

## PORTABLE DEVICE SERVICE AND APPLICATION REQUIREMENTS

Respond to each of the items below:

1. **List the educational services or applications that are on the system (e.g. e-books, videos, Khan Academy, Canvas, etc.) and the cost, if any, to users. The system must include a selection of educational, motivational, and self-improvement content at no cost to the incarcerant including spreadsheet, word processing, resume creator, job search tools, dictionary, encyclopedia, personal finance, and drawing/art applications. In Vendor's response separate those services or applications that are free to the incarcerant from those that have a cost. Note that the system must include, at a minimum, the ability to freely use Khan Academy and an English as a Second Language (ESL) service and it's highly desirable that incarcerants have access to the Canvas learning platform, foreign language tutorials, and podcasts.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**



JPay's education platform, known as JPay's Lantern, leverages secure tablet-based content delivery to increase the availability, scale and variety of existing educational programs. Our open infrastructure platform is suited to building an education initiative from the ground up with courseware and educational partnerships. The Education platform is a free service available on JPay's correctional tablets. The Education Service utilizes a Learning Management System to host facility-approved content, which is downloaded and consumed by incarcerants on their prison-grade tablets.

JPay's Lantern is a Canvas-based Learning Management System (LMS). Canvas is used by multiple education agencies and schools throughout the nation, and JPay has modified this website to produce a secure corrections-based LMS. In fact, JPay is proud to say that we are the first company in the corrections industry with an LMS-based education platform and are still the largest. We have more than 140,000 incarcerants enrolled in courses through our JPay's Lantern LMS in Ohio, Georgia, Florida, California, Tennessee, and Missouri.

JPay currently partners with Ashland University in Ohio to offer college-accredited courses designed by educational professionals from the corrections industry. This content is available for download to the incarcerants' tablets once enrolled in a class. Courses have been running since early 2015 and have continued to grow with each additional class. For further information, please see attached fact sheet from Ashland University.

Similar to this, JPay can easily adapt and develop a comparable solution for any other corrections industry customer. Our solution can support almost any content, including eBooks, study guides, college-level courses and video coursework.

**Quality Assurance Test 101 Course**

BUS 253 - Personal Finance and Life Planning - Basic Financial Literacy

The purpose of this course is to introduce you to personal finance terms and strategies including budgeting, banking products, responsible spending, savings/investments, taxes, insurance, financial fraud, and consumer rights and responsibilities. With the content of this course, you will have an understanding of financial management principles and services, and will be reasonably prepared to develop a plan to achieve financial independence.

This course's content is broadly organized around various topics, including goal setting and creating a path to success; career exploration and choices; budgeting, banking products and services; major consumer purchases; credit, wealth creation and management; risk management; insurance and financial recovery; and employability skills.

Each course module focuses on products, services, issues, and information which will support your ability to make rational, informed decisions about specific personal finance subjects important to effective goal setting/achievement and sound financial management practices.

I am your instructor, Dr. Jerry McGlone. Do not hesitate to contact me if you have any questions or concerns during the course. I am here to assist you with all your course needs.

To successfully complete the course, you are responsible to complete the following:

- Quizzes - there are 12 quizzes that are timed. Each quiz is worth 30 point for a total of 360 points for 36% of your grade
- Assignments/Activities - there are 28 assigned activities which equal 340 points for 34% of your grade
- Final Capstone assignment in Module 13 - "A Personal Asset Management Plan" 300 points which is 30% of your course grade

For more grading details, visit the Syllabus page.

## Modules

Courses are split into multiple sections called modules, with each module consisting of approximately one week of coursework. Each module's course content is available on the tablet. This may include, but not limited to, PDF files and ePub reading assignments, video lectures or voice-over PowerPoint presentations, and other downloaded content such as diagrams and audio files.

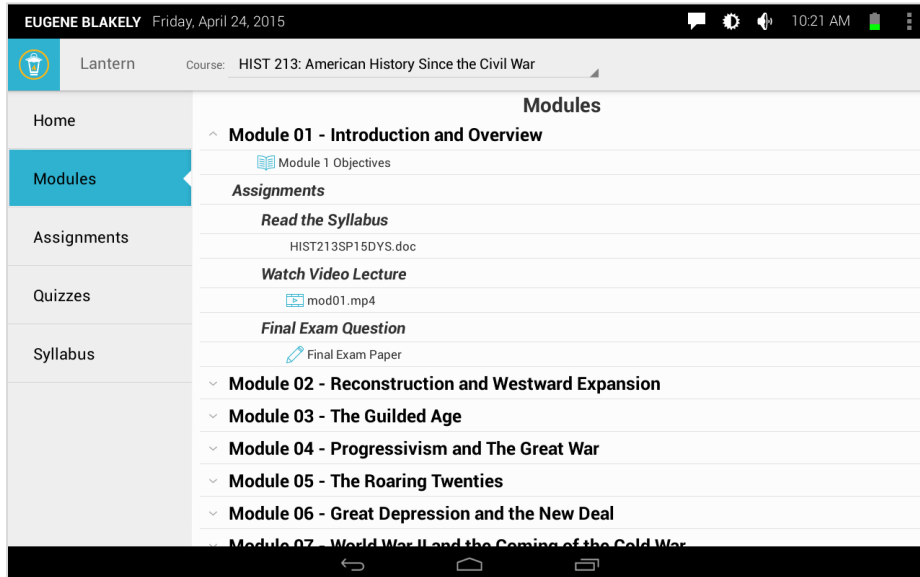
**EUGENE BLAKELY** Friday, April 24, 2015

Lantern Course: HIST 213: American History Since the Civil War

**Modules**

- Module 01 - Introduction and Overview
- Module 02 - Reconstruction and Westward Expansion
- Module 03 - The Guided Age
- Module 04 - Progressivism and The Great War
- Module 05 - The Roaring Twenties
- Module 06 - Great Depression and the New Deal
- Module 07 - World War II and the Coming of the Cold War
- Module 08 - Cold War and Affluent Society
- Module 09 - Civil Rights
- Module 10 - 1960: Vietnam and Watergate
- Module 11 - Conservative Resurgence and the Post Cold War
- Module 12 - To the Present

Within each module, students will also have assignments and quizzes to complete. The tablet also includes a customized, secure MS Office Suite product, so assignments can be completed using Word, Excel, or PowerPoint available directly from the JPay's Lantern mobile application.



Each course will also include a home page that displays the course objectives and overview for the student, along with a syllabus outlining the material to be covered and the due dates for each item.

All student coursework is completed and saved directly on the tablet. When a student syncs their tablet with a kiosk, all submitted coursework is uploaded to the JPay's Lantern website for teachers/staff to access, grade and provide feedback. Once assignments are graded on the JPay's Lantern website and the student again syncs with the kiosk, the students will receive all new grades and communications from their teachers. This allows module completion and coursework to be tracked on both the tablet and the JPay's Lantern website.

### OfficeSuite by Mobi

The OfficeSuite document enables students to create and open Word, Excel, PowerPoint and PDF compatible documents. The OfficeSuite app is often used in conjunction with College and University courses available through Lantern.



## KA Lite

KA Lite is a user-friendly offline education application that promotes learning through a wide variety of concise, easily understood “How to” videos. JPay’s KA Lite app on the tablet allows incarcerated access to more than 6,000 K-12 educational content options such as Math, Science, History, Computing, and much more. Incarcerants can work at their own pace, allowing harder concepts to be practiced more efficiently. Incarcerants can plan their use around any schedule. Self-paced learning puts the ownership on the incarcerated, forcing them to have internal motivation and learn time management skills. There is no cost to agency or incarcerated for this product.

## GED Prep


JPay offers two types of GED Prep material that are available on the tablets.

1. The KA Lite product offers a free GED prep course.
2. i-Pathways courseware for GED, HiSET and TASC test preparation is available through Lantern. The suite of content includes coverage of Basic Math, Math, Basic Writing, Language Arts, Science, and Social Studies. A \$12.50 per student one-time license cost for the entire suite of courses.

**i-Pathways** WHOLE NUMBERS - PLACE VALUE, ROUNDING AND ESTIMATING

**LESSON 1: Place, Value, Rounding, and Estimating**

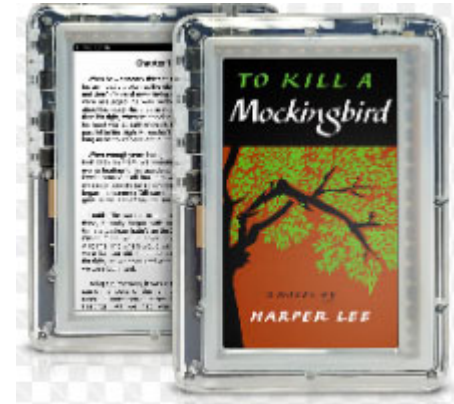
**Introduction**



Everyone counts! You add to find the total cost of your monthly bills and subtract when balancing a checkbook. You use multiplication and division when trying to find best buys. In order to use numbers correctly you must know the value of numbers. To do this you must understand place value.

## eBook

eBooks are a catalog of more than 30,000 books available to incarcerated on the JPay tablet. The eBook tablet app provides the ability to read and store multiple books on the JPay tablet. A searchable, easy-to-use catalog is accessed on the JPay incarcerated kiosk. The Digital format streamlines distribution, eases stress on prison libraries, and reduces incarcerated property.



## Podcast Library

The SecureView tablet offers a free Podcast Library in a variety of different categories such as:

- Personal Development
- Mental Health
- Addiction Recovery

An integration effort is to make the library available on JPay tablets.

### 2. List any certification programs offered to incarcerated through applications on the portable device.

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Associate and Bachelor degree programs are offered through the Lantern application on the tablet through our partnership with Ashland University. Please see attached fact sheet from Ashland University for further information. To date more than 50,000 college credits and hundreds of degrees have been earned through JPay tablets.

Students have the option to complete either an Associate's degree in general studies or a Bachelor's degree in communication studies or interdisciplinary studies.

We've also partnered with the following college and universities to offer noncredit bearing courses through Lantern: Sinclair Community College, Youngstown State University, and Chaffey College.

3. Provide a list of the non-educational services/applications available on the system, a short description of each, and the cost for each application. Also note whether there are in-app purchases and whether the app requires a connection to the network.

Vendor's response:

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus' JP6 tablet includes the following non-educational services/applications as a standard offering to WADOC.

## JP6 Tablet Services/Applications (non-educational)

Name	Description	Cost for App
App Manager	Manage apps	No cost
Banking	Allows incarcerant to view their trust account balance and transaction history.	No cost
Battery App	Shows the user interface impact on apps. Meaning which apps consume the most from the battery. Only for viewing.	No cost
Calculator	Allows incarcerant to calculate simple arithmetic (add, subtract, multiply, and divide).	No cost
Calendar	Allows incarcerant to view the current date and day of the week.	No cost
Commissary	Provides incarcerant access to commissary ordering (with vendor agreement)	No cost
Desk Clock	Allows incarcerant to view the current time.	No cost
E-Book Reader	Provides the incarcerant access to over 50,000 books to download, read, and store on the tablet.	No cost
E-Card	Provides the incarcerant with a catalogue of e-cards to send to friends and family.	One media stamp*
Email	Two-way, corrections-grade digital messaging platform with facility regulated monitoring and control capabilities, as well as intelligence gathering opportunities.	One media stamp*
Grievance	Used to electronically process a wide variety of forms submitted by incarcerants.	No cost

	Forms are customizable to fit specific facility needs.	
Handbook App	Allows the incarcerated access to all facility documents and videos (e.g. Handbooks and PREA)	No cost
Jobview	Real-time job search database allowing incarcerated to perform millions of up-to-date local and nationwide job searches in numerous fields so they can make a plan for a successful re-entry into society	No cost
KA Lite	Self-paced preloaded educational platform with access to thousands of videos and exercises.	No cost
Law Library	Provides incarcerated with up-to-date legal information allowing them to perform comprehensive legal research	Will provide custom quote as part of Final Offer
Media Store	850+ games and growing – wide selection of titles at a low cost to incarcerated And Rent and watch full-length movies, TV shows, and self-help videos suitable for a corrections environment Non-explicit content only and many popular movies and TV shows available	Current Music prices range from \$0.65 – \$1.99. • Approximate average track price is \$1.39.
Mobi Office	Lantern- educational App –	No cost
Music App	Search, preview and download songs and albums Over 15 million songs available, in multiple genres of music such as Country, Gospel, Rock, Pop, and more	No cost for App. Media download charges will apply (see Media Store above)
News Stand	A subscription-based daily news service based on the Reuters wire service	\$4.00 monthly subscription
PDF	PDF Viewer	No cost

Photo Gallery	Allows the incarcerated to browse, view, and remove photo attachments.	No cost
Radio		No cost
Securus Phone App	Allows you to make phone calls on tablet	No cost for Phone App. Call charges will be per contract with WA DOC
Settings - ADA	Allows changing settings to enhance accessibility	No cost
Shopping cart	Shopping cart function	No cost
Text to Speech	Built-in text-to-speech capability that essentially transforms eBooks into audio books, which is ideal for incarcerated with literacy limitations	No cost
Tilt	The screen can be read horizontally or vertically, depending on the incarcerated's preference.	No cost
VideoGram	Allows sending of VideoGrams	Three media stamps*

\*Please note that WA DOC currently has the lowest available prices for stamp, as follows:

Cost	# stamps	Per stamp
\$ 2.00	6	\$ 0.33
\$ 5.00	20	\$ 0.25
\$ 7.50	35	\$ 0.21
\$ 10.00	60	\$ 0.17

**We are willing to renegotiate these prices during contract negotiations with the State.**

Please also note that incarcerated cannot make any purchases directly from the App provider in any of the Apps listed above. Any purchases by an incarcerated (such as media downloads) will be accomplished through deductions to the incarcerated's account with



Securus/JPay (e.g the Incarcerant's JPay media account or Securus inmate debit account), not with the App provider.

Generally speaking, all Apps listed above, once downloaded to the incarcerant's portable device, will work even when the device is not connected to the network. Certain functions on Apps that require communicating over our network in real time, such as making a phone call over the Phone app, downloading media content for the first time, or submitting a commissary order over the commissary app), will need to be connected wireless to our network or to a kiosk at the time the incarcerant performs the function. Please note that the wireless network we installed at WA DOC is very reliable and is designed with sufficient capacity to meet incarcerant and WA DOC needs, so this is rarely an issue.

**4. Describe Vendor's process for determining which applications will be provided through the system.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus is offering our full suite of services and applications which can be modified to the DOC's preferences or needs. The DOC will be able to make modifications during the Project Initiation Phase of implementation. The Securus Project Team will meet with the DOC's team to review the project plan, statement of work, and timetables to ensure a successful project kick-off. The items to review will include determining which applications are acceptable to the DOC and which applications are necessary to provide the best features for the DOC and their incarcerants.

**5. Applications with in-app purchases must be identified as such in the app store/catalog. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Incarcerents may easily pull of a list of media content available for download. The price for content requiring purchase is displayed so that the incarcerant is aware of the price before purchasing it.

**6. Games must not involve real-money in-app transactions and must not be of a violent nature. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus acknowledges and accepts this requirement.

7. **The applications and content purchased on the device must be accessible to the user upon release from a DOC facility. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Applications and content (music, games, etc.) purchased and downloaded to the app by the will continue to be accessible to the incarcerant upon release if the incarcerant purchases the tablet (which incarcerant can take with him or her upon release). If the incarcerant does not purchase the tablet, purchased content can be made available to the incarcerant upon release via a USB subject to any licensing restrictions by the content provider.

8. **Incarcerant's personal or device information must not be gathered without notice to the incarcerant and their express approval. A record of the incarcerant's approval must be retained for a period of six years from the date of approval and approval must be renewed every year. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

An incarcerant must accept JPay's Terms and Conditions (as stated in Exhibit ## - Incarcerant Terms and Conditions) prior to tablet and kiosk use. In doing so, JPay retains record of the incarcerant's approval of the terms that include, "ALL EMAIL, CORRESPONDENCE, AND COMMUNICATIONS, INCLUDING VIDEO VISITS, BETWEEN YOU AND OTHERS IN CONNECTION WITH YOUR USE OF THE SERVICES ARE SUBJECT TO MONITORING, RECORDING, INTERCEPTION AND DISCLOSURE, AND ARE NOT PROTECTED BY ATTORNEY-CLIENT PRIVILEGE." JPay will retain records of approval during the term of the agency's contract or for six years from the date the records of approval are given, whichever is long, and will their acceptance of these terms annually.

JPay does not gather incarcerant's personal or device use information (other than as stated above regarding email, correspondence, and communications) except for purposes of facilitating billing. provisioning of media ordered by the incarcerant, or otherwise as necessary to make the tablets work, but in all events will not gather such information absent the incarcerant's approval, and if so we will fully comply with the requirements above to first obtain the incarcerant's written approval, renew the approvals annually, and retain for six years.

9. **With the exception of sharing data with DOC, information about an incarcerant may not be distributed or shared in any way without the express consent of the incarcerant after notification. A record of the incarcerant's approval must be retained for a period of six years from the date of approval and approval must be renewed every year. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

We will meet this requirement by requiring incarcerants to proactively provide approvals on screens displayed to incarcerant on the tablet itself. We will electronically store record of each approval in our databases.

10. **The device must provide a way for incarcerants to check their own account balances by category (education, escorted outing, medical, postage, spendable, media, and phone account) and transaction history on their tablet (e.g. app purchase, commissary, etc.). Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Postage and media account balances are displayed to the incarcerant at the bottom of pages on the portable devices. Incarcerants can manage their phone call incarcerant debit accounts from any available Securus phone (including the Securus phone call App if the Department elects to have it installed on the portable devices) by pressing the number indicated for debit calls and following voice prompts. Securus is in the process of developing an app for portable devices that will allow incarcerants to view the transaction history of their App, media, and other purchases via the App. The availability of transaction history of commissary purchases made by the incarcerant via debit to his or her commissary account will be available to incarcerants provided the commissary provider makes the information available to Securus.

11. **All media purchases (movies, music) must be stored in the cloud, so download speeds are critical. What data speed will Vendor provide to customers?**

**Vendor's response**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The first time an incarcerant purchases particular media content, the content is downloaded from the cloud to our local content storage. The download speed from the cloud to our local storage is dependent on the media content provider and other factors we cannot control such as the amount of congestion in the internet backbone at the time of the downloaded. The download speed from our local content storage to the device, though, is generally within our control and is 20 Mbps from a Kiosk and up to 70Mbps wirelessly, depending on variables such as distance of device from the nearest wireless access point. Please note that once media content has been downloaded for the first time and is within our local content storage, all further downloads by other incarcerant is subject only to speed restriction from our local device content storage.

- 12. If media/content is downloaded via a Kiosk, the Vendor must be able to limit use of the kiosk for this purpose to 10 minutes. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Upon request by facility staff, JPay can configure kiosks to time out after 10 minutes to limit use of the kiosk to download media/content or other purposes.

- 13. If media/content is downloaded via Kiosk, what data speed will Vendor provide to customers?**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Vendor will manage data speeds such that media/content downloads will complete in a reasonably short amount of time. Vendor expects to provide a minimum of 20 Mbps download speed at each facility, when technically and economically feasible.

- 14. Describe how Vendor adds to the list of songs in a music library and describe how a request for particular music from an incarcerant would be handled by the Vendor.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Neurotic Media is a Music Content Provider that Securus has contracted with to supply the Music Securus sells to Incarcerants through downloads. JPAY uses Neurotic Media (NM) as the music service sourcing provider to update music offerings and process/deliver music to JP and SV Incarcerant tablets. Other music service providers are possible in the future. JPAY connects to Neurotic Media's database through a JPay-developed plug-in each day at 2am EST to check for any updated content that includes new artists, songs or albums.

### **Catalogue Updates**

To standardize the Music Catalog updating schedule, for Securus, Music Catalogs will be updated the first Tuesday and the final Thursday of each month. Criteria Employed in Updating the JPay Music Catalog Using record industry sales data, the following selection criteria is employed in catalog updating:

- 100 weekly top songs (tracks)
- 100 weekly top albums
- 249 top albums by genres (hip hop, rock, Latin, country, etc.,)
- 15 editor pick albums (recommended songs from the above listed albums identified as "New" or "Hot.")

With each monthly JPay Music Catalog update, a Music Programmer at JPay headquarters includes the addition of 249 top albums.

15. **The device must have free apps for relaxation exercises or stress relief tips/music as approved or identified by DOC. These apps should not require an internet connection to use. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus current has mediation and relaxation videos for a fee on its tablets at WA DOC but, upon successful award, will make these or other relaxation exercises or stress relief tips/music as approved or identified by DOC for free to incarcerated.

16. **If a non-incumbent Vendor becomes the successful Vendor, the incarcerated may no longer have access to their previously purchased media. Describe Vendor's proposal for addressing incarcerated's concerns about the loss of their media.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

In the event a non-incumbent Vendor becomes the successful Vendor, Securus will provide incarcerated with their previously purchased media through a USB or other method provided there are no licensing provisions with the media provider prohibits such transfers.

17. **There must be no data caps or throttling for incarcerated (i.e. there must be no limit or on the amount of data an incarcerated may use in downloading or streaming content and no reduced level of service after using a certain amount of data. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus acknowledges and accepts this requirement.

18. **The vendor must design the network with capability to handle bandwidth demands at peak times. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus acknowledges and accepts this requirement.

19. **Portable devices must be able to play full HD movies with minimal caching. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

We deliver the highest quality viewing experience for incarcerated through our media tablet device. Once an HD movie has downloaded to the tablet, the incarcerated will be able to view the movie with no caching since the movie file is stored directly on the device (it is not streamed). Our JP6 tablets are built with higher resolution and faster graphics

processing (GPU Mali - T720 MP2 with a core speed of 650 MHz) to improve visual fidelity allowing the incarcerated to view HD content.

- 20. For both music and movies, describe Vendor's catalogue and provide a link to a full listing of music and movie titles (do not provide a list of titles in your response). Also, provide Vendor's policies/rules regarding movies & music. For example, if incarcerated are able to rent movies, tell us the length of the rental period.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

All titles are G, PG or PG-13 and are reviewed by a designate Securus content specialist prior to release. Upon award, we will provide WA DOC with a secure link so that staff can view the lists of titles available to incarcerated at the time the link is viewed.

Our policy is that movies are rented for a 30-day rental period. Once the incarcerated plays the movie, the incarcerated individual has 48 hours to watch the movie.

A new 'Music Catalog' application is downloaded to the tablet when the incarcerated first syncs to a kiosk. Incarcerated are able to easily and conveniently access the latest catalog through the new 'Music Catalog' application once the tablet connects to Wi-Fi. This new app brings increased simplicity to browsing, sampling, and purchasing songs.

We do not add new titles to the list except after receiving WA DOC approval.

- 21. Goods and Services offered by the Vendor must be pre-approved by DOC prior to the offering of such goods and services to incarcerated or their friends and families. Goods and Services includes, but is not limited to portable devices and related applications. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus acknowledges and accepts this requirement.

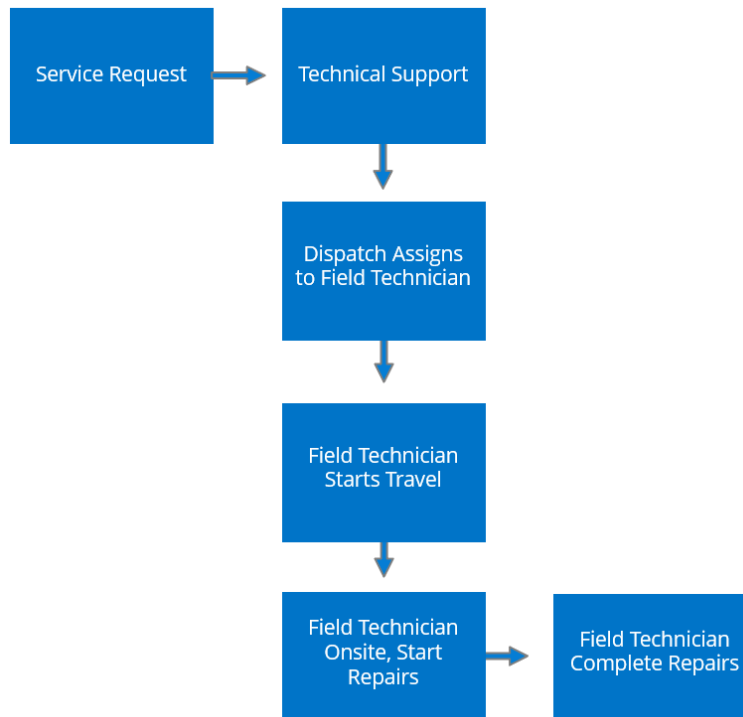
- 22. How will Vendor assure that support tickets are resolved and closed within 2 business days? What will Vendor offer to customers if a ticket is not resolved within this timeframe?**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The Technical Support Center (TSC) manages the flow of inbound support tickets through a distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service. The TSC has specific reports showing which tickets are opened and tracked to ensure they are meeting 2 day SLA if it is not a global issue.

## Trouble Ticketing Process



In all instances, service will be requested through the TSC and field service personnel will be dispatched through trouble ticketing system to ensure documentation and timely resolution of all service tickets.

### Event Tracking System

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

We will work with WA DOC during contract negotiations to define any corresponding penalties for not meeting trouble ticket resolution timeline standards.

**23. How does Vendor recruit, select, and train Vendor's customer service representatives? What will be the team structure of the customer service team? What will be the escalation path for customer service issues raised by incarcerated individuals and their friends and families?**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus continually enhances quality to maximize customer satisfaction. We do this through a comprehensive approach that includes our culture, our employee selection process, measurements and feedback, system and process design, and internal controls.

## Employee Selection

Having a quality-oriented culture is vital, but employees committed to our values and performing at the highest level is what sets us apart. Securus uses a formal process for employee selection that involves multiple departments and management levels. An in-house recruiter seeks out top candidates for open positions. Screenings ensure candidates match the requirements for positions and background checks ensure we only hire candidates with the highest integrity standards. Our formal processes ensure only the top candidates are selected.

Specifically, Customer Service representatives are prescreened and then interviewed. Once they pass background check they take two (2) weeks for training and an additional two (2) weeks of being in a nesting group.

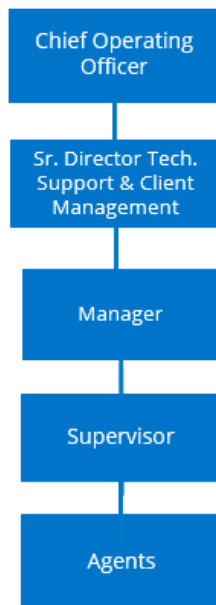
## Background Checks

Securus performs a criminal background search on all new hires. The search includes the criminal for surrounding counties of current residence and any other place they have lived, National Social Security Number Validation, education, two employment references, and driving records for Field associates.

Credit checks are completed for positions in Accounting and Finance that would have access to cash or banking.



## Structure of Customer Service Team



### Customer Service Escalations

Securus strives to deliver superior customer service and resolve customer issues in one call. Securus Friends and Family Call Center (SFFCC) supervisors are always available to assist customers when an issue requires escalation. Some issues may require time to research and resolve. For all issues, the following escalation list may be utilized after 24 hours:

- Escalate to customer service manager;
- If still unresolved, escalate to the director of customer care;
- If still unresolved, escalate to vice president of customer care.

**24. Vendor's support system must allow incarcerants and their friends and families to create more than one support ticket at a time. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Friends and family can have multiple tickets open at one time. To create a ticket live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Securus will set up a separate dedicated toll-free number just for WA DOC friends and family to contact customer service. Customers can also use our general toll-free number

(1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website ([www.securustechnologies.com](http://www.securustechnologies.com)). End-users can also now access SFFCC via online “chat” 24 hours a day, seven days a week.

## Incarcerant Technical Support

Incarcerants will also be able to have multiple services tickets open at one time. There are two methods incarcerants can use to submit a service ticket:

- Through a pre-arranged speed dial number, or
- Through the Communication Center on the Incarcerant Kiosk.

Securus can provide a pre-arranged speed dial number where the incarcerant can leave a message for support regarding customer service, billing, prepaid account setup, technical, and funding issues.

The NextGen Secure Communications Platform™ (NextGen SCP™) allows the DOC to create speed dial numbers that allow incarcerants to use shorter numbers, such as “101” or “111,” for dialing important numbers, such as incarcerants services, medical alerts, officer assistance, TTY, information, commissary, or emergency lines.

The calling services allows speed dial numbers to be crafted using 3 to 10 digits and provides the DOC with a virtually unlimited set of programmable speed dial numbers.

Further, for calls received at this line there is:

- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message
- A way to leave a reply message to the incarcerant

## Submitting a Service Request through the Incarcerant Kiosk

This is the current method WA DOC incarcerants have been using to submit service requests. The Communication Center on the kiosk, originally designed to solve an agency’s need for incarcerants to be able to file complaints and grievances, is available for incarcerants to submit various types of forms and support tickets through the kiosk or through the application on a tablet device.

Making submission of service requests a digital process reduces the amount of paper forms and simplifies the process so that all communications can be tracked and audited. The Communication Center allows incarcerants to submit and maintain a back and forth conversation as needed with facility staff and our Inmate Support team. Incarcerants are able to send support tickets covering a multitude of topics in order to request assistance from our Inmate Support team (as shown below).

Since its initial rollout in 2015, the platform has been updated to include functionality that is more comprehensive. The Communication Center now supports multiple agencies with the grievance and appeal process, JPay support tickets, education support, sick calls, medical and health services requests, and probation and parole re-entry communications.

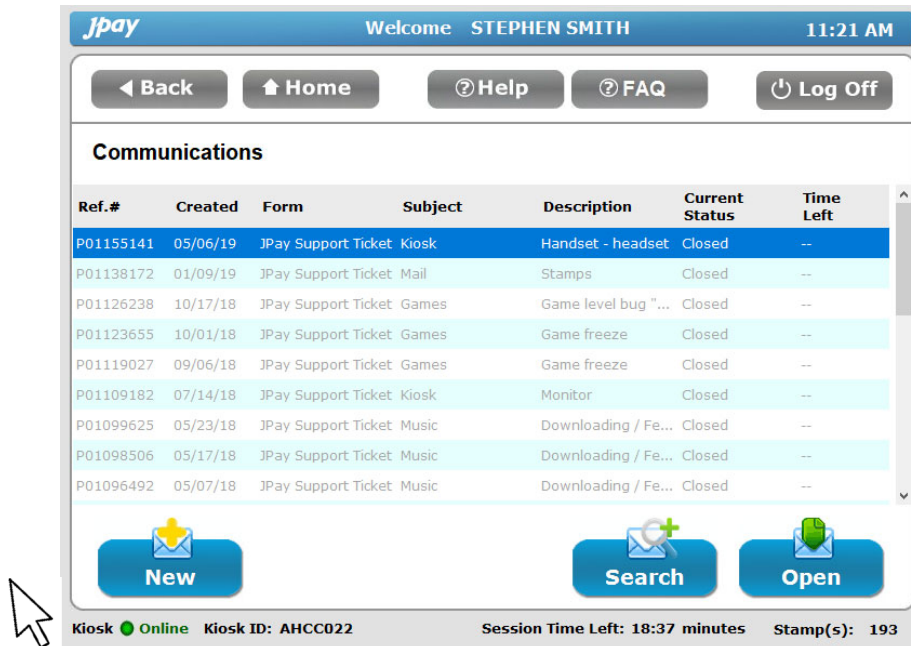
For instance, if an incarcerated individual has issues with a game application on their tablet device, they would take the following steps:

1. Log into the inmate kiosk with their ID and password.

2. Click on the Communications Center button.



3. The next screen would display the Communications Center landing page with a list of any pending or closed tickets the incarcerant submitted. To create a new ticket, they would click on the "New" button below.



4. The incarcerated would be able to select the issue they are trying to request support for by selecting from the drop down menus as shown below.

**JPay** Welcome STEPHEN SMITH 11:26 AM

◀ Back   ↑ Home   ? Help   ? FAQ   ⏻ Log Off

### Start a New Communication

**Form**   JPay Support Ticket   **Details**

**Subject**   Games

**Description**   Select

- Select
- Game freeze
- Game store issue
- Game download issue
- Game level bug "Include game
- Game Suggestion

3200 Characters Left

Cancel   Continue

Kiosk Online   Kiosk ID: AHCC022   Session Time Left: 14:00 minutes   Stamp(s): 193

5. The incarcerated can now enter any relevant details to the issue they're experiencing so that the Inmate Support team can help troubleshoot the matter.

**JPay** Welcome STEPHEN SMITH 11:27 AM

◀ Back   ↑ Home   ? Help   ? FAQ   ⏻ Log Off

### Start a New Communication

**Form**   JPay Support Ticket   **Details**

**Subject**   Games

**Description**   Game freeze

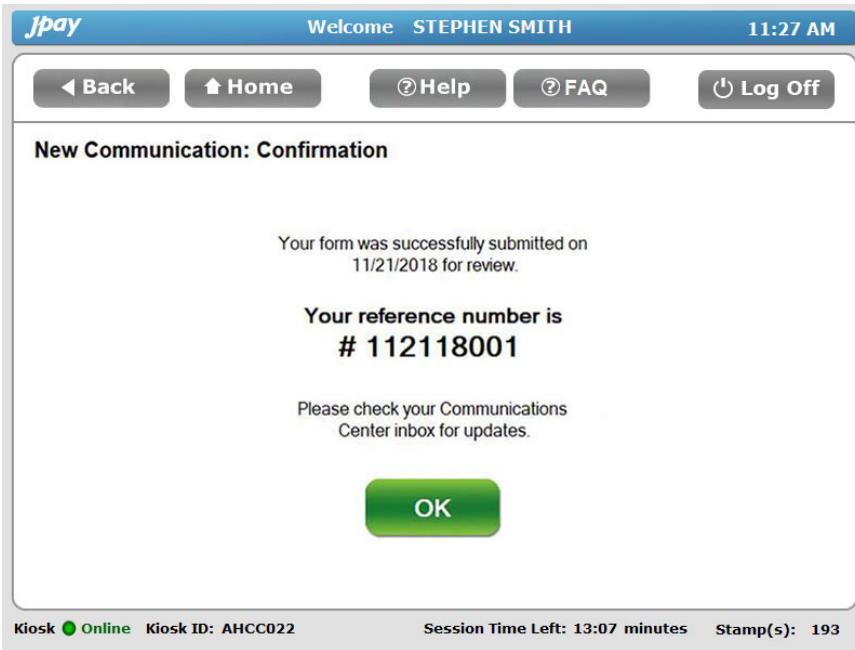
Hi, the game I downloaded keeps freezing when I get to the 14th level. Can you help? Or credit me back?

3097 Characters Left

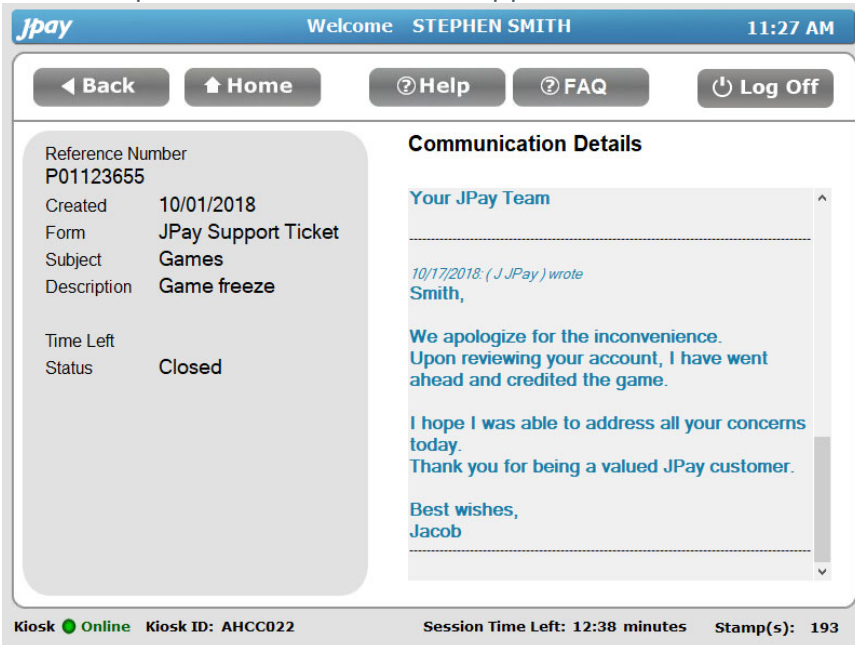
Cancel   Continue

Kiosk Online   Kiosk ID: AHCC022   Session Time Left: 13:07 minutes   Stamp(s): 193

After completing the form, the incarcerant will get a confirmation that their request has been sent with a confirmation number.



After clicking "OK", the incarcerant will be taken back to the Communications Center landing page where the incarcerant can view the status of their submitted requests as well as the response from the Inmate Support team.



**25. Will Vendor have customer service support staff dedicated to Vendor’s Washington state operations?**

**Vendor’s response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus will set up a separate dedicated toll-free number just for WA DOC friends and family to contact customer service.

**26. Except where otherwise dictated in these requirements, describe Vendor’s service level standards for portable devices and their software/apps including response times to incarcerated service requests.**

**Vendor’s response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

When we receive a service request our technicians will assign it one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

## Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Priority 1 trouble tickets are defined as any disruption or malfunction making the majority of kiosks or tablets unable to provide all or some services and applications. If onsite	2 hours	<ul style="list-style-type: none"> <li>Securus Technical Support Center notifies the facility when the service issue is resolved</li> <li>If a technician is required, Securus Dispatch or Field Service</li> </ul>	<ul style="list-style-type: none"> <li>If response is delayed, escalation procedures within Securus’ Management Team are activated to ensure appropriate resources are allocated to resolve the service request</li> <li>Technical Support Manager &amp; Field Service Manager</li> </ul>

	work is required, Securus will dispatch a technician. The account manager will be in constant communication with facility staff as to the trouble ticket's progress.		Technician contacts the customer with an estimated time of arrival	<ul style="list-style-type: none"> <li>• Technical Support Director &amp; Field Service Director</li> <li>• VP Service &amp; Operations</li> </ul>
<b>P2</b>	Priority 2 trouble tickets are defined as any disruption or malfunction of service affecting 10-50% of the available kiosks or tablets at any facility. If onsite work is required, Securus will dispatch a technician. The account manager will be in constant communication with facility staff as to the trouble ticket's progress.	24 hours	<ul style="list-style-type: none"> <li>• Securus Technical Support Center notifies the facility when the service issue is resolved</li> <li>• If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival</li> </ul>	<ul style="list-style-type: none"> <li>• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</li> <li>• Technical Support Manager &amp; Field Service Manager</li> <li>• Technical Support Director &amp; Field Service Director</li> <li>• VP Service &amp; Operations</li> </ul>
<b>P3</b>	Priority 3 trouble tickets are defined as any disruption or malfunction of service affecting 1 - 10% of the kiosks or tablets at any facility. Upon notification.	72 hours	<ul style="list-style-type: none"> <li>• Securus Technical Support Center notifies the facility when the service issue is resolved</li> <li>• If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival</li> </ul>	<ul style="list-style-type: none"> <li>• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</li> <li>• Technical Support Manager &amp; Field Service Manager</li> <li>• Technical Support Director &amp; Field Service Director</li> <li>• VP Service &amp; Operations</li> </ul>



**27. Describe how Vendor will respond to portable device and software service requests from incarcerated and their friends and families within the timeframe identified in the service level terms (see service level spreadsheet).**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Friends and family can submit their service requests to the Securus Friends and Family Call Center (SFFCC). To create a ticket live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Securus will set up a separate dedicated toll-free number just for WA DOC friends and family to contact customer service. Customers can also use our general toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website ([www.securustechnologies.com](http://www.securustechnologies.com)). End-users can also now access SFFCC via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

### **Customer Service Escalations**

Securus strives to deliver superior customer service and resolve customer issues in one call. Securus Friends and Family Call Center (SFFCC) supervisors are always available to assist customers when an issue requires escalation. Some issues may require time to research and resolve. For all issues, the following escalation list may be utilized after 24 hours:

- Escalate to customer service manager;
- If still unresolved, escalate to the director of customer care;
- If still unresolved, escalate to vice president of customer care.

## Incarcerant Support

Incarcerants will have multiple methods to submit service requests:

- Through a pre-arranged speed dial number, or
- Through the Communication Center on the Incarcerant Kiosk.

Securus will provide a pre-arranged speed dial number where the incarcerant can leave a message for support regarding customer service, billing, prepaid account setup, technical, and funding issues. The issue will be given a priority level and follow the appropriate service levels.

Further, for calls received at this line there is:

- An option to leave a reply message to the incarcerant regarding their issue
- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message

## Submitting a Service Request through the Incarcerant Kiosk

This is the current method WA DOC incarcerants have been using to submit service requests. The Communication Center on the kiosk, originally designed to solve an agency's need for incarcerants to be able to file complaints and grievances, is available for incarcerants to submit various types of forms and support tickets through the kiosk or through the application on a tablet device.

Making submission of service requests a digital process reduces the amount of paper forms and simplifies the process so that all communications can be tracked and audited. The Communication Center allows incarcerants to submit and maintain a back and forth conversation as needed with facility staff and our Inmate Support team. Incarcerants are able to send support tickets covering a multitude of topics in order to request assistance from our Inmate Support team (as shown below).

**Start a New Communication**

Form: JPay Support Ticket

Subject: Select

Description: 3200 character(s) left

Buttons: Cancel, Continue

Footer: Kiosk Online Kiosk ID: AHCC022, Session Time Left: 17:52 minutes, Stamp(s): 193

Since its initial rollout in 2015, the platform has been updated to include functionality that is more comprehensive. The Communication Center now supports multiple agencies with the grievance and appeal process, JPay support tickets, education support, sick calls, medical and health services requests, and probation and parole re-entry communications.

For instance, if an incarcerated individual has issues with a game application on their tablet device, they would take the following steps:

1. Log into the inmate kiosk with their ID and password.

Header: 12:26 PM

Logo: Jpay

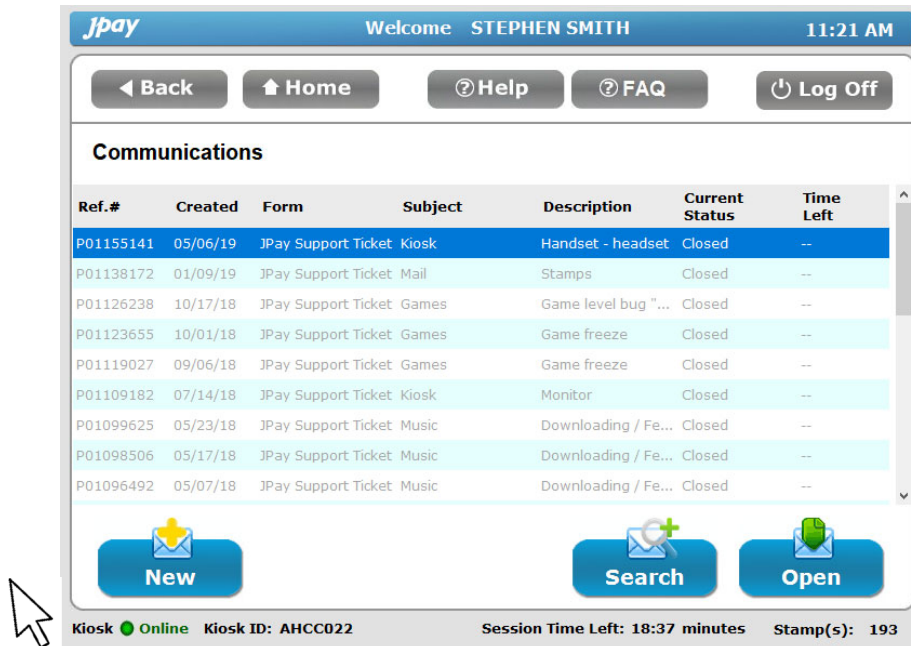
Form: ID, Password, Login, Forgot Password, Register

Footer: Kiosk Online Kiosk ID: AHCC022, 19.09.0.067

2. Click on the Communications Center button.



3. The next screen would display the Communications Center landing page with a list of any pending or closed tickets the incarcerant submitted. To create a new ticket, they would click on the "New" button below.



4. The incarcerated would be able to select the issue they are trying to request support for by selecting from the drop down menus as shown below.

**JPay** Welcome STEPHEN SMITH 11:26 AM

◀ Back   ↑ Home   ? Help   ? FAQ   ⏻ Log Off

### Start a New Communication

**Form**   JPay Support Ticket   **Details**

**Subject**   Games

**Description**   Select

- Select
- Game freeze
- Game store issue
- Game download issue
- Game level bug "Include game
- Game Suggestion

3200 Characters Left

Cancel   Continue

Kiosk Online   Kiosk ID: AHCC022   Session Time Left: 14:00 minutes   Stamp(s): 193

5. The incarcerated can now enter any relevant details to the issue they're experiencing so that the Inmate Support team can help troubleshoot the matter.

**JPay** Welcome STEPHEN SMITH 11:27 AM

◀ Back   ↑ Home   ? Help   ? FAQ   ⏻ Log Off

### Start a New Communication

**Form**   JPay Support Ticket   **Details**

**Subject**   Games

**Description**   Game freeze

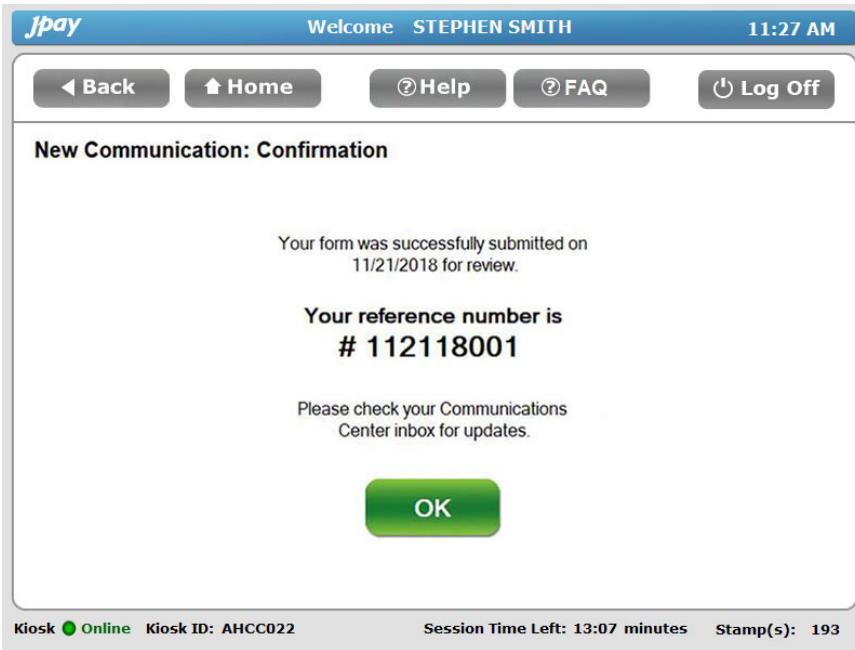
Hi, the game I downloaded keeps freezing when I get to the 14th level. Can you help? Or credit me back?

3097 Characters Left

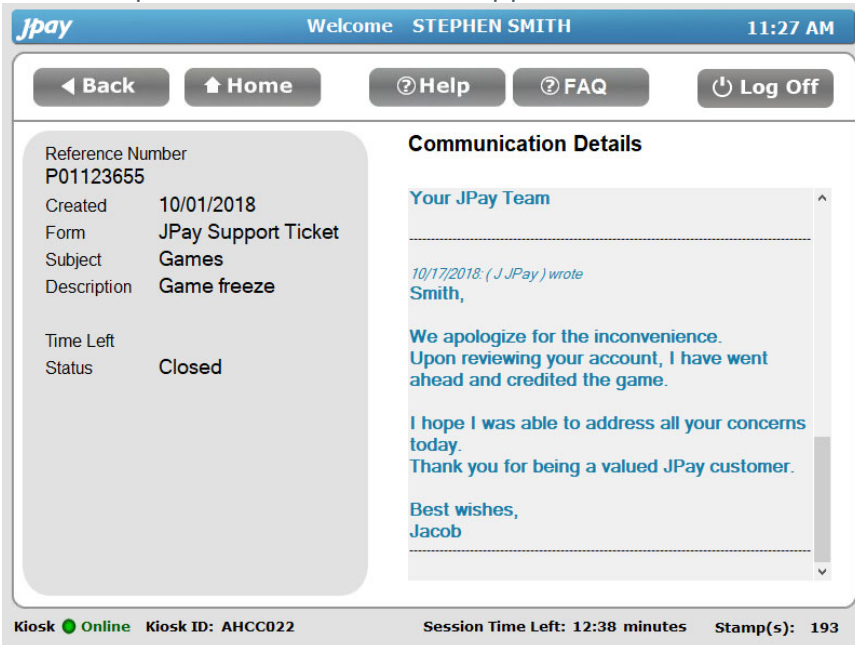
Cancel   Continue

Kiosk Online   Kiosk ID: AHCC022   Session Time Left: 13:07 minutes   Stamp(s): 193

After completing the form, the incarcerated will get a confirmation that their request has been sent with a confirmation number.



After clicking "OK", the incarcerated will be taken back to the Communications Center landing page where the incarcerated can view the status of their submitted requests as well as the response from the Inmate Support team.



**28. Describe how Vendor will resolve hardware/infrastructure issues within the timeframe identified in the service level terms (see service level spreadsheet).**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

When we receive a service request our technicians will assign it one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

## Service Response Times and Escalations

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Priority 1 trouble tickets are defined as any disruption or malfunction making the majority of kiosks or tablets unable to provide all or some services and applications. If onsite work is required, Securus will dispatch a technician. The account manager will be in constant communication with facility staff as to the trouble ticket's progress.	2 hours	<ul style="list-style-type: none"> <li>• Securus Technical Support Center notifies the facility when the service issue is resolved</li> <li>• If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival</li> </ul>	<ul style="list-style-type: none"> <li>• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</li> <li>• Technical Support Manager &amp; Field Service Manager</li> <li>• Technical Support Director &amp; Field Service Director</li> <li>• VP Service &amp; Operations</li> </ul>
P2	Priority 2 trouble tickets are defined as any	24 hours	<ul style="list-style-type: none"> <li>• Securus Technical</li> </ul>	<ul style="list-style-type: none"> <li>• If response is delayed, escalation</li> </ul>

	<p>disruption or malfunction of service affecting 10-50% of the available kiosks or tablets at any facility. If onsite work is required, Securus will dispatch a technician. The account manager will be in constant communication with facility staff as to the trouble ticket's progress.</p>		<p>Support Center notifies the facility when the service issue is resolved</p> <ul style="list-style-type: none"> <li>• If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival</li> </ul>	<p>procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <ul style="list-style-type: none"> <li>• Technical Support Manager &amp; Field Service Manager</li> <li>• Technical Support Director &amp; Field Service Director</li> <li>• VP Service &amp; Operations</li> </ul>
<p><b>P3</b></p>	<p>Priority 3 trouble tickets are defined as any disruption or malfunction of service affecting 1 - 10% of the kiosks or tablets at any facility. Upon notification.</p>	<p>72 hours</p>	<p>• Securus Technical Support Center notifies the facility when the service issue is resolved</p> <ul style="list-style-type: none"> <li>• If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival</li> </ul>	<p>• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <ul style="list-style-type: none"> <li>• Technical Support Manager &amp; Field Service Manager</li> <li>• Technical Support Director &amp; Field Service Director</li> <li>• VP Service &amp; Operations</li> </ul>

**29. Vendor must provide a minimum of four dedicated on-site service technicians (geographically located to maintain adequate service levels statewide). Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

We will provide WA DOC a minimum of four dedicated on-site service technicians geographically located to maintain adequate service levels statewide.



## Field Service Technicians

Securus requires that all FSTs have an extensive telecommunications background and tests each applicant before employment. Additionally, FSTs receive extensive Securus training and certifications to support our product offerings.

In response to an issue, the technician is required to follow a structured technical and management escalation process if they are unable to isolate the problem within four hours. Our integrated support model keeps our centralized technical support team engaged through problem resolution. FSTs and the technical support team have direct access to product and development engineers, enabling them to expedite repairs and minimize customer downtime.

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have a required part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

### Field Service Technician (On-Site)

Specifically, an on-site service technician's task will include, but is not limited to:

- Notifying the site contact when on-site
- Performing on-site routine hardware maintenance on monthly
- Checking hardware at a minimum of once month for problems
- Adhering to the contractually defined maintenance schedule
- Maintaining a detailed log reflecting the date each phone was last checked
- Opening service ticket to address all issues
- Repairing faulty hardware as required
- Conducting additional on-site visits as requested by the Securus Field Service, or Territory Managers
- Tracking ticket history and closure as required by the Service Manager.
- Completing site visit log
- Serving as Securus liaison
- Attending safety meetings as required by the DOC
- Escalating issues as needed

- 30. In addition to the technician requirements above, DOC requires one on-site administrator/primary point of contact for DOC headquarters. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus acknowledges and accepts this requirement.

- 31. All service must be provided from within the United States. Describe how Vendor will meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus provides all service to facilities, incarcerated and family and friends from within the United States. Both our Technical Support Center and Securus Friends and Family Call Center are located in Carrollton, Texas. The Securus Network Operations Center (NOC), which provides 24x7x365 monitoring for all Securus systems, including the NextGen Secure Communications Platforms™ (NextGenSCP™), network, back-office systems, and data centers, is located in Carrollton, TX.

Securus employs approximately 224 field service representatives throughout the United States, including five (5) Securus-certified technicians in Washington dedicated solely to WA DOC.

The Account Management group that will be dedicated to WA DOC are between Florida and Texas. Natasha Samuels, WA DOC's current Account Manager for JPay services, is in Miramar, FL. The assigned account manager for Securus ITS, VVS, and associated services, will be based out of Carrollton, TX.

- 32. Vendor must provide a weekly work order report/issue log for all WADOC facilities to the designated position at headquarters. Describe how you meet this requirement.**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus maintains records on all service tickets submitted and will provide WA DOC a weekly report. Your Account Manager will be responsible of providing this report through email. Additionally, your Account Manager will be responsible for conducting quarterly business meetings to review the last quarter's performance against metrics and discuss issues. In each meeting, the Account Manager will present reports that identify Securus's service response times as compared to the agreed to Service Level Agreements. Trends will be reported and required actions will be tracked and presented at the next meeting.

WA DOC staff can also review the status of an individual ticket through the Facility Service Request portal.

## Facility Service Request Portal



Securus' Facility Service Request portal documents and maintains records of every ticket generated by a service request. WA DOC personnel can access the service request portal track the status of existing service requests and review records of completed requests.

Securus' service request portal is an automated ticketing system that logs, tracks, manages, and assures appropriate responses to all service requests for a correctional facility, regardless of whether the request was initiated from a call to Securus Technical Support or entered directly into the service request portal.

The service request portal is one of the major tools in our arsenal to meet service level agreements with confidence, increase overall operational effectiveness, solve problems, streamline repetitive tasks, and improve customer satisfaction.

When a facility requires a service visit for any reason, including routine maintenance, a service ticket is opened and visible within the service request portal to track the event and allow for further analysis of any system issues and/or performance.

As with all service requests, those entered directly into the service request portal include information collected on the issue as gathered by the certified technician(s) to ensure our response is appropriate for the service event. Diagnosis of the event will determine whether the request or repair can be performed remotely or if onsite trouble-shooting assistance with our local field technician, working in conjunction with our Network Operations Center (NOC), is necessary. All service events, whether resolved remotely or via an onsite visit, are tracked and our customers can provide feedback on how we have performed and if we met their expectations. Further, the service event will be assessed to avoid repetitive service issues, which may indicate a system deficiency issue or fraudulent activity.

The service request ticketing system is used in various departments throughout Securus to provide a current view of any open items. The system automatically generates reports internally that are sent to management for service level reviews and customer status.

### **33. Describe Vendor's process for handling malfunctioning products or services.**

#### **Vendor's response:**

#### **SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

The JP6 tablet has a one-year warranty. If the incarcerant has device repair issues, they can submit an Incarcerant Support request where a representative can run diagnostics to help solve the issue. If the issue cannot be resolved, and the one-year warranty has passed, then the incarcerant would be given the option to purchase a new tablet.

In regard to addressing battery issues, Securus' JP6 tablet utilizes high-capacity and rechargeable lithium ion batteries with a nominal capacity of 8000mAh/29.6Wh. The

battery can last on one full charge for up to 20 hours before requiring a recharge even when playing music or video and has a 500-cycle capacity.

Securus has worked diligently with our tablet manufacturer to provide a high-capacity, rechargeable lithium battery. In the past, our tablets had issues with battery swelling and overheating which in turn would cause the tablet to malfunction. These issues have been addressed and our new JP6 tablets have the following upgrades:

1. **Charge termination** – The JP6 is programmed to stop charging after it reaches 100% battery charge (even when left plugged in).
2. **Temperature sensor** – The JP6 includes an internal sensor that detects excessive heat or cold and will shut down the tablet to prevent damage caused by extreme conditions.
3. **Battery App** – The JP6 is equipped with a core application that monitors the cycles (a cycle is the process of fully charging and discharging a battery) and usage of the battery. This assists in running diagnostics and providing relevant information when troubleshooting the incarcerant’s tablet device. If an incarcerant has issues with a tablet that relates to its battery use, then the incarcerant can request help from an Incarcerant Support representative by plugging in their tablet device to an incarcerant kiosk and completing an Incarcerant Ticket request. Once plugged in, the Incarcerant Support representative would be able to view the battery’s status through the Battery App. This will assist the representative in determining what the next step is in order to resolve the issue.

34. **Vendor agrees not to charge fees that are not explicitly stated in its contract. Acknowledge Vendor’s acceptance of this requirement.**

**Vendor’s response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Securus acknowledges and accepts this requirement.

35. **How will Vendor transfer over apps, services, media (data generally), when an incarcerant purchases a new tablet?**

**Vendor’s response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Once the incarcerant connect the new purchased, device to the kiosk he or she will be able to download all the apps, services and media.

**36. Upon purchasing a new tablet, how long will it take before an incarcerant can use the apps, services, and media previously available on their old device? How long is the transition time?**

**Vendor's response:**

**SECURUS HAS READ, UNDERSTANDS, AND WILL COMPLY WITH THIS REQUIREMENT.**

Once the incarcerant connect the new device to the kiosk he will be able to download all the apps, services and media, and can start using them.

# ASHLAND UNIVERSITY FACT SHEETS

## Correctional EDUCATION Program

# Fast Facts



**ASHLAND UNIVERSITY** provides a top-tier education for incarcerated students within correctional facilities. Due to the Pell Grant, correctional facilities may offer incarcerated individuals the ability to gain an education at no cost to the student or facility!

### Ashland University's Correctional Education Program Offers:

#### FLEXIBLE AND INDIVIDUALIZED SCