services  
August 21, 2016 at 02:00 PM

PRESENTED To:  
Nebraska  
Purchasing Bureau  
Robert Thompson / Nancy Storant  
1000 K Street, Suite 130  
Lincoln, NE 68508  
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PRESENTED by:  
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National Sales Manager – DOC  
Phone: 805-990-4634  
Securus Technologies, Inc.,  
14651 Dallas Parkway, Ste. 600  
Dallas, TX 75254



**SECURUS**  
Technologies

**COST PROPOSAL**  
REQUEST FOR PROPOSAL  
**RFP 5289Z1**  
**INMATE CALLING SERVICES**



We exist to  
**SERVE** and  
**CONNECT**  
to make our  
world safe.

An RFP Solution Prepared for:  
Nebraska Department of  
Correctional Services  
RFP 5289Z1  
June 21, 2016 at 2PM

Presented to:  
Robert Thompson/Nancy Storant  
State Purchasing Bureau  
1526 K Street, Suite 130  
Lincoln, NE 68508  
Tel: 402-471-6500

Presented by:  
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Dallas, Texas 75254



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# COST SHEET

**SECOND REVISION**  
**Attachment Two**  
**Cost Sheet**  
**Request for Proposal Number 5289Z1**

**FIRM:** \_\_\_\_\_ **Securus Technologies, Inc.** \_\_\_\_\_

Applicable taxes and regulatory fees, per FCC rules, shall be passed through by the provider to the consumer directly with no markup, and must **not** be included in the Per Minute Rate.

<b>Debit Calling</b>	<b>Per Minute Rate</b>
-Local	\$0.02
-Intralata	\$0.02
-Interlata/Intrastate	\$0.02
-Interstate	\$0.02

<b>Pre-Pay</b>	<b>Per Minute Rate</b>
-Local	\$0.02
-Intralata	\$0.02
-Interlata/Intrastate	\$0.02
-Interstate	\$0.02

<b>Pre-Pay Account Fees</b>	<b>One-Time Fee</b>
-Establish Account Setup Fee	None

**Optional (add rows as necessary)**

<b>Collect Calling</b>	<b>Per Minute Rate</b>
-Local	\$0.02
-Intralata	\$0.02
-Interlata/Intrastate	\$0.02
-Interstate	\$0.02
-International (provide rates below for each country where collect calling is available)	\$0.50

<b>Debit Calling</b>	<b>Per Minute Rate</b>
-International (provide rates below for each country where calling is available)	\$0.50

<b>Miscellaneous Products or Services, Description</b>	<b>Cost &amp; Unit of Measure</b>
<p><b><u>Option 1:</u></b></p> <p><b>Investigative Support Services - inmate phone call monitoring and contraband cell phone forensic services</b> including:</p> <ul style="list-style-type: none"> <li>• Call monitoring of 5% of all NDCS inmate completed calls by Guarded Exchange professionally trained call monitoring team.</li> <li>• Emergency on demand call monitoring service in the</li> </ul>	\$0.02 per minute

<p>event of a serious facility event such as escape or security compromise</p> <ul style="list-style-type: none"> <li>• Cell phone forensic services to extract data from confiscated cell phones including: <ul style="list-style-type: none"> <li>○ Upload of relevant data to THREADS pattern analysis software</li> <li>○ Full written report of data found including texts, videos and contact lists provided to NDCS investigators</li> <li>○ Professional forensic services consultation to review and discuss data found through Guarded Exchange provided forensic services.</li> <li>○ Voice to text translation service via live listeners (up to 50 hours per week (English and Spanish))</li> </ul> </li> </ul>	
<p><b><u>Option 2:</u></b></p> <p><b>Managed Access of Contraband Cell Phones</b> including:</p> <ul style="list-style-type: none"> <li>• The installation of one facility system which combines a specially managed cellular telephone network and precisely controlled RF through a Distributed Antenna System (DAS).</li> <li>• A MAS solution capable of managing all 2G, 3G, and 4G</li> </ul>	<p>\$0.035 per minute</p>

<p>technologies and protocols used by US Wireless cellphone carriers</p> <ul style="list-style-type: none"> <li>• The ability to manage mobile devices and apply policy rules as determined by the NDCS administrators to either allow or disallow cellular telephone communications including all voice, text, and data.</li> <li>• A fully automated solution which manages all cellular telephone access 24/7-365 days a year.</li> <li>• Complete administrative control capabilities both locally and remotely. Allowing Securus to offer NDCS complete management and maintenance of the MAS with minimal NDCS resources needed for periodic site visits.</li> <li>• 24/7/365 proactive monitoring and support through the Securus Network Operations Center.</li> <li>• Total Securus managed solution requiring little or no special training, additional staff or significant commitment of time by NDCS personnel</li> </ul>	
--	--

Miscellaneous Product or Services, Description	Cost and Unit of Measure
<b>JPay Tablets</b>	JPay5mini tablet: \$69.99 per tablet
	JPay 5 7" tablet: \$129.00 per

	tablet JPay 5 10" tablet: \$299.00 per tablet		
Securus <b>SCP inmate calling</b> application	No Charge, included on each tablet		
JPay <b>Lantern LMS</b> Educational application (7" and 10" tablet only)	No Charge, included on each tablet		
JPay <b>KA Lite</b> Educational application	No Charge, included on JPay kiosk only		
<b>Email</b> application (inbound and outbound) One stamp required per email up to 5,000 characters.	Stamp Package	Price per package	Price per stamp
	15 stamps	\$4.50	\$0.30
	30 stamps	\$7.50	\$0.25
	60 stamps	\$12.00	\$0.20
<b>Communications Center</b> (previously called Grievance application)	No Charge if all other services are deployed		
<b>E-books</b>	\$0.99 to \$25.00 per book		
<b>Songs</b>	\$0.99 to \$1.95 per song		
<b>Games</b>	\$0.99 to \$25.00 per game		

<b>Video visitation</b>	\$9.95 for 30 minute session	
<b>VideoGrams</b>	4 JPay Stamps per 30 second video (stamps same prices as email application stamps above)	
<b>Money transfer services</b>	<b>Deposited via online</b>	<b>transaction fee</b>
	\$0.00-\$20.00	\$4.95
	\$20.01 to \$100	\$7.95
	\$100.01 to \$200.00	\$9.95
	\$200.01 to \$300.00	\$11.95
	<b>Deposited via phone</b>	<b>transaction fee</b>
	\$0.00-\$20.00	\$5.95
	\$20.01 to \$100	\$8.95
	\$100.01 to \$200.00	\$10.95
	\$200.01 to \$300.00	\$12.95
<b>Release card</b>	<b>Transaction Type</b>	<b>Fee</b>
	Card, Card Materials & Activation	Free
	Purchase (PIN & Signature)	\$0.70
	ATM Withdrawal	\$2.00

	<table border="1"> <tr> <td>ATM Decline</td> <td>\$0.50</td> </tr> <tr> <td>ATM Balance Inquiry</td> <td>\$0.50</td> </tr> <tr> <td>Monthly Service*</td> <td>\$0.50</td> </tr> <tr> <td>Inactivity**</td> <td>\$2.99</td> </tr> <tr> <td>Account Closure***</td> <td>\$9.95</td> </tr> <tr> <td>Customer Service</td> <td>Free</td> </tr> <tr> <td>Replacement Card</td> <td>\$5.00</td> </tr> <tr> <td>Expedited Replacement Card</td> <td>\$30.00</td> </tr> <tr> <td colspan="2">* Fee charged 30 days after activation</td> </tr> <tr> <td colspan="2">** Fee charged after 90 days of inactivity</td> </tr> <tr> <td colspan="2">***Cardholder receives balance via check or money order</td> </tr> </table>	ATM Decline	\$0.50	ATM Balance Inquiry	\$0.50	Monthly Service*	\$0.50	Inactivity**	\$2.99	Account Closure***	\$9.95	Customer Service	Free	Replacement Card	\$5.00	Expedited Replacement Card	\$30.00	* Fee charged 30 days after activation		** Fee charged after 90 days of inactivity		***Cardholder receives balance via check or money order	
ATM Decline	\$0.50																						
ATM Balance Inquiry	\$0.50																						
Monthly Service*	\$0.50																						
Inactivity**	\$2.99																						
Account Closure***	\$9.95																						
Customer Service	Free																						
Replacement Card	\$5.00																						
Expedited Replacement Card	\$30.00																						
* Fee charged 30 days after activation																							
** Fee charged after 90 days of inactivity																							
***Cardholder receives balance via check or money order																							
<p>Cellsense Plus®  <b>Contraband Detection System</b></p> <p>Including:</p> <ul style="list-style-type: none"> <li>-Cellsense Plus Detector Pole- Base with suction feet</li> <li>-Cellsense instruction manual</li> <li>- Battery charger with 3-pin DIN connector</li> </ul>	\$11,695.00 per system																						

<ul style="list-style-type: none"><li>-Hard-sided transportation case</li><li>-Four (4) year warranty</li><li>-Training</li></ul>	
---	--



# PRICING SUMMARY

## **1. PRICING SUMMARY**

This summary shall present the total fixed price to perform all of the requirements of the Request for Proposal. The bidder must include details in the Cost Proposal supporting any and all costs. These details must include, at a minimum, detailed descriptions and/or specifications of the goods and/or services to be provided, quantities, and timing and unit costs, if applicable.

**SECURUS HAS READ, UNDERSTANDS AND COMPLIES.**

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

**SECURUS HAS READ, UNDERSTANDS AND COMPLIES.**

## **2. PRICES**

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the Request for Proposal. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

**SECURUS HAS READ, UNDERSTANDS AND COMPLIES.**

Securus proposes a **Baseline Option** and optional additional per minute services. Securus offering also includes, as per Addendum Nine; Miscellaneous Products or Services offerings with cost and unit of measure indicated per bid specification.

### **BASELINE SECURUS OFFER**

<b>Securus Baseline Pricing Proposal</b>	
Per minute Call Rate:	\$0.02

### **Technology and Services Included in Baseline Offer**

<b>Technology/Service</b>	<b>Baseline Offer</b>
<b><u>THREADS</u> Investigative Software</b>	Yes
<b><u>Investigator Pro</u> PIN Check and Continuous Voice Identification along with IPRO Call Player</b>	Yes
<b><u>Location Based Services (LBS)</u> To Identify Location of Cellular Phone Being Called by the Inmate</b>	Yes
<b><u>ICER</u> - Detection of Inmate to Inmate Communication</b>	Yes
<b><u>Automated Information Service (AIS)</u> IVR</b>	Yes - 2 sites (DHH sites)
<b><u>Two full time support personnel</u> - located on-site in Lincoln</b>	Yes
<b><u>Word Spotting</u> Investigative Tool</b>	Yes

## Detailed Description of the **BASELINE** OFFER included items:

- A five year contract with an option to renew for up to three additional one year periods.
- Transition and implementation of the fully hosted, centralized Secure Call Platform (SCP) with the following:

Products/Services INCLUDED	VALUE DESCRIPTION
<b>341 telephones at 12 DOC locations, plus 27 additional phones and 37 ruggedized outdoor phones identified in Addendum 8.</b>	Additionally, 23 roll carts with phones, 3 TDD phones, 5 cordless phones and one spare phone.
<b>Securus Private MPLS network</b>	To securely process and complete all inmate calls.
<b>Network Access Services</b>	Procurement, installation and maintenance of all local facilities required to connect NDCS inmate calls to the Securus private MPLS network.
<b>1 year of secure online offender telephone call recording storage</b>	With the ability to extend the term of storage with all calls stored at the Securus redundant Data Center.
<b>Real-time, "Anywhere Access" to SCP</b>	Web-based administrative and investigative tools with secure user authentication.
<b>Securus' exclusive <u>THREADS</u> data analytics investigative platform</b>	A data repository and analysis tool to generate focused, more productive investigative leads and create greater investigative efficiencies for your staff.
<b><u>Securus' exclusive Automated Information System (AIS) platform</u></b>	At both DHH facilities– a revolutionary IVR efficiency tool which allows your staff to focus on Their duties without interruption to answer constituent or offender questions.
<b><u>Offender Inter Communications Evaluation and Reporting (ICER)</u></b>	Identifies and reports when an inmate is speaking to another inmate on the Securus SCP platform. ICER will identify inmates speaking to each other from within a facility,

Products/Services INCLUDED	VALUE DESCRIPTION
	between facilities and even between other Securus SCP facilities in other locations or other states. Investigators get an email notification and can run reports of inmate to inmate communication.
<b>Securus exclusive <u>ONSITE Investigative Services Assistant and PIN/PAN Management Administrator</u></b>	Located in Lincoln Nebraska, <b>the Administrator</b> will provide the required onsite PIN/PAN management assistance and will be responsible for maintaining inmate calling accounts. The Administrator will also assist investigators in using the THREADS data analytical tool, help train investigators, run reports and ensure that the NDCS investigative resources are taking advantage of the THREADS pattern analysis software tool.
<b>Securus <u>dedicated Service Technician</u></b>	Located in Lincoln Nebraska, the dedicated Service Technician will provide on demand and proactive maintenance and service to all NDSC facilities. Including, but not limited to, phone, cord, wiring, network and hardware maintenance.
<b>Securus' exclusive <u>Wireless Call Indicator</u></b>	That will immediately flag any call an inmate makes to a wireless phone and provide a graphic indicator in SCP so investigators can immediately identify calls to wireless numbers compared to land lines. Investigators can also run reports of only wireless calls.
<b>Securus exclusive <u>Remote Call Forwarding Detection (RCFD) feature</u></b>	During call set up, the RCFD feature immediately identifies calls that are made by inmates that have been remotely call forwarded to a third number. This is an exclusive security technology only available from Securus.
<b>Securus' <u>Partner Advantage</u></b>	That will provide the NDCS with unique leveraging opportunities from Securus owned companies such as JPay (NASPO

Products/Services INCLUDED	VALUE DESCRIPTION
	Contract), STOP (current monitoring contract) and Archonix (EMR software).
<b>Securus Inmate Debit calling</b>	Offender-owned phone accounts that allow offenders to fund own phone calls. Because the calls are funded by the offender, there is no cost to the called party. This capability increases communications with family on the outside without any sacrifice of call controls or security.
<b>Securus Investigator Pro (IPRO) Call Player and Continuous Voice Identification (CVI) Technology</b>	Will provide NDCS investigators with the industry's most powerful and efficient call player to listen to and locate suspicious calls. In addition, Investigator Pro inmate biometric will identify offender voices during the entire call, and identify multiple callers after the initial PIN approval has been established at the start of the call. Securus will provide the Nebraska DOC with a voice biometric layer of security in which all inmates are automatically identified during a post call review of each call and at the same time investigators receive incremental reporting of a suspected three-way event.
<b>Securus Location Based Service (LBS) for Inmate Calls to Cellular Telephones</b>	The ability to identify the location of cell phones on demand or when called by an inmate; the ability to receive alerts when an inmate calls a pre-specified cell phone or receive an alert when the location of a called party cell phone enters into a predetermined geographic zone (GEO Zone). Location Based Services is a feature within SCP whereby authorized users are able to determine the real time location of a cell phone as well as the location of the cell phone when the call was accepted and the location of the cell phone when the call ended. LBS is an integrated feature within the SCP system.
<b>Securus Word Spotting</b>	An investigative tool that automatically finds specified keywords and short phrases within

Products/Services INCLUDED	VALUE DESCRIPTION
	inmate conversations. This technology not only speeds up investigations and reduces labor demands, but also increases investigative capabilities.

Securus' baseline offer is intended to be fully compliant with all RFP requirements, including amendments, and at the same time offers the NDCS additional technology and services that we believe are critical needs identified during our site visits and fact finding.

Additionally, the Securus proposal will result in substantially lower costs to the family and friends of NDCS inmates because:

1. The Securus calling rates proposed are lower than your current rates. The Securus proposal offers a simple per minute rate for all calls. Easy to understand, easy to calculate and easy to remember.
2. Securus will be providing the widest array of funding options available in the market today which will give family and friend's the most funding options possible. In addition, funding options are convenient and easily accessible and include mobile applications functionality and options to fund accounts with no fee.
3. Securus will provide fast and easy transition of prepaid account funding from your current provider to the Securus SCP calling platform. **Securus has extensive experience in moving family and friends from GTL prepaid accounts to Securus prepaid accounts as we have recently transitioned thousands of such accounts from GTL to Securus in the States of Pennsylvania, Arkansas, Connecticut, Missouri and Louisiana.**
4. The Securus proposal eliminates all additional fees and does not include charges for bill statements or other supplemental revenue options. Family and friends will not have to pay additional costs or fees.
5. Debit purchase transactions will be immediately exchanged with Securus through the Secure File Transfer Protocol (SFTP). Securus will fully and completely integrate all transactions into our SCP immediately to ensure accurate and timely availability of funds. Securus has the experience of successfully transacting balance transfers from GTL when taking over GTL accounts and will guarantee timely availability of debit calling funds as defined in Section III.D.4.

## Detailed Description of the **Optional** Product and Services OFFERS:

Securus understands the challenges that Corrections and Law Enforcement professionals face each and every day. We are committed to providing solutions that will assist the State of Nebraska in delivering on its guiding principles of safety and security for the public, the Agency staff and the offenders in your care.

Securus' goal for our response to this RFP is to provide the State of Nebraska with some of the lowest calling rates in the industry, while also providing options to increase the technologies available to your Offenders, Administrative and Investigative staff. Over the course of the five years of this agreement, your technology requirements will evolve and you will require a partner that can provide new technologies as you need them.

The Securus optional capabilities menu below does not represent the full Securus catalog of capabilities, but rather a selection of various Options carefully chosen to bring added value specifically to the State of Nebraska. Each of these Options includes a brief description of the proposed technology.

### A. **Securus OPTIONAL Services For Additional Price Per Minute**

Each Securus' Optional Services Offer, at an additional per minute rate for each, **will provide the Nebraska Department of Corrections with all of the technology and solutions included in our baseline option** plus we will provide the following additional technologies depending on which option or options the NDCS selects:

1. **Option 1 - Securus/Guarded Exchange call monitoring and contraband cell phone data extraction** and forensic services that includes:
  - a. Professional call monitoring by certified call monitors of up to 5% of all NDCS completed calls
  - b. Identification of "actionable intelligence" from calls monitored that is consistent in content and in line with NDCS investigative priorities.
  - c. Direct upload of all relative investigative intelligence to the Securus provided THREADS pattern analysis software for the purpose of identifying further patterns of suspected illicit activity and connecting call monitoring data to existing THREADS intelligence.
  - d. On demand cell phone data extraction via certified UFED or Cellebrite cell data extraction technician and upload of related data into THREADS. Comprehensive written report of data and findings provided to NDCS Investigators. Chain of Custody contraband cell phone transport process to Guarded Exchange laboratories via noncompromising packaging and

return of cell phone and data extraction report to NDCS investigators included.

- e. Voice to text translation of recorded inmate calls by live, trained operators; limited to maximum of 50 hours per week (English and Spanish).

2. **Option 2 - Securus Managed Access Service - Contraband Cell Phone and Management Solution** will provide the NDCS with the ability to address the challenge of illicit contraband cell phones in NDCS prisons. Securus Managed Access Service (MAS) is a combination of a uniquely managed cellular telephone system network and a tightly controlled Distributed Antenna System (DAS). Securus MAS is capable of 2G, 3G, and 4G technologies and protocols used by all U.S. Wireless cell phone carriers. Securus MAS allows corrections facility representatives to effectively manage contraband cell phones without impacting legitimate wireless communications within the designated areas of the prison.

The MAS system being proposed to NDCS is the same system that Securus has installed at three Georgia Department of Correction facilities and at three Florida Department of Corrections facilities (currently being installed).

The Optional MAS offering is for one NDSC correctional facility that Securus will design and configure, specifically for the facility in which it is installed. The core components remain the same, but each facility implementation is unique based upon the multiple factors such as facility size, design and proximity to general public areas and as a result will require comprehensive site planning for the site selected.

Securus' service offering will provide the NDCS with a complete design, management and implementation of the system as well as the continued upgrade, operation and maintenance of the system throughout the life of the contract.

## **Family and Friends Services**

Securus offers prepaid accounts across the country in every state in which we operate. The Securus proposal includes prepaid calling as a calling option and as per RFP requirements will be considered debit accounts and will be subject to the debit calling rate.

Prepaid calling, which we call Advance Connect, allows family and friends members to set up an account with Securus by calling our 24x7x365 customer care center and provide a method payment used to pay for calls from inmates to their specific number.

This calling method eliminates the post-paid collect call to the family or friend, can be budgeted, is easy to set up and ensure that the inmate will have the ability to call that specific number as long as the account is funded. Securus systems will be able to

automatically calculate the cost of the prepaid call, check the available balance in the account, and process the call; all in seconds before the call is completed.

Our systems will then make the proper billing adjustments to the account and will automatically notify the family or friend member when the balance falls below a predetermined amount. **Securus will charge a fee to cover the cost of accepting credit card payments from inmate families however, that fee will not exceed 5% of the total transaction.**

## B. Securus Optional Services At Additional Unit of Measure Cost

**"Motility": Capable of moving spontaneously**

### **Securus Motility and Educational Services Proposal for the Nebraska DOC**

**Proposed Hardware:** Securus proposes to make available as an optional offering, JPay JP5 tablets at all Nebraska DOC Sites identified in RFP 5289 Z1 under a scheduled deployment plan to be approved by the Nebraska DOC and based upon inmate tablet demand after availability announcement. Securus will be prepared to begin deployment upon notice of award by the NDCS and will proceed with deployment as directed by the NDCS.

JP5 Tablets are delivering the next evolution in inmate education, media, communications and entertainment. Designed to work in conjunction with the JPay inmate kiosk and the Securus SCP inmate calling platform, these secure, corrections-hardened tablets provide agencies with an infinite degree of control over content and authorized use. JP5s are optimized for educational content – opening up worlds of learning opportunities –as well as high-adoption communication and media services like email, music downloads and photo viewing.

**Proposed Network:** The JP5 family of tablets features the power of wireless technology. Instead of using a kiosk as a syncing point, the JP5 series can communicate with JPay servers through secure wireless access points. This effectively turns every tablet into a handheld kiosk that can send email, download media, order commissary, and send instant messages. The secure wireless capability can be completely disabled at the factory before delivery if the DOC prefers.

This new generation of tablets also brings enhanced security. A constant connection to JPay's servers enables real-time monitoring of a device's status. For example, DOC staff can trace a device to the nearest access point to aid in locating. DOC staff can instantly lock and/or wipe devices remotely in the event of theft or other necessity. The operating system software is a highly modified version of the

Android OS and has been revised at the kernel level to address the extreme security measures needed for operating in a corrections environment. The device drivers can only access JPay-validated access points, and cannot communicate with other Wi-Fi networks or devices.

**Proposed Content:** Securus' JPay JP5 Mini tablets will be configured with the following content:

1. **Educational:**

- a. **JPay Lantern:** JPay's Lantern is a comprehensive, technology-driven education program designed to increase education opportunities in prisons to help reduce recidivism. Instructors upload educational content onto the secure, Canvas-based Learning Management System (LMS), which is made accessible to inmates directly via JPay's inmate kiosks and the prison-grade JP5 family of tablets.
- b. **JPay KA Lite:** KA Lite is open-source offline software developed by Learning Equality that provides access to educational content from Khan Academy®. Customized and secured for the corrections environment, inmates can download free educational videos from the kiosk to their JP5 tablets and view them at their leisure, increasing their knowledge base or augmenting their studies through self-guided learning.

2. **Communications:**

- a. **SCP Inmate Phone Calling:** Each tablet to allow inmates to use the proposed Securus inmate phone calling functionality. Functionality will include full recording and monitoring, PIN restrictions and features of SCP.
- b. **JPay VideoGram:** VideoGrams are 30-second video clips exchanged between inmates and their loved ones. Optimized for mobile use, JPay's VideoGram service lets friends and families use their smartphones to capture and share special, unplanned moments with their incarcerated loved ones, while agencies retain the ability to screen and control all content.

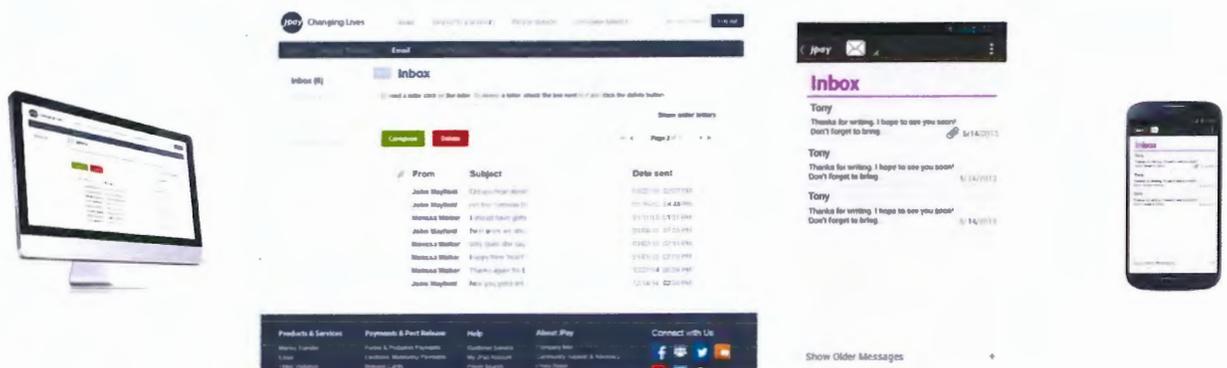
### 3. **E-books:**

Inmates purchase eBooks from the inmate kiosk and download them to their JPay Tablet. The eBook library includes more than 49,000 books from large and independent publishers in genres including classics, educational material, history and religious study.

4. **E-Mail:** The most widely used email system in corrections is also the most feature-rich. Agencies enjoy an unprecedented degree of control over inbound and outbound correspondence. Users appreciate its intuitive, mainstream interface and features like photo attachments and eCards. In 2004, JPay began offering our email product, to state prison clients and has since expanded this system to 18 state Departments of Corrections across the country. Hundreds of thousands of users have sent and received tens of millions of emails, photo and video attachments, and eCard greetings.

Figure 1

*View your inbox on JPay.com or on your smartphone*



Family and friends access this service online at JPay.com and from our iPhone and Android mobile apps. Family and friends must initiate a conversation in order for an inmate to respond. This opt-in system prevents unwanted inmate contact. Inmates access their email via the kiosk in their housing unit and from their mini tablet, if they have one. Once a message is received, the inmate can respond or compose a message to that contact. The inmate's response is then available on the customer's smartphone app or at JPay.com. Customers can delete inmate contacts at any time to prevent future correspondence.

All messages are paid for with virtual stamps, which are available in bundles. Stamp purchasing is simple and never interferes with composing and sending of email messages.

Another feature JPay offers is free transferal of stamps between customers and inmates. In addition, a customer can pay for the inmate's reply when drafting an email so the inmate can respond whether he has stamps in his account or not.

**With JPay's email system in place, facility staff no longer need to expend valuable man-hours examining letters for inappropriate content or contraband.** Valuable staff resources can now be redirected to more urgent issues, as computer systems take over the task of analyzing incoming and outgoing correspondence. Facility staff can still screen and approve all messages before release to the recipient. Over the years, this system has been instrumental in a handful of recaptures, stopped many messages that were STG threat-related, deciphered many encoded messages and much more.

- **Stamps**

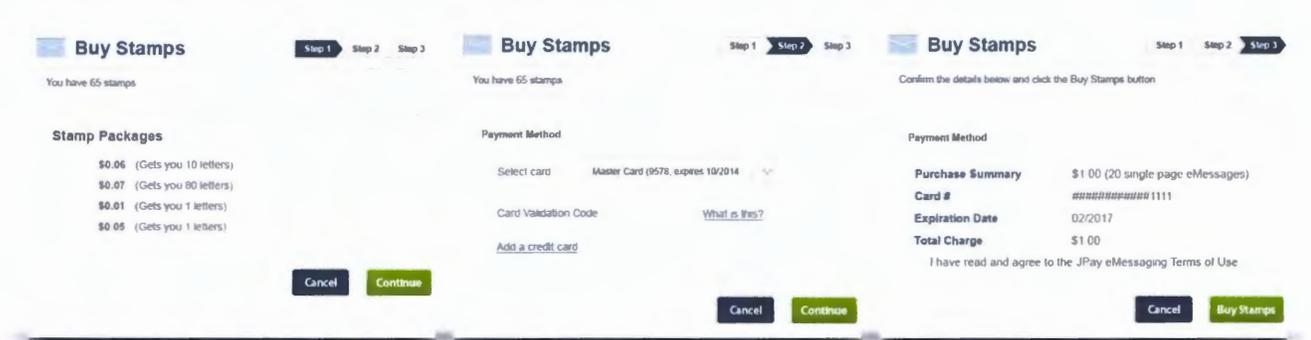
Customers and inmates buy and use virtual stamps to send emails, attachments, VideoGrams and eCards through our service. Customers purchase stamps on our web site and on their mobile device using a credit/debit card. Inmates purchase stamps via the inmate kiosk using their trust account or JPay Media Account.

**A one-page email (about 5,000 characters) costs one stamp.** Longer messages require additional stamps and customers are asked to confirm extra stamp expenditure before sending the email. Each added recipient also adds one stamp to the cost.

- **Buying stamps on JPay.com**

To purchase stamps on the web, the user simply selects a stamp package to purchase from the Stamps section in the user menu as shown below. The user can choose from three bundles when purchasing stamps, depending on their anticipated usage. The more stamps purchased, the lower the per stamp cost. As soon as the transaction is completed, the customer can begin sending emails. Please see figure 2 below.

Figure 2



- **Buying Stamps via the App**

Just like the website, the customer must have stamps in order to send email from the app. To buy stamps, the customer chooses a stamp package, selects and confirms the payment method and taps "Purchase."

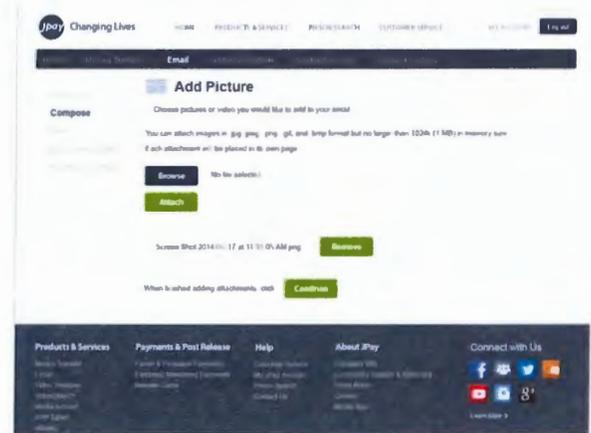
- **Photo Album**

Customers can attach photos to their emails as shown below. Inmates can view the photos on the kiosk and download them to their tablets. The photo viewer on the tablet allows inmates to manage a digital photo album of hundreds of photos. From the kiosk, inmates can also submit a request to the facility for a printout of a photo attachment, enabling them to have a physical copy of the attachment if the DOC approves. This is also a way to service the population that does not yet have a tablet. Please see figure 3 below.

Figure 3



### *Attach a photo to your email*



#### 5. Communications Center (Grievances):

JPay's robust grievance system offers inmates the ability to submit a grievance and manage the process from the inmate kiosk. The grievance is sent to the appropriate party for review and response. The inmate receives a response electronically as well.

#### 6. Games:

JPay's full-featured game store lets inmates purchase, download and play exciting, engaging games on their JP5 tablets. In addition to the free games that come pre-installed on each tablet (at the DOC's discretion), JPay offers an ever-growing selection of educational and recreational games, specifically tailored to (and appropriate for) the corrections environment. The game store gives inmates a variety of options to pass the time, while keeping them engaged in mentally stimulating pursuits.

## Additional Ancillary Securus Services Proposed

1. **JPay Inmate Kiosks :** At the core of JPay's inmate services is the JPay Inmate Kiosk as shown in Figure 4 below. The JPay kiosk is the most time-tested, inmate-proof, multi-tasking kiosk to ever enter a prison space. Inmates use this kiosk to download music, draft and send email and eCards, attend video visitation sessions, log into their JPay account, and send grievances to facility staff.

Figure 4

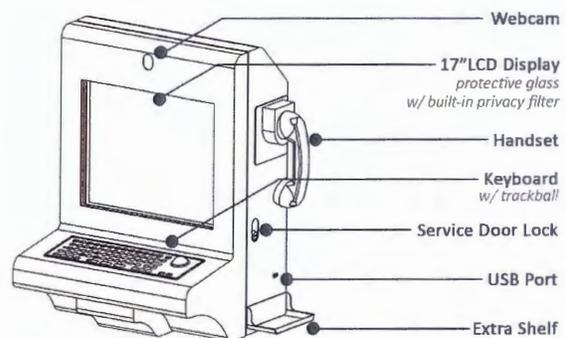


Figure 5

The kiosk incorporates a standard-sized keyboard, trackball mouse and wrist rest space. See Figure 5 for an inmate kiosk schematic. It can be wall-mounted or tabletop-mounted depending on the environment. In addition, it can be mounted high for standing users or low for seated usage.

The keyboard and trackball are resistant to liquid, dust and debris. The keyboard is integrated into a sealed metal base so that its components are spill-proof. The kiosk is also designed so that spilled liquids flow away from important componentry if they do somehow reach the inside of the kiosk.

Inmate Kiosk Schematic



JPay kiosks use heavy duty security locks that can only be opened with security keys. JPay gives one set of keys to the facility manager when the kiosks are turned on. In addition, JPay keeps a set of keys for its technicians.

Parts can only be removed from a kiosk by a technician. Kiosks are vandal-proof and are treated well because they provide a valuable service to the inmate population.

Kiosks have smooth stainless steel surfaces with no sharp edges. If cleaning is necessary, kiosks are easily wiped down since all exterior parts are water-resistant, including the keyboard and handset. JPay technicians can quickly open the enclosure and swap components. Components are designed and fastened so that the technician can quickly detect a problem and replace a particular component, most of them, or all of them if necessary.

**JPay Inmate Kiosks will be configured with the following capabilities:**

**a. Inmate Grievance:**

JPay's robust grievance system offers inmates the ability to submit a grievance and manage the process from the inmate kiosk. The grievance is sent to the appropriate party for review and response. The inmate receives a response electronically as well.

**b. Inmate video visitation:**

Video Visitation provides an additional channel for inmates to maintain beneficial contact with their support systems in the outside community while giving agencies the control and security they require. The platform can supplement traditional visitation without the risk or labor cost of in-person visits.

**2. Lobby Kiosks:**

JPay installs and maintains its lobby kiosk network in prison and county jail visitation rooms across the country. These kiosks allow friends and family who are visiting a facility to deposit funds directly to an inmate's trust fund account. JPay provides complete support, including cash collections and custodial service, throughout the life of each contract. JPay provides all labor, parts, materials, and transportation to maintain all kiosks in working order and in compliance with the equipment manufacturer's specifications, at no cost to the DOC.

JPay designed each kiosk screen with ease of use. The screens and their flow are simple- transactions do not take more than two minutes and the customer leaves the machine with a receipt confirming that their payment is complete.

### 3. Money Transfer Services:

JPay offers friends and family of incarcerated loved ones a wide variety of ways to make inmate payments, as outlined below.

#### A. Web Site Payments

Customers can use JPay's robust website, JPay.com, to quickly and easily make a one-time or recurring deposit to an inmate's trust account.

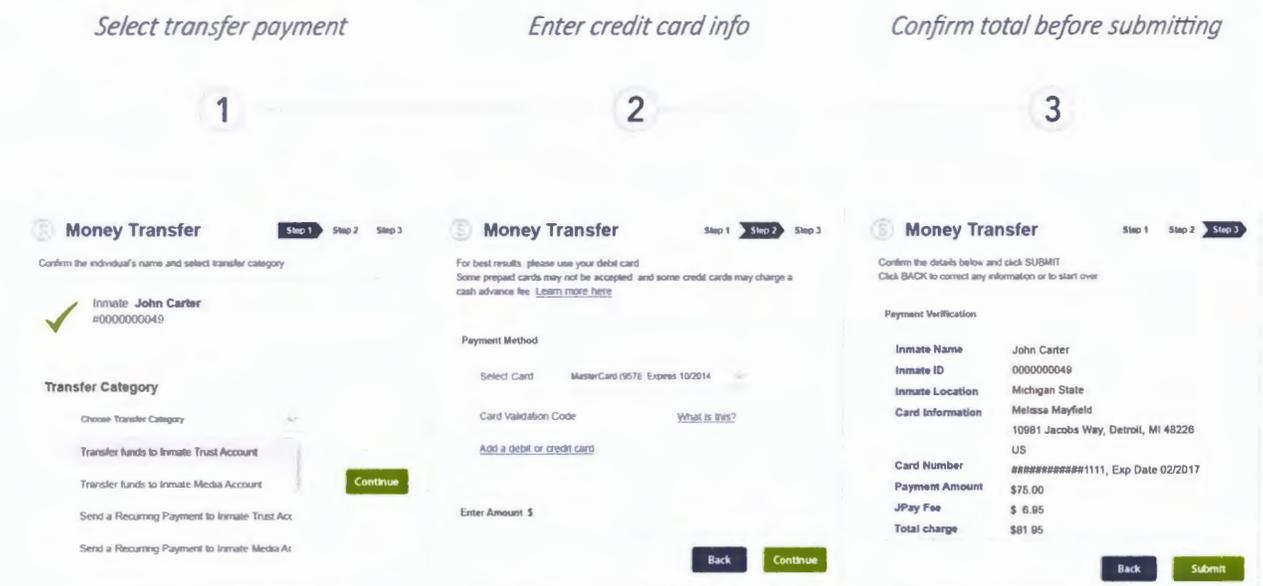
- **Inmate Search & Registration**

Customers begin by searching for their inmate on the JPay.com web site. If the inmate ID number is not entered correctly and/or no exact match is found, the system displays a list of similar inmate names/ID numbers from which the customer can select. Once the correct inmate is selected, the system prompts the customer to set up a free account using just an email address, password and security question.

- **Making a Deposit**

Once registered, the customer can make a deposit. New customers provide a Visa or MasterCard branded credit or debit card, while returning customers can select a previously-used card from a drop-down box as shown in figure 6 below.

Figure 6



- **Receipt**

Once the payment is submitted, the website displays a confirmation of the transaction. The system also emails a receipt to the customer's email address.

- **Recurring Deposits**

JPay provides a convenient option for senders who want to send the same amount every month. The recurring payments feature gives the customer the ability to set up monthly, biweekly or weekly deposits. The customer simply sets the schedule and the system processes the deposit on the designated date.

- **Transaction History**

Customers can easily retrieve their transaction history on any interface they are using, whether it is our web site, mobile app or Interactive Voice Response (IVR) system. The system provides detailed statements for each transaction.

- **Profile Management**

Customers can manage their JPay account at any time. They can:

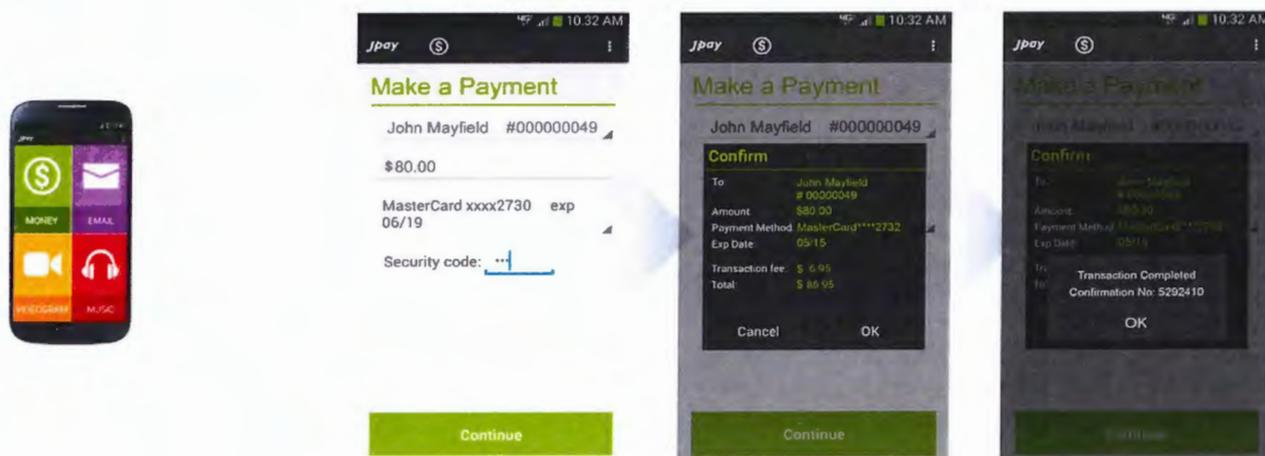
- Update their email address and password
- Add or remove an inmate from their account
- Update their credit card information
- Add or delete an existing credit card
- Sign up for email notifications
- Contact JPay for support

## **B. Mobile**

Almost half of our customer base now accesses JPay from a mobile device. JPay's mobile app enables customers to make a deposit, check deposit status, and manage their JPay account. See Figure 7 below. The app is available for Android smartphones from the Google Play store and for iPhones from the Apple App store.

Figure 7

*Send money to an inmate on your smartphone*



- **Registration & Inmate Search**

To begin, the user sets up a free account using an email address and password. The user then locates and confirms the inmate name and ID. If the ID is not found, the system searches for and displays similar inmate names/ID numbers to choose from.

- **Making a Deposit**

The user then selects an inmate and enters the deposit amount. The app prompts the user to enter the credit/debit card information, or if a card is already on file, just the card's CVV code. The app displays the transaction before processing.

- **Receipt**

Once the deposit is submitted, the app displays a confirmation of the transaction and emails a transaction receipt to the address on file.

- **Transaction History**

Just as with any other interface, the mobile app can display detailed information about each transaction.

- **Profile Management**

Mobile users can manage their JPay account via the app by clicking on the "Settings" menu, where they can:

- Update their email address
- Reset their password
- Update their credit card information

- Add or delete a credit card
- Sign up for notifications
- Access JPay's FAQs

### C. Phone Payments (IVR & Live Agent)

JPay operates a fully staffed call center 24 hours a day, 7 days a week, every day of the year, see Figure 8 below. Analysis of customer calling patterns ensures optimal staffing levels, and in case of an unexpected spike in call volume, JPay uses cloud-based IVR technology to provide customers with self-service options when attempting to make credit card transactions.

Figure 8



#### ▪ Interactive Voice Response (IVR) System

With JPay's IVR, customers can use numeric entry from their telephone keypads to make payments and check payment status. The IVR system:

- Handles periods of extreme call volume
- Prioritizes customers so urgent calls are handled quickly
- Enables existing customers to make credit/debit card payments quickly and easily without having to wait for an agent
- Provides customers a way to check the status of recent payments

### D. Walk-in (MoneyGram Deposit Services)

JPay is the sole provider of MoneyGram deposit services for corrections, and MoneyGram is one of the largest cash payment agent networks in the world (over 37,000 nationwide). JPay is integrated into the MoneyGram Point of Sale network and has mechanisms to verify payment information at the checkout line, in real time. At each MoneyGram point of sale, JPay validates:

- Inmate name
- Inmate number
- Inmate location
- Sender name

### **Express Payment Form**

There are multiple methods of making a JPay deposit at a MoneyGram location. It typically depends on the store. For example, at Walmart, customers visit the financial services center to fill out a blue Express Payment form and bring it to the counter to pay.

### **E. Lock Box**

At no cost to the DOC or the customer, JPay collects and process all money orders, bank and cashier's checks through our secure, in-house lock box service. Customers send money orders to a PO Box designated for each DOC. When JPay is the exclusive provider of lock box services, payment data from every collection channel is available on JPay's online reporting system, giving the DOC transparency over all payments as well as ad-hoc investigative reporting capabilities.

JPay collects and processes money order payments for the state prison systems in the following states:

- Florida
- Illinois
- Indiana
- Louisiana
- Michigan
- New Jersey
- North Carolina
- Ohio
- Pennsylvania
- South Carolina
- Tennessee
- Virginia

### **Offender Verification**

The JPay process of posting lock box payments requires the user to complete and submit a deposit slip. Our software reads and verifies all scanned items to ensure the information on the slip matches the payment information.

The offender information (name and ID) are verified against the daily list of offenders that JPay receives from each DOC. Lock box payments are included in the daily payment file JPay sends to the DOC for automatic posting to offender accounts.

### **Delivery Timing**

JPay's relationships in the banking industry enable JPay to perfect the cash settlement process for lock box processing. JPay's money order processing equipment ensures corrections-friendly lock box operation. JPay processes lockbox payments in a shorter timeframe and with fewer incidents of fraud than most state correction agencies. JPay normally deposits all money orders, bank and cashier's checks within two business days of receipt.

#### **4. Release Cards:**

No other corrections-grade debit card program in the country rivals our record for successful implementations. This prepaid MasterCard branded debit card affords agencies a low- or no-cost alternative to handling cash or checks while helping inmates transition to post-release life.

- Can be used anywhere MasterCardR is accepted
- Provides immediate access to remaining trust account balance and/or gate money
- Helps released offenders reintegrate, establish credit history, and gain money management skills
- No special software or hardware required to load or activate card
- Staff never sees 16-digit card number
- Eliminates check writing and fraud while reducing agency's need for cash-on-hand
- Full agency control of card funding, activation, and program management
- Post-release servicing provided by JPay's 24/7/365 customer care center or online
- Card is reloadable and can be managed via an online portal

#### **5. JPay inmate kiosk video visitation:**

Video Visitation provides an additional channel for inmates to maintain beneficial contact with their support systems in the outside community while giving agencies the control and security they require. The platform can supplement traditional visitation without the risk or labor cost of in-person visits.

## **6. Metrasens Cellsense Contraband Cell Detection System:**

Cellsense detects all cell phones, on or off, with or without batteries, concealed on or within body cavities. Because Cellsense detects only moving objects, it is optimized for cellular phone detection. Cell phones are increasingly manufactured with reduced metal content, making detection using conventional metal detectors less certain. Cell phones do however contain ferromagnetic components that Cellsense readily detects.

**(Additional Services Proposed Cont.)**

**Securus Miscellaneous Products and Services Proposed Cost and Unit of Measure**

<b>Miscellaneous Product or Services, Description</b>	<b>Cost and Unit of Measure</b>		
JPay <b>Mini Tablets</b> (number)	JPay 5 Mini tablet: \$69.99 per tablet JPay 5 7" tablet: \$129.00 per tablet JPay 5 10" tablet: \$299.00 per tablet		
Securus SCP <b>inmate calling</b> application	No Charge, included on each tablet		
JPay <b>Lantern LMS Educational</b> application (7" and 10" tablet only)	No Charge, included on each tablet		
JPay <b>KA Lite</b> Educational application	No Charge, included on JPay kiosk only		
<b>Email</b> application (inbound and outbound) One stamp required per email up to 5,000 characters.	Stamp Package	Price per package	Price per stamp
	15 stamps	\$4.50	\$0.30
	30 stamps	\$7.50	\$0.25
	60 stamps	\$12.00	\$0.20
<b>Communications Center</b> (previously called Grievance application)	No Charge if all other services are deployed		
<b>E-books</b>	\$0.99 to \$25.00 per book		
<b>Songs</b>	\$0.99 to \$1.95 per song		
<b>Games</b>	\$0.99 to \$25.00 per game		
<b>Video visitation</b>	\$9.95 for 30 minute session		
<b>VideoGrams</b>	4 JPay Stamps per 30 second video (stamps same prices as email application stamps above)		
<b>Money transfer</b> services	Deposited online	via	One time transaction fee
	\$0.00-\$20.00		\$4.95
	\$20.01 to \$100		\$7.95
	\$100.01 to \$200.00		\$9.95
	\$200.01 to \$300.00		\$11.95

	<table border="1"> <tr> <td>Deposited via phone</td> <td>One time transaction fee</td> </tr> <tr> <td>\$0.00-\$20.00</td> <td>\$5.95</td> </tr> <tr> <td>\$20.01 to \$100</td> <td>\$8.95</td> </tr> <tr> <td>\$100.01 to \$200.00</td> <td>\$10.95</td> </tr> <tr> <td>\$200.01 to \$300.00</td> <td>\$12.95</td> </tr> </table>	Deposited via phone	One time transaction fee	\$0.00-\$20.00	\$5.95	\$20.01 to \$100	\$8.95	\$100.01 to \$200.00	\$10.95	\$200.01 to \$300.00	\$12.95														
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<b>Release card</b>	<table border="1"> <thead> <tr> <th>Transaction Type</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>Card, Card Materials &amp; Activation</td> <td>Free</td> </tr> <tr> <td>Purchase (PIN &amp; Signature)</td> <td>\$0.70</td> </tr> <tr> <td>ATM Withdrawal</td> <td>\$2.00</td> </tr> <tr> <td>ATM Decline</td> <td>\$0.50</td> </tr> <tr> <td>ATM Balance Inquiry</td> <td>\$0.50</td> </tr> <tr> <td>Monthly Service*</td> <td>\$0.50</td> </tr> <tr> <td>Inactivity**</td> <td>\$2.99</td> </tr> <tr> <td>Account Closure***</td> <td>\$9.95</td> </tr> <tr> <td>Customer Service</td> <td>Free</td> </tr> <tr> <td>Replacement Card</td> <td>\$5.00</td> </tr> <tr> <td>Expedited Replacement Card</td> <td>\$30.00</td> </tr> </tbody> </table> <p>*Fee charged 30 days after activation</p> <p>**Fee charged after 90 days of inactivity</p> <p>***Cardholder receives balance via check or money order</p>	Transaction Type	Fee	Card, Card Materials & Activation	Free	Purchase (PIN & Signature)	\$0.70	ATM Withdrawal	\$2.00	ATM Decline	\$0.50	ATM Balance Inquiry	\$0.50	Monthly Service*	\$0.50	Inactivity**	\$2.99	Account Closure***	\$9.95	Customer Service	Free	Replacement Card	\$5.00	Expedited Replacement Card	\$30.00
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Customer Service	Free																								
Replacement Card	\$5.00																								
Expedited Replacement Card	\$30.00																								
<b>Cellsense Plus® Contraband Detection System</b> Including:	\$11,695.00 per system																								

<ul style="list-style-type: none"><li>- Cellsense Plus Detector Pole</li><li>- Base with suction feet</li><li>- Cellsense instruction manual</li><li>- Battery charger with 3-pin DIN connector</li><li>- Hard-sided transportation case</li><li>- Four (4) year warranty</li></ul>	
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# JPay Product Information

**Jpay** Stay connected.

About JPay – A Securus Technologies Company

## Making the corrections process easier

JPay is an innovative technology company that provides cutting-edge solutions to corrections agencies nationwide. As a pioneer in corrections technology, JPay has introduced several first-of-their-kind services to the industry, including electronic payments, email, VideoGrams and corrections-grade tablets.

The company's mission is to educate and rehabilitate inmates to reduce recidivism. As such, JPay works closely with agencies to help increase efficiencies and provide technologies that improve safety. JPay continues to be the preferred choice for correctional agencies, serving more than 1.9 million inmates and released offenders in 34 states.



### Featured Products/Services

- Money Transfer — The widest variety of payment channels in the industry
- Email — The industry's first email platform is still the most feature-rich
- Video Visitation — Web-based platform for face-to-face interaction
- VideoGram — Mobile-based video clip exchange
- JP5 family of tablets — The most advanced corrections-grade tablets available
- JPay's Lantern — Comprehensive education platform featuring Canvas-based LMS
- KA Lite — Making thousands of educational videos available through an offline infrastructure

### Agency Advantages

- Tailored service and solutions
- In-house customer support 24/7/365
- Comprehensive intelligence and analysis
- High-adoption products and services
- Emphasis on security – proprietary software and secure networks
- Fully licensed money transmitter in all 50 states

### Key Facts

- Founded in 2002
- Headquartered in South Florida
- Presence in 34 states
- Overall footprint of 1.9 million inmates/offenders
- 250+ employees
- Better Business Bureau A+ Rating

Find out why JPay is the trusted leader in corrections technology

[www.JPay.com](http://www.JPay.com) | [sales@JPay.com](mailto:sales@JPay.com) | 954.862.6916

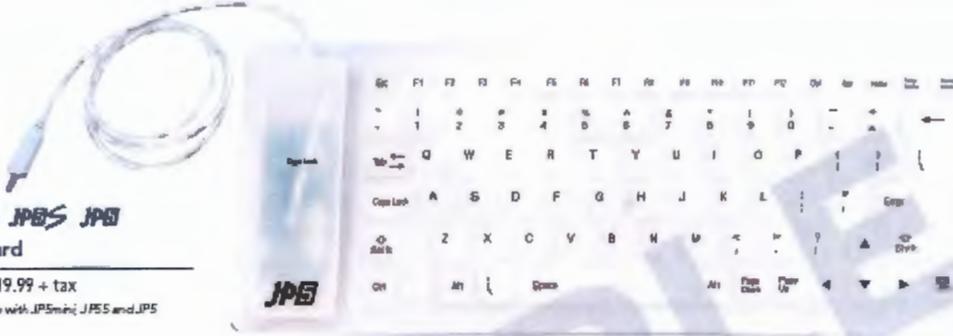
**Jpay**



# Accessories

Legend: **JP4** 4.3" Tablet   **JP5mini** 4.3" Tablet   **JP5S** 7" Tablet   **JP5** 10" Tablet

Sample Pricing Only.



**JP5mini JP5S JP5**  
**Keyboard**

MSRP: \$19.99 + tax  
Compatible with JP5mini, JP5S and JP5

**JP4 JP5mini**  
**Translucent Clear Armband**

MSRP: \$6.99 + tax

Includes strap & clear case

Compatible JP4 and JP5mini

Lithium or Alkaline versions available




**Gummy Earbuds**

MSRP: \$15.00 + tax

**JP5S JP5**  
**Power Adaptor**

MSRP: \$15.99 + tax  
Compatible with JP5 and JP5S

**JP4 JP5mini**  
**Power Adaptor**

MSRP: \$15.99 + tax  
Includes USB cable  
Compatible with JP4 and JP5mini

**JP4 JP5mini JP5S JP5**  
**USB Cable**

MSRP: \$3.99 + tax  
Compatible with JP4, JP5mini, JP5S and JP5




**Over-the-Ear Headphones**

MSRP: \$30.00 + tax

See why JPay's Accessories are the right fit for your agency

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## End-to-end financial services for jails

With booking and lobby kiosks, an industry-leading money transfer platform, and release cards, JPay creates a cashless system for your jail from intake to release.

### Payment Channels

- ✓ JPay.com with credit or debit card
- ✓ JPay Mobile App for Android & iPhone
- ✓ 24/7/365 call center with credit or debit card
- ✓ In-person with cash at MoneyGram locations
- ✓ Lobby & Booking Kiosks with no-cost installation and maintenance
- ✓ Money Orders processed through secure money order lockbox



### Booking Kiosk Features

- ✓ Low- or no-cost installation and maintenance
- ✓ Dual bill acceptor/bulk coin collector
- ✓ Two receipts printed
- ✓ Decreases staff workload and eliminates theft
- ✓ Cash pickups by bonded courier handled by JPay
- ✓ No cost email alerts to family are available

### Lobby Kiosk Features

- ✓ Automated, in-person deposits with cash, credit card or debit card
- ✓ User-friendly touchscreen interface
- ✓ Remote maintenance and monitoring
- ✓ Provides printed receipts
- ✓ Cash pickups by bonded courier handled by JPay



### Release Cards

- ✓ Load trust account balance to MasterCard debit card
- ✓ Eliminates cash handling upon release
- ✓ No-cost marketing, plus 24-hour dedicated support
- ✓ Endpoint of cashless system
- ✓ The only fully secure solution that requires no additional hardware

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

Learn more about JPay's Financial Services

[www.JPay.com](http://www.JPay.com) | [sales@JPay.com](mailto:sales@JPay.com) | 954.862.6916



## JPay's eBook program enables inmates to preview, buy and store thousands of digital books

Inmates purchase eBooks from the inmate kiosk and download them to their JPay Tablet. The eBook library includes more than 49,000 books from large and independent publishers in genres including classics, educational material, history and religious study.



### Features and Advantages

- Ability to read and store multiple books on the JPay tablet
- Searchable, easy-to-use catalog accessed on the JPay inmate kiosk
- Can support original-language eBooks
- Competitive pricing for many titles boosts adoption
- Digital format streamlines distribution, eases stress on prison libraries and reduces inmate property
- Constructive, engaging pastime that leads to positive inmate outcomes
- Availability of educational eBooks augments existing education initiatives
- Friends & family can help inmates purchase eBooks by depositing funds into a dedicated media account

### Sample Genres

- African American Literature
- Fiction
- Horror
- History
- Humor
- Mystery
- Religion
- Sci-Fi

### Secure Platform

eBooks are available in conjunction with the JPay inmate kiosk and the JPay Tablet. The kiosk allows inmates to browse the catalog and purchase eBooks, while the JPay tablet enables them to read anywhere they can take their device. Only JPay eBooks can be viewed on the tablet; non-native eBook file formats and contraband are not supported and will not display.

### About JPay

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Learn more about eBooks from JPay

[www.JPay.com](http://www.JPay.com) | [sales@JPay.com](mailto:sales@JPay.com) | 954.862.6916



## A step towards modern electronic communication

JPay's email platform is the most widely-used in corrections. While the fully electronic, kiosk-based email system offers the most control and monitoring capabilities (and most closely resembles real-world email), many agencies choose to start with inbound-only email. Inbound email combines the convenience of email for the friends & family of inmates with aspects of the legacy mailroom system already in place at correctional facilities.



### How it Works

The friends & family of inmates use the intuitive, mainstream interface of JPay.com or the JPay mobile app to compose and send an email. That email is then reviewed by facility staff, printed on JPay-supplied printers, and delivered to the inmate through the regular mailroom process. An option for the inmate to provide a handwritten reply on specially coded paper and have that reply scanned and sent to the customer is available.

### Features and Advantages

- Helps inmates stay connected to outside support systems
- Equipment (printers, optional scanners) provided at no cost by JPay
- No cost to agency; commission opportunity
- Easy path to upgrade to full inbound/outbound email system
- Provides agencies with marked reduction in traditional mail and contraband
- Fully supported by 24/7/365 bilingual customer care

### Secure Platform

Every inbound email can be closely monitored to prevent contraband images or communications. Our system weeds out inappropriate material and collects vital intelligence. Search and ad hoc report functions based on filter list, individual inmates, individual outside users, and time frames (as well as many other parameters) are available, along with graphical intel mapping. Data remains immediately accessible to investigators for 18 months, with additional archived data available upon request.

### About JPay

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No other corrections email platform boasts higher adoption rates.

www.JPay.com | sales@JPay.com | 954.862.6916



## A proven platform

The most widely used email system in corrections is also the most feature-rich. Agencies enjoy an unprecedented degree of control over inbound and outbound correspondence. Users appreciate its intuitive, mainstream interface and features like photo attachments and eCards.



### Features and Advantages

- Friends and family can send emails as well as photo attachments and eCards directly from their mobile device or PC.
- Inmates can view and reply to emails via the JPay kiosk or the portable JPay tablet.
- With JPay's integrated tablet technology, inmates can save, view and compose emails on their device and sync with the kiosk at a later time.
- A wide selection of eCards is available, allowing inmates and their friends & family to send electronic greetings for birthdays, holidays and more.
- Helps inmates stay connected to outside support systems.
- Optional outbound photo attachment feature allows inmates to take a picture of themselves with a camera that is integrated into the kiosk and send it to their loved ones.
- No cost to agency.
- Provides agencies with marked reduction in traditional mail and contraband.
- Fully supported by no-cost 24/7/365 bilingual customer care.
- Friends & family can send prepaid replies and transfer stamps to their loved ones.

### Secure Platform

Offering unrivaled control and intelligence, every inbound and outbound email and photo attachment can be closely monitored to prevent contraband images or communications from reaching an inmate. Automated flagged word lists and graphical relationship mapping are among the platform's intel functions.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

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## Games, Games and More Games

JPay's full-featured game store lets inmates purchase, download and play exciting, engaging games on their JP5 tablets. In addition to the free games that come pre-installed on each tablet (at the DOC's discretion), JPay offers an ever-growing selection of educational and recreational games, specifically tailored to (and appropriate for) the corrections environment. The game store gives inmates a variety of options to pass the time, while keeping them engaged in mentally stimulating pursuits.



### How it Works

Inmates access the game store through an app on their JP5 tablets. This app displays all the games available for purchase and download, as determined and approved by the DOC. Inmates can select games for purchase, and the next time they connect their devices to the JPay kiosk, the games will be downloaded and their accounts will be debited. As with all JPay products and services, game store activity can be monitored and controlled by agency staff through the JPay Facility system.

### Features and Advantages

- Wide selection of games, low cost to inmates
- Proprietary versions of popular games
- Continuously updated game catalog
- On-tablet ordering
- Educational games available
- No cost to agency, commission opportunity
- Fast game download
- Pre-loaded free games

### Secure Platform

The selection of games available through the game store is carefully curated by JPay, offering inmates games that are fun, engaging, challenging and beneficial. All games offered through the game store are approved by the DOC. Agencies can control the game store further through the Facility system, allowing staff to remove games, restrict inmate access, and monitor usage.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

Learn how JPay's Game Store can improve Inmate media.

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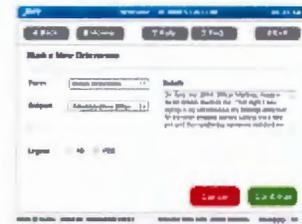
## A powerful and flexible system to process and manage the thousands of grievances at any given time

JPay's robust grievance system offers inmates the ability to submit a grievance and manage the process from the inmate kiosk. The grievance is sent to the appropriate party for review and response. The inmate receives a response electronically as well.



### Customizable

The key aspect of this solution is its flexibility. The system can be configured easily to fit your agency's operating protocols. A dedicated team designs the specifications required by your agency before implementing the service. As a result, you receive a fully customized and scalable digital grievance system.



### Transparency

Both staff and inmates have full transparency into the status of a grievance at any time. This helps alleviate repetitive requests for updates from concerned inmates.



### Staff Management

Facility staff manages all grievances through JPay's Facility System. This online portal allows staff members to sort, view and respond to grievances and monitor the timeframe and status of open items. Administrators can set permissions through the Facility System to control which staff members can see which grievances.

### Electronic, Retrievable Logs

With electronic grievances, all activity is logged. If a grievance is not answered on time, administration will know. If the same grievances are occurring repeatedly, the DOC will know. Also, if more grievances come from certain dorms than others, staff knows to investigate that specific dorm. There are many ways to utilize the data to bring huge efficiencies to your agency's operation.

### About JPay

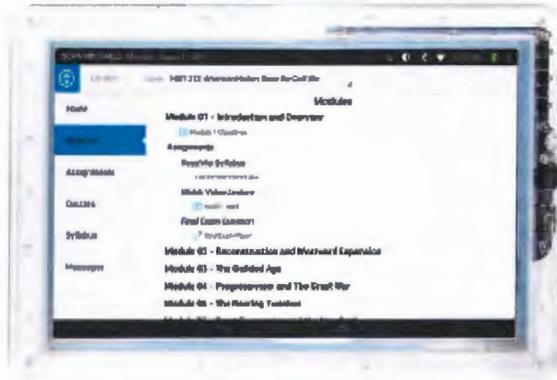
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Learn more about JPay's Grievance system

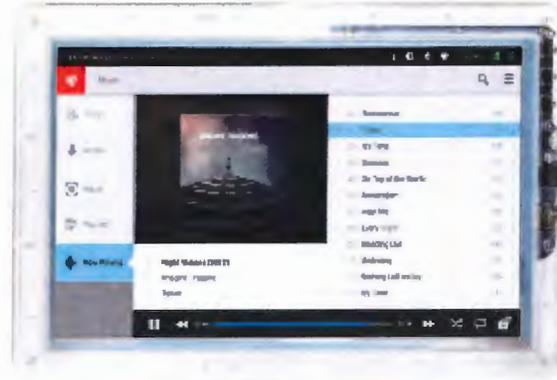
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JPay's Lantern



music



## Specifications

MSRP	\$299.99
Screen Size	10" (diagonal)
Storage	64GB
Memory	2GB DDR RAM
Resolution	1280 x 800
Buttons	Power, volume up, volume down
Accessories	Case w/kickstand, gummy earbuds and keyboard
Battery	Lithium
Charger	USB/Wall charger Input: 100-240v - 50/60 Hz 0. 15A Max Output: 5V - 1500mA
Music Playback	250 hours per charge
Video Playback	5 hours per charge
Tablet Size	10" x 7" x .75"
Weight	2 lb. 3.5 oz.
Secure Wi-Fi	✓

## JP5 Features

- › Clear polycarbonate shock-resistant body
- › Faster Android-based operating system
- › More responsive touchscreen
- › New homescreen controls (change background, create folders, etc.)
- › Office Suite with Word, Excel, PowerPoint and more
- › Other JPay apps available per request (Games, Music, etc)

## Security Features

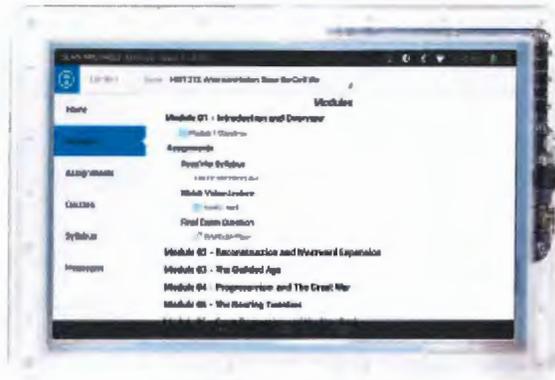
- › Integrated, Gen II passive RFID
- › Secure boot loader
- › Secure Linux kernel
- › Peripheral and input device control
- › Proprietary remote monitoring and updating

See why the JP5 does so much more than any other corrections-approved device

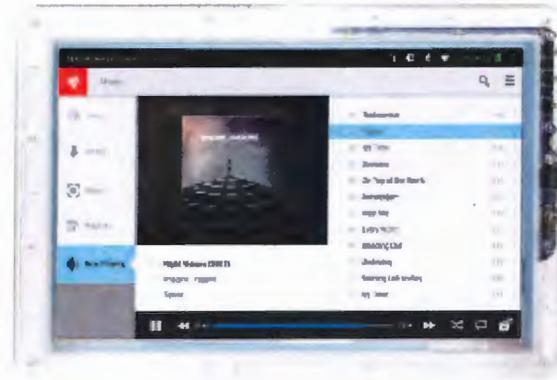
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JPay's Lantern



music



## Specifications

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Screen Size	10" (diagonal)
Storage	64GB
Memory	2GB DDR RAM
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Buttons	Power, volume up, volume down
Accessories	Case w/kickstand, gummy earbuds and keyboard
Battery	Lithium
Charger	USB/Wall charger Input: 100-240v - 50/60 Hz 0.15A Max. Output: 5V - 1500mA
Music Playback	250 hours per charge
Video Playback	5 hours per charge
Tablet Size	10" x 7" x .75"
Weight	2 lb. 3.5 oz.
Secure Wi-Fi	✓

## JP5 Features

- > Clear polycarbonate shock-resistant body
- > Music playlists and purchase wish lists
- > Faster Android-based operating system
- > New email interface – ability to delete emails from tablet
- > More responsive touchscreen
- > New homescreen controls (change background, create folders, etc.)
- > New complimentary games (XOXOXO, TiltMaze, Memory and Sudoku)
- > New Calendar and Clock apps come standard

## Security Features

- > Integrated, Gen II passive RFID
- > Secure boot loader
- > Secure Linux kernel
- > Peripheral and input device control
- > Proprietary remote monitoring and updating

See why the JP5 does so much more than any other corrections-approved device

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## Prison-tested tablets for every need

JP5 Tablets are delivering the next evolution in inmate education, media, communications and entertainment. Designed to work in conjunction with the JPay inmate kiosk, these secure, corrections-hardened tablets provide agencies with an infinite degree of control over content and authorized use. JP5s are optimized for educational content – opening up worlds of learning opportunities – as well as high-adoption communication and media services like email, music downloads and photo viewing.



### Tablets allow inmates to

- Read, draft and store email
- Listen to music via MP3 player and FM tuner
- Play games
- View photos
- Use educational materials
- Write grievance tickets\*
- Read eBooks\*
- Watch movies/videos\*
- View VideoGrams\*

### Features and Advantages

- Three models – JP5 (10"), JP5s (7"), JP5mini (4.5")
- Intuitive touch-screen interface and navigation
- Access to interactive educational content, such as an offline Khan Academy video catalog
- Access to media library with more than 10 million audio titles
- High strength security glass with integrated screen protector
- Transparent, contraband-resistant body
- Powered by 4 AA batteries or rechargeable lithium battery
- Fully supported by no-cost 24/7/365 multi-lingual customer care

\*Coming soon

### Secure Platform

Security is paramount with the JPay tablets. The devices feature passive RFID to verify ownership, a secure boot loader to guarantee that no other operating system can be installed and a mortality lock to ensure they are regularly synced to the JPay kiosk for updates (tablets unlocked at no cost). All content loaded to a JPay tablet is subject to a rigorous approval process, certifying that applications adhere to security requirements. The clear-bodied devices are also temperature and impact resistant, designed to withstand heavy usage in a corrections environment.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

See why our JPay tablets do so much more than any other corrections-approved device

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Specs	<b>JP5mini</b>		<b>JP5S</b>	<b>JP5</b>
Screen Size	4.3" (diagonal)		7" (diagonal)	10" (diagonal)
Storage	Up to 16 GB		Up to 32 GB	Up to 64 GB
Memory	1GB DDR RAM		2GB DDR RAM	2GB DDR RAM
Resolution	480 x 272		1024 x 600	1280 x 800
Buttons	Power, volume up, volume down, back		Power, volume up, volume down	Power, volume up, volume down
Accessories	Case, earbuds		Case, gummy earbuds	Case w/ kickstand, gummy earbuds and keyboard
Battery	Lithium	Alkaline	Lithium	Lithium
Charger	USB charger	N/A	Barrel charger	Barrel charger
Music Playback	35 hours per charge	30 hours per charge	65 hours per charge	250 hours per charge
Video Playback	12 hours per charge	10 hours per charge	7 hours per charge	5 hours per charge
Tablet Size	4.9" x 3.4" x .8"	4.9" x 3.4" x 1.2"	7.625" x 5" x .75"	10" x 7" x .75"
Weight	7.5 oz.	6.9 oz.	1 lb. 0.6 oz.	2lbs. 3.5 oz.
Secure Wi-Fi	✓	✓	✓	✓
JPay's Lantern	✗	✗	✓	✓
KA Lite	✓	✓	✓	✓

## Universal JP5 Features

- > Clear polycarbonate shock-resistant body
- > Music playlists and purchase wish lists
- > Faster Android-based operating system
- > New email interface – ability to delete emails from tablet
- > More responsive touchscreen
- > New homescreen controls (change background, create folders, etc.)
- > New complimentary games (XOXOXO, TiltMaze, Memory and Sudoku)
- > New Calendar and Clock apps come standard

## Security Features

- > Integrated, Gen II passive RFID
- > Secure boot loader
- > Secure Linux kernel
- > Peripheral and input device control
- > Proprietary remote monitoring and updating

See why our JPay tablets do so much more than any other corrections-approved device

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Specs	<b>JP5mini</b>		<b>JP5S</b>	<b>JP5</b>
<b>MSRP</b>	\$69.99		\$129.99	\$299.00
<b>Screen Size</b>	4.3" (diagonal)		7" (diagonal)	10" (diagonal)
<b>Storage</b>	Up to 16 GB		Up to 32 GB	Up to 64 GB
<b>Memory</b>	1GB DDR RAM		2GB DDR RAM	2GB DDR RAM
<b>Resolution</b>	480 x 272		1024 x 600	1280 x 800
<b>Buttons</b>	Power, volume up, volume down, back		Power, volume up, volume down	Power, volume up, volume down
<b>Accessories</b>	Case, earbuds		Case, gummy earbuds	Case w/ kickstand, gummy earbuds and keyboard
<b>Battery</b>	Lithium	Alkaline	Lithium	Lithium
<b>Charger</b>	USB charger	N/A	Barrel charger	Barrel charger
<b>Music Playback</b>	35 hours per charge	30 hours per charge	65 hours per charge	250 hours per charge
<b>Video Playback</b>	12 hours per charge	10 hours per charge	7 hours per charge	5 hours per charge
<b>Tablet Size</b>	4.9" x 3.4" x .8"	4.9" x 3.4" x 1.2"	7.625" x 5" x .75"	10" x 7" x .75"
<b>Weight</b>	7.5 oz.	6.9 oz.	1 lb. 0.6 oz.	2 lbs. 3.5 oz.
<b>Secure Wi-Fi</b>	✓	✓	✓	✓
<b>JPay's Lantern</b>	✗	✗	✓	✓
<b>KA Lite</b>	✓	✓	✓	✓

## Universal JP5 Features

- > Clear polycarbonate shock-resistant body
- > Music playlists and purchase wish lists
- > Faster Android-based operating system
- > New email interface – ability to delete emails from tablet
- > More responsive touchscreen
- > New homescreen controls (change background, create folders, etc.)
- > New complimentary games (XOXOXO, TiltMaze, Memory and Sudoku)
- > New Calendar and Clock apps come standard

## Security Features

- > Integrated, Gen II passive RFID
- > Secure boot loader
- > Secure Linux kernel
- > Peripheral and input device control
- > Proprietary remote monitoring and updating

See why our JPay tablets do so much more than any other corrections-approved device

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### Specifications

MSRP	\$69.99	
Screen Size	4.3" (diagonal)	
Storage	16GB	
Memory	1GB DDR RAM	
Resolution	480 x 272	
Buttons	Power, volume up, volume down, back	
Accessories	Case, gummy earbuds	
Battery	Lithium	Alkaline
Charger	USB/Wall charger Input: 100-240V - 50/60 Hz Q. 15A Max Output: 5V - 1500mA	N/A
Music Playback	35 hours per charge	30 hours per charge
Video Playback	12 hours per charge	10 hours per charge
Tablet Size	4.9" x 3.4" x .8"	4.9" x 3.4" x 1.2"
Weight	7.5 oz.	6.9 oz.
Secure WI-FI	✓	✓

### JP5mini Features

- > Clear polycarbonate shock-resistant body
- > Music playlists and purchase wish lists
- > Faster Android-based operating system
- > New email interface – ability to delete emails from tablet
- > More responsive touchscreen
- > New homescreen controls (change background, create folders, etc.)
- > New complimentary games (XOXOXO, TiltMaze, Memory and Sudoku)
- > New Calendar and Clock apps come standard

### Security Features

- > Integrated, Gen II passive RFID
- > Secure boot loader
- > Secure Linux kernel
- > Peripheral and input device control
- > Proprietary remote monitoring and updating

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## Mini Tablet, Maximum Impact

The JP5mini is the most advanced handheld device available in corrections. Built on a JPay-customized Android platform, the JP5mini offers enhanced functionality, faster processing and a feature-rich intuitive user experience. Understanding the vital role of security, the device is fully equipped with the industry's most sought-after protective features. Indisputably, the JP5mini is the popular, high-adoption device that doesn't compromise on safety.



### Tablets allow inmates to

- › Compose and read email
- › Listen to music via MP3 player and FM tuner
- › Play games
- › View and store photos in photo gallery app
- › Watch movies/videos\*
- › Read eBooks\*

\*Coming soon.

### Features and Advantages

- › 4.3" touchscreen display
- › Dual-core processor and secure custom Linux kernel
- › WiFi and Bluetooth compatible
- › 16GB of storage
- › 35 hours of music playback; 12 hours of video playback on a single charge
- › AA or rechargeable lithium battery versions available
- › Multi-lingual interfaces available
- › Access to media library with more than 10 million audio titles

### Secure Platform

Security is paramount with the JP5mini. The device features passive RFID to verify ownership, a secure boot loader to guarantee that no other operating system can be installed and a mortality lock to ensure tablets are regularly synced to the JPay kiosk for updates (tablets unlocked at no cost). All content loaded to the JP5mini is subject to a rigorous approval process, certifying that applications adhere to security requirements. The clear-bodied device is also temperature and impact resistant, designed to withstand heavy usage in a corrections environment.

### About JPay

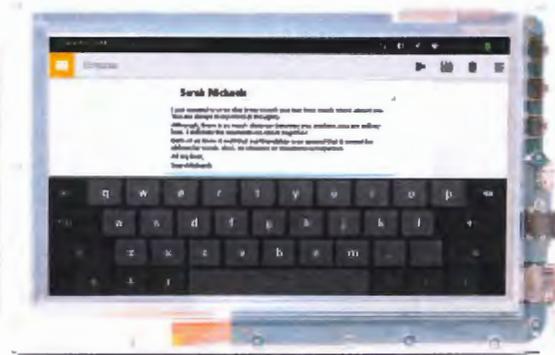
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See why our JP5mini does so much more than any other corrections-grade device

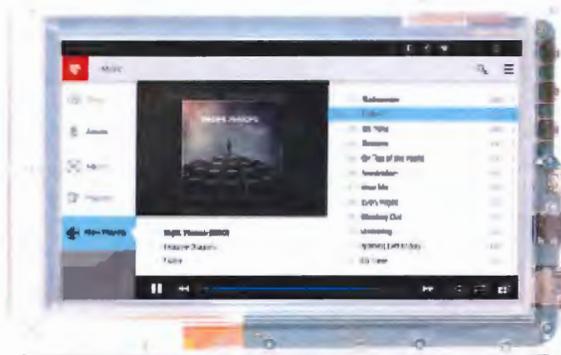
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email



music



### Specifications

MSRP	\$129.99
Screen Size	7" (diagonal)
Storage	32GB
Memory	2GB DDR RAM
Resolution	1024 x 600
Buttons	Power, volume up, volume down
Accessories	Case, gummy earbuds
Battery	Lithium
Charger	USB/Wall charger Input: 100-240v - 50/60 Hz D. 1.5A Max Output: 5V - 1500mA
Music Playback	65 hours per charge
Video Playback	7 hours per charge
Tablet Size	7.625" x 5" x .75"
Weight	1 lb. .4 oz.
Secure Wi-Fi	✓

### JP5s Features

- > Clear polycarbonate shock-resistant body
- > Music playlists and purchase wish lists
- > Faster Android-based operating system
- > New email interface – ability to delete emails from tablet
- > More responsive touchscreen
- > New homescreen controls (change background, create folders, etc.)
- > New complimentary games (XOXOXO, TiltMaze, Memory and Sudoku)
- > New Calendar and Clock apps come standard

### Security Features

- > Integrated, Gen II passive RFID
- > Secure boot loader
- > Secure Linux kernel
- > Peripheral and input device control
- > Proprietary remote monitoring and updating

See why the JP5s does so much more than any other corrections-approved device

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## Providing much-needed access to free education through the power of video

KA Lite is open-source offline software developed by Learning Equality that provides access to educational content from Khan Academy®. Customized and secured for the corrections environment, inmates can download free educational videos from the kiosk to their JPS tablets and view them at their leisure, increasing their knowledge base or augmenting their studies through self-guided learning.



### Features and Advantages

- Thousands of videos available.
- Wide range of subjects, from basic math to advanced computer science
- Secure, closed system – no internet access
- Multiple languages supported
- No cost to agency or inmates

### Secure Platform

KA Lite is designed to mimic the Khan Academy online experience in an offline setting. This closed-loop system is crucial for corrections environments. Moreover, as part of JPay's comprehensive tablet-and-kiosk system, all KA Lite activity can be monitored through the Facility system, allowing agency staff to analyze and track any and all videos downloaded by inmates.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

See how KA Lite can enhance education for your facility.

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## Automates bookings to save your agency time and money

JPay's state-of-the-art Booking Kiosk reduces staff workload while fully integrating with JPay's suite of inmate services. The booking kiosk is designed for placement in intake areas, and allows newly booked inmates to deposit cash or coins into their inmate account. This minimizes the need to keep cash in storage and decreases mistakes and/or liability when booking an inmate.

### Features and Advantages

- Dual bill acceptors
  - Single (one bill at a time - \$20k capacity)
  - Multiple (up to 20 bills at once - \$30k capacity)
- Bill acceptors can be operated concurrently which speeds up booking
- Coin counter can count up to 100 coins per minute
- The kiosk automatically rejects foreign and counterfeit currency and coins
- Receipt reprint/dual receipting provides record for inmate and agency
- Easy-to-use, full color touchscreen interface
- No cost email alerts to family are available



### Secure Platform

The proprietary kiosk application has several layers of integrated security. JPay's Network Operations Center can remotely monitor and control kiosks as well as electronically transfer critical updates to the software. The kiosk itself is hardened and designed specifically for corrections environments.

Only two parties will have keys to access the kiosk: the cash pickup company (biweekly pickups are typical) and the local technician servicing the machine (if an onsite visit is necessitated).

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

Learn how JPay's automated Booking Kiosk can save your agency time and money

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## The one-stop inmate shop

The cornerstone of JPay's inmate-facing services, these prison-grade kiosks contain everything an inmate needs to correspond and combat boredom in one secure, reliable unit.



### Services Available

- Email – View and compose emails as well as photo and VideoGram functionality
- Video Visitation – Conduct video visitation sessions
- Trust Account Balances and Commissary Ordering
- Music and Media Downloads – Purchase and download tracks from JPay's extensive media library
- JPay Tablets – The tablet syncs with the inmate kiosk to upload emails composed on the device, as well as download media to the tablet from the kiosk library
- Education – download free education videos onto the JPay tablets; submit coursework and converse with teachers through Lantern

### Features and Advantages

- Unique user ID and password ensures the inmate account is secure, while a snapshot taken at login verifies the inmate
- Customizable system parameters including activity and application limits, level-based access restriction, and session duration
- All kiosk activity is logged and can be monitored through JPay's administrative portal
- Installed and maintained by JPay staff at no cost to the agency
- Fully supported by no-cost 24/7/365 bilingual customer care

### Secure Platform

Kiosks are made to withstand the rigors of a corrections environment, built with stainless steel, tempered security glass, and resistance to vandalism throughout its physical design. Inmates are provided with unique login credentials. The kiosk features a dedicated network protected by multiple firewalls, providing three layers of protection – application level, network level, and server level.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

For performance and reliability see JPay

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## An automated on-site payment solution

Even with a variety of offsite money transfer options available, some people prefer to make trust account deposits or payments in person at a facility. The JPay Lobby Kiosk accommodates this segment while eliminating the necessity of staffing and operating a traditional cash window. With a modern touchscreen interface and the ability to accept both credit/debit cards and cash, the Lobby Kiosk makes these transactions easier than ever.

### Features and Advantages

- Accepts credit cards, debit cards and cash
- Low- or no-cost installation and maintenance
- Remote monitoring and network optimization
- Cash pickups by bonded courier handled by JPay
- User-friendly touchscreen interface
- Provides printed receipts
- Fully automated system reduces staff workload
- Can be customized to handle electronic check-in as well as payments in parole & probation offices



### Secure Platform

The proprietary kiosk application has several layers of integrated security. JPay's Network Operations Center can remotely monitor and control kiosks as well as electronically transfer critical updates to the software. The kiosk itself is hardened and designed specifically for corrections environments.

Only two parties will have keys to access the kiosk: the cash pickup company (biweekly pickups are typical) and the local technician servicing the machine (if an onsite visit is necessitated).

### About JPay

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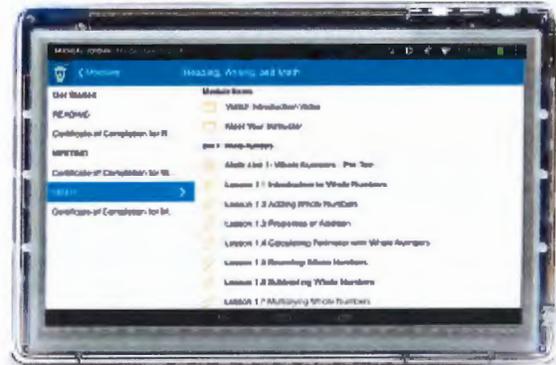
See how JPay's Lobby Kiosk Is the right fit for your agency

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## Illuminating a new path in correctional education

JPay's Lantern is a comprehensive, technology-driven education program designed to increase education opportunities in prisons to help reduce recidivism. Instructors upload educational content onto the secure, Canvas-based Learning Management System (LMS), which is made accessible to inmates directly via JPay's inmate kiosks and the prison-grade JP5 family of tablets.



### Benefits and Advantages – Tablets

- › Can be facility-owned; reset and re-used each semester.
- › Courses completed by students directly on tablets.
- › Tablet is credentialed to an inmate and stays with that inmate throughout the semester, allowing students to learn at their own pace.
- › Operates with a full Office Suite to create a virtual classroom environment.

### Cross-Functional Infrastructure

- › Any classroom content can be added to the Lantern website (LMS) and deployed; can be shared with multiple educators.
- › Enables flipped-classroom; education content is deployed to inmates to learn on their own and classroom time is dedicated to exploring topics in greater detail.
- › Course content, assignments, quizzes, grades and teacher notes are deployed through the LMS and accessible to inmates through the kiosks; inmates complete coursework on tablets and submit for grading when device is synced to the kiosk.

### Virtual Classroom Experience – Each Semester Customized by Teacher-Led Content

- › Class introduction/overview
- › Syllabus
- › Modules
- › Assignments
- › Quizzes

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

Learn how JPay's Lantern can be your agency's education solution

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**Q:** What makes JPay's Lantern different from other education programs?

**A:** JPay's Lantern is built on JPay's existing technological infrastructure already in place in many correctional facilities. For many agencies, turning on JPay's Lantern is as simple as flipping a switch. The cloud-based Learning Management System (LMS) makes uploading content easier and faster than other programs, and the corrections-grade tablets facilitate learning at the student's own pace.

**Q:** What is the cost to implement this program?

**A:** JPay absorbs all of the operational costs; agencies purchase the tablets which can be reset and re-used each semester. Working with universities and education organizations, agencies provide the majority of their own content – JPay also provides some content at no cost (i.e. self-help).

**Q:** Outside of JPay's Lantern, what else is available on the tablet?

**A:** All of JPay's products and services can be made available to inmates, including email, media, VideoGrams, etc.

**Q:** Is this product wireless?

**A:** Not Currently. However, the system is wireless-capable; this feature may be activated in the future at a client's request.

**Q:** Is JPay's Lantern compatible with other correctional tablet or kiosk systems?

**A:** No. JPay's Lantern only works with JPay's infrastructure.

**Q:** What kind of content is available with JPay's Lantern?

**A:** Essentially, any class or content can be divided up into modules and added to the Lantern website. Khan Academy videos are also on the LMS and available for download at no cost.

**Q:** Can a student take multiple classes on the same tablet, at the same time?

**A:** Yes, students can take multiple courses at the same time on the same tablet through the JPay's Lantern app.

**Q:** What level coursework is available?

**A:** JPay's Lantern supports all levels of education, from GED prep to college degree-track.

**Q:** Can an instructor adjust the flow of the course once it has begun (i.e., change due dates, add or delete modules)?

**A:** Yes.

**Q:** Can the teacher communicate with the student?

**A:** Yes, there is a closed communication feature between the teacher and the student (similar to instant messenger chat) that refreshes the conversation every time the tablet is synced with the kiosk.

**Q:** What programs/files does JPay's Lantern support?

**A:** MS Office (Word, Excel, PowerPoint), PDF, TXT, HTML (simple), MP4, JPG, GIF, PNG, EPUB and eBooks. A customized office suite product is also included with each educational tablet.

Learn how JPay's Lantern can be your agency's education solution

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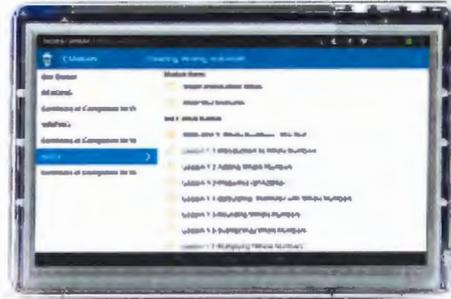
## Quotes from Ohio Inmates Enrolled in JPay's Lantern

*"At least while I'm here my time is not completely wasted. Education is the most valuable tool to overcome the stigma of being a felon."*

*"I've always been smart but I just didn't want to put the work in. Now that I've experienced college, I feel that I can continue on with it. And that makes me feel good."*

*"This is the most motivating factor in leading a legitimate life in business when I am released."*

*"I've learned that at 37 years old I can take classes successfully."*



## Correctional Statistics

- > More than 1.56 million people were incarcerated in state and federal correctional facilities at the end of 2014.
- > 65% of released prisoners are rearrested within three years of getting out.
- > One study found that 60% of former inmates remain unemployed one year after release.
- > The annual cost to taxpayers for the U.S. incarcerated population is \$39 billion.

## Correctional Education Statistics

- > Inmates who receive education while in prison are 43% less likely to become repeat offenders.
- > Inmates who participate in correctional education have a 13% higher chance of getting a job than those who don't.
- > Education programs can save prisons between \$8,700 and \$9,700 per inmate.
- > Over 70% of inmates cannot read above a fourth grade level.

## JPay's Lantern Statistics

- > 442 inmates have participated in JPay's Lantern since June 2015.
- > 1,284 college credits were earned using JPay's Lantern.
- > The majority of participants said education changed their outlook on being incarcerated.



## About JPay

JPay builds and deploys its technology to prisons and jails across the country, establishing correspondence to help educate and rehabilitate offenders. Serving more than 1.9 million offenders in 34 states, JPay makes the corrections process more convenient for offenders and their loved ones, while modernizing processes and increasing intelligence capabilities for corrections facilities. Products include money transfer services, tablets, email and video communications, education, games, music and more.

Learn more about Inmate education at [JPaysLantern.com](http://JPaysLantern.com)

[www.JPay.com](http://www.JPay.com) | 954.862.6916



**Q:** What makes JPAY's Lantern different from other education programs?

**A:** JPAY's Lantern is built on JPAY's existing technological infrastructure already in place in many correctional facilities. For many agencies, turning on JPAY's Lantern is as simple as flipping a switch. JPAY is the only corrections technology company to offer a secure Learning Management System (LMS) that makes uploading content easier and faster than other programs, and the corrections-grade tablets facilitate learning at the student's own pace.

**Q:** What is the cost to implement this program?

**A:** JPAY absorbs all of the operational costs; agencies purchase the tablets which can be reset and re-used each semester. Working with universities and education organizations, agencies provide the majority of their own content – JPAY also provides some content at no cost (i.e., self-help).

**Q:** Outside of JPAY's Lantern, what else is available on the tablet?

**A:** All of JPAY's products and services can be made available to inmates, including email, media, VideoGrams, etc.

**Q:** Is this product wireless?

**A:** Not Currently. However, the system is wireless-capable; this feature may be activated in the future at a client's request.

**Q:** Is JPAY's Lantern compatible with other correctional tablet or kiosk systems?

**A:** No. JPAY's Lantern only works with JPAY's infrastructure.

**Q:** What kind of content is available with JPAY's Lantern?

**A:** Essentially, any class or content can be divided up into modules and added to the Lantern website. In the future, self-enrolled courses (where the student can enroll via the kiosk) will also be available. KALite, an offline version of Khan Academy, is also on the LMS and available for download at no cost.

**Q:** Can a student take multiple classes on the same tablet, at the same time?

**A:** Yes, students can take multiple courses at the same time on the same tablet through the JPAY's Lantern app.

**Q:** What level coursework is available?

**A:** JPAY's Lantern supports all levels of education, from GED prep to college degree-track.

**Q:** Can an instructor adjust the flow of the course once it has begun (i.e., change due dates, add or delete modules)?

**A:** Yes. This is why an LMS is so important for inmate education.

**Q:** Can the teacher communicate with the student?

**A:** Yes, there is a closed communication feature between the teacher and the student (similar to instant messenger chat) that refreshes the conversation every time the tablet is synced with the kiosk.

**Q:** What programs/files does JPAY's Lantern support?

**A:** MS Office (Word, Excel, PowerPoint), PDF, TXT, HTML (simple) MP4, JPG, GIF, PNG, EPUB and eBooks

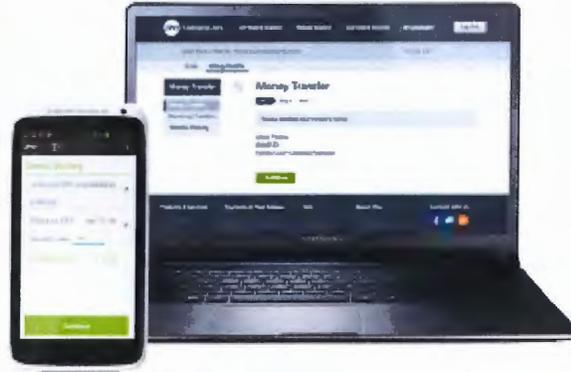
Learn more about Inmate education at [JPAYLantern.com](http://JPAYLantern.com)

[www.JPAY.com](http://www.JPAY.com) | 954.862.6916



## The preeminent money transfer platform in corrections

JPay's money transfer platform is the most trusted payment and deposit solution in the industry. With the broadest spectrum of next-day funding options providing convenience for consumers, and a secure automated system creating efficiencies for agencies, JPay is the provider of choice for the majority of US state prison systems.



### Features and Advantages

- 24/7/365 bilingual customer care
- No cost to agency; revenue generation opportunities available
- Seamless integration with existing trust accounting management systems
- Exclusive partnership with MoneyGram provides 38,000 cash payment locations, including Walmart and CVS/pharmacy
- Fraud mitigation, reporting, and analysis
- Next-day credit, debit and cash payments through the widest variety of payment channels in the industry
- Fully compliant with all anti-money laundering regulations, Office of Foreign Assets Control (OFAC), and Payment Card Industry Data Security Standards (PCI-DSS)
- The only Better Business Bureau A+ rating in the industry

### Payment Channels

- JPay.com with credit or debit card
- JPay Mobile App for Android & iPhone
- 24/7/365 call center with credit or debit card
- In-person with cash at MoneyGram locations
- JPay Lobby Kiosks with cash, credit or debit card
- Money Orders processed through secure money order lockbox

### Secure Platform

Twelve years of transaction history and 99.9% uptime is a testament to the strength of JPay's platform. Our systems are built to process millions of transactions on any given day in full compliance with customer identification requirements and federal reporting levels.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

Learn why inmates and their families across the country trust JPay.

[www.JPay.com](http://www.JPay.com) | [sales@JPAY.com](mailto:sales@JPAY.com) | 954.862.6916



## A modern, state-of-the-art music store made for corrections

JPay's music offering, which works in conjunction with the JPay family of tablets, is the only dynamic music delivery platform in the industry. In fact, the JPay music store is remarkably similar to the store on your home PC or smartphone – but customized for the corrections environment. Our digital library of more than 10 million tracks is constantly updated in real time, giving inmates access to the most recent music. The process of purchasing and downloading songs is fast and easy, and content control is centralized for agency staff.



### ● Features and Advantages

- Library of more than 10 million competitively priced tracks – the largest in catalog in corrections
- Dynamic digital catalog updated in real time – popular music is available while it's still popular
- 30-second song previews boost sales and eliminate mistaken purchases
- Advanced search functionality by artist, album, and genre
- Recommendation engine, custom playlists, and wish lists
- Fast song downloads
- Low-cost religious media (audiobooks) available
- On-tablet ordering coming soon
- Album art available

### ● Secure Platform

The entire catalog of more than 10 million tracks is entirely free of explicit lyrics, and is managed by a dedicated team of "scrubbers" trained to identify objectionable material. Music that has explicit lyrics will not be available to preview, browse or purchase. Agencies can also restrict the catalog even further via the Facility System, through which staff can locate and delete a song on the catalog for any reason.

### ● About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

See for yourself why JPay's music offering is right for your agency.

[www.JPay.com](http://www.JPay.com) | [sales@JPAY.com](mailto:sales@JPAY.com) | 954.862.6916



## More payment options = more payments

When offenders have more payment options, payments increase – it just makes sense. JPay's payment platform offers fast and convenient ways for parolees and probationers to pay their fees, fines, restitution and other community corrections obligations. Our automated interactive voice response (IVR) reminder service helps your staff focus less on collections and more on supervision.



### Payment Types

- Restitution
- Supervision fees
- Drug testing fees
- Monitoring fees
- Court-ordered payments

### Features

- Offender funded payments, no cost to agency
- Next-day payment options
- Recurring payments
- Reporting, tracking & monitoring tools
- Configurable and integrates with existing case/offender management system

### Payment Channels

- JPay.com with credit or debit card
- JPay Mobile App for Android & iPhone
- 24/7/365 call center with credit or debit card
- In-person with cash at MoneyGram locations
- JPay Lobby Kiosks with cash, credit or debit card
- Money Orders processed through secure money order lockbox

### Automated IVR Reminders

This system provides offenders with payment due date and delinquency information via a pre-scheduled, automated phone call and also presents offenders with the option to instantly make a payment over the phone with a credit or debit card. IVR reminders are also available for court dates, check-ins and appointments. JPay's automated outbound reminder service takes the collection burden away from your officers so they focus on what matters – supervision.

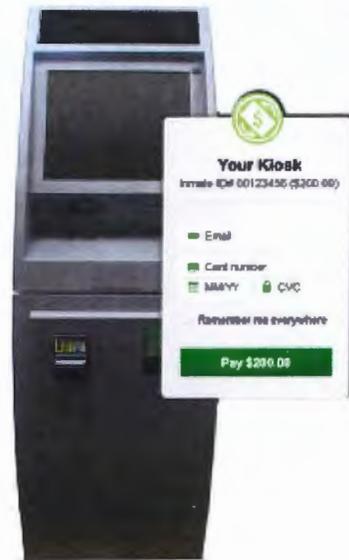
Learn more about Parole & Probation Payments from JPay

[www.JPay.com](http://www.JPay.com) | [sales@JPay.com](mailto:sales@JPay.com) | 954.862.6916



## Your brand. Your payments. Your peace of mind.

Powered by JPay (PBJ) is a payment platform that enables payments on your existing website, mobile app or kiosk software without the hassle of developing a payment solution of your own. PBJ offers your company the ability to contract out your payments to gain compliance while maintaining a unified user experience. PBJ operates in the background, allowing you to present your brand to your customers, and implementation is as simple and fast as “dropping in” a segment of code. Let your website, app, or kiosk do what it does best; let JPay’s PBJ do what it does best.



### Features and Advantages

- Fully compliant with all federal and state money transmitter statutes, anti money laundering regulations, Office of Foreign Assets Control screening guidelines and PCI-DSS standards
- Brand Continuity: Your website, your app, your kiosk – PBJ is strictly white-label
- Secure payment throughput: The code script (PBJ.js) securely transmits debit and credit card details
- Complex functions like recurring payments or inmate lookups are made easy with PBJ’s subscription APIs and web hooks
- Easy Implementation: No development necessary. JPay’s client-side script builds the payment form dynamically, and form elements can be modified
- Online, kiosk, and Android & iOS mobile app platforms supported



### Secure Platform

Credit card transactions are processed instantly through our secure payment gateway with funds deposited daily into the agency’s account. Revenue share from each transaction is also deposited directly.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

Get the most trusted, reliable payment platform without sacrificing your brand

[www.JPay.com](http://www.JPay.com) | [sales@JPAY.com](mailto:sales@JPAY.com) | 954.862.6916



## The most successful debit card program in corrections

No other corrections-grade debit card program in the country rivals our record for successful implementations. This prepaid MasterCard branded debit card affords agencies a low- or no-cost alternative to handling cash or checks while helping inmates transition to post-release life.



### Features and Advantages

- Can be used anywhere MasterCard® is accepted
- Provides immediate access to remaining trust account balance and/or gate money
- Helps released offenders reintegrate, establish credit history, and gain money management skills
- No special software or hardware required to load or activate card
- Staff never sees 16-digit card number
- Eliminates check writing and fraud while reducing agency's need for cash-on-hand
- Full agency control of card funding, activation, and program management
- Post-release servicing provided by JPay's 24/7/365 customer care center or online
- Card is reloadable and can be managed via an online portal

### Secure Platform

A natural extension of JPay's inmate services, the release card program is quickly and easily administered from the same secure platform agencies use to manage JPay's money transfer service.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

No other debit card program in corrections is more established or easier to use

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## The most secure form of face-to-face communication

Video Visitation provides an additional channel for inmates to maintain beneficial contact with their support systems in the outside community while giving agencies the control and security they require. The platform can supplement traditional visitation without the risk or labor cost of in-person visits.



### Features and Advantages

- Web-based platform allows friends and family to connect using a PC, microphone, and webcam
- System checks offender's availability, location, custody level and approved visitor's list
- Automated email confirmation and reminders
- Session self-initiates once both parties are available
- Agency can monitor and terminate sessions in real time and block or suspend users' and/or inmates' access to the service
- Provides recorded video archive indefinitely
- Lowers risk of contraband through decreased in-person visits
- Family and friends have the ability to extend the visit
- Fully supported by 24/7/365 bilingual customer care

### Secure Platform

Offering the utmost control and monitoring abilities, JPay's platform promotes positive communication while simultaneously providing the highest levels of security. Visitor and offender relationships are mapped as part of JPay's intel network, providing a comprehensive intelligence picture.

### About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

See why JPay's Video Visitation platform offers the most intelligence and control

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## Technology made for corrections

VideoGrams are 30-second video clips exchanged between inmates and their loved ones. Optimized for mobile use, JPay's VideoGram service lets friends and families use their smartphones to capture and share special, unplanned moments with their incarcerated loved ones, while agencies retain the ability to screen and control all content.



## Features and Advantages

- Via the JPay app for Android and iOS devices, friends and family can record and send VideoGrams in one simple step
- VideoGrams are viewed in a "thread" or "stream" format on the app
- Ability to restrict inbound and outbound permissions
- Friends & family can send prepaid replies, so an inmate can respond with a VideoGram for free
- Fully supported by 24/7/365 bilingual customer care
- For inmates, a VideoGram section on the JPay kiosk allows them to view video clips in a "thread" format
- Inmates also have the ability to record and send outbound VideoGrams directly from the JPay kiosk, should the agency allow
- Videos are screened, reviewed and released from the same facility portal used to manage email
- VideoGrams can be downloaded and saved to the JPay tablet for future viewing\*

\*Coming soon.

## Secure Platform

With the ability to audit and archive every video clip, VideoGrams offer enhanced intelligence compared to legacy communications like phone calls and in-person visits. A smart filter streamlines the in-facility review process reducing agency workload while allowing for faster release of VideoGrams. Staff also has the ability to suspend, block or restrict users and inmates from using the service at any time.

## About JPay

As the national leader in corrections technology, JPay is operational in 34 states, partnering with corrections agencies to provide innovative services with real-world practicality – Money Transfer, Education, Release Cards, Email, Video Visitation, VideoGram, eCards, and Tablets – to released offenders, inmates and their friends and families.

See for yourself why VideoGram technology is poised for the highest adoption rates ever.

[www.JPay.com](http://www.JPay.com) | [sales@JPay.com](mailto:sales@JPay.com) | 954.862.6916



# Metrasens Cellsense Product Information

## cellsense<sup>®</sup>PLUS

The best cell phone, weapon & contraband detector. Period.





Fastest and most versatile



Most sensitive to cell phones and small blades



Portable, full body screening in a single walk-by

## Putting you ahead in your fight against contraband

**Most effective** – detects all phones, concealed contraband, even small blades

- > 2x sensitivity of detection, for the smallest concealed contraband\*
- > Enhanced detection zone focused on subjects' most challenging concealment areas
- > Cuts interference from surrounding activity, 50% fewer unwanted alerts\*

**Most versatile** – works in every setting of the correctional facility

- > Adapts instantly for portable or wall-mounted searches
- > Works indoors and out

**Most immediate** – portable and operational by one person in less than 15 seconds

**Most rugged** – resistant to breakage and weather, backed up by the best warranty in the industry



*Cellsense enables fastest walk-by searches. Uniquely versatile Cellsense with its detachable base performs portable or wall-mounted searches anywhere in the facility, including outdoors*

\*measured in comparison with best performing competitive detection product





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# Offer Summary

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# Offer Summary

Securus has provided a Baseline Cost Proposal and four other Options that Nebraska DOC can select from -- each Option is a standalone offer.

The Baseline rate is \$0.02 per minute.

**Selecting Option 1** would provide Investigative support services at a rate of \$0.02 per minute to the baseline rate. The Option 1 rate plus the Baseline rate would establish an overall rate of \$0.04 per minute

**Selecting Option 2** would provide Managed Access of Contraband Cell Phone services at one location and add a rate of \$0.035 per minute to the baseline rate. The Option 2 rate plus the Baseline rate would establish an overall rate of \$0.055 per minute.

**Selecting both option one and two in addition to the baseline rate would set your calling rate at \$0.075 per minute which will result in a dramatically lower calling rates for Nebraska inmates and provide a broad suite of communications and investigative services that our studies indicate would be of high value to NDCS staff and address specific acute needs.**

At the baseline offering of \$.02 per minute, our proposal will deploy a new inmate calling system that will include key features such as highly sensitive three-way calling and remote call forwarding detection that is only available from Securus and will identify and stop these high security risk events. The SCP inmate calling system will provide investigators with a wireless calling indicator in the call detail record that will visually tell the investigator if the call was made to a cell phone.

Our Investigator Pro Continuous Voice Identification voice biometric services and Call Player are **included in our baseline offer**. Our baseline offer also includes our inmate to inmate calling technology (ICER) but unlike other vendors that may offer that solution, Securus will provide ICER reporting that is fully integrated into our SCP and IPRO platform so that investigators will be able to identify inmate to inmate calling between NDCS facilities and other non-NDCS facilities through an alert button located within the IPRO platform. No other vendor can provide this integrated functionality which eliminates tedious additional steps by investigators.

Our baseline proposal includes a dedicated site administrator and technician that will be responsible for maintaining inmate calling accounts as well as providing invaluable assistance to investigators. We will ensure you get the highest value from our deployed technology.

Our baseline proposal includes our THREADS investigative pattern analysis software that will identify actionable intelligence from inmate calling activities, easily upload outside sources of data for analysis and will adapt to new inmate activity throughout the contract period as you add video visitation, electronic funds transfer, email and other activities that will be rich with investigative intelligence and pattern analysis.

Our optional technology offerings provide the NDCS with the best forensic investigative services capability in the market today as well as comprehensive call monitoring of five (5%) of all completed NDCS inmate calls. When there is an emergency situation within your facilities, this service will allow you to immediately initiate a search of all inmate calls to look for related suspicious calling activity that may have contributed to the event. On a daily basis this service will continually monitor up to 5% of all completed calls which will dramatically increase the quantity of calls currently being monitored and yield much richer investigative data.

An additional optional offering is the deployment of JPay tablets at the rate quoted per tablet that will provide educational, gaming and e-reader capability to your inmates. These tablets will also be enabled with the ability for an inmate to make phone calls from the tablet. Of course, each of these calls will be recorded and monitored just like calls made from inmate wall phones. You will see an immediate positive reaction from inmates when they begin to realize that tablets are a privilege and must be earned and in order to keep them, behavior must be within NDCS administrative policy requirements.

Finally, you will have the option to select the deployment of a one site Managed Access Service contraband cell phone solution. We will begin by recommending that you visit one or more of our DOC sites that already have this technology deployed to learn from them how effective, efficient and noninvasive this solution will be for the NDCS. When fully deployed, the NDCS will have deployed, and continually updated and maintained by Securus; the best technology to fight contraband cell phones in the industry.

Our proposal is flexible and we are open to negotiations to ensure the final deployment fully meets the needs of the NDCS throughout the term of the agreement. We invite the evaluation team to visit our corporate technology center to view our full suite of capabilities and the resources available to you.

Our resources and personnel are dedicated only to this industry and we do not have to fight for capital expense dollars that compete with other business segments unrelated to corrections. Nor do we support multiple calling platforms that confuse customer service personnel and make it impossible to provide outstanding customer service. We focus only on you and your issues.

Under the **Securus Optional Services Additional Unit of Measure Cost** heading you will find additional services that will be available to the Nebraska DOC throughout the life of the contract. These services are priced on a unit of measure and are offered through Securus Technologies, Inc. and in some instances provided by our Securus wholly owned subsidiary JPay, Inc. and other partners.

These optional services include lobby kiosks, inmate kiosks that are deployed to facilitate video visitation, videograms, email and other functionality. We include a Money Transfer functionality along with a Release Card solution that will provide the Nebraska DOC with additional options to eliminate manual processes and reduce costs. These options can be added throughout the life of the contract. You will also find that we have supplemented our Managed Access Solution that addresses contraband cell phones in your facilities, by our offer to provide Metrasens Cellsense detection towers that can be utilized as perimeter defense against cell phones and/or can be deployed at any location with easy setup and deployment.

We look forward to the opportunity to serve the NDCS and to prove our dedication to our clients and to the industry. Our proposal has been customized to support your officers, facilities and your communities without increasing costs or layering in hidden fees while also decreasing the administrative and supervisory burden associated with the current calling system. We look forward to forging a long term, mutually beneficial relationship with the NDCS.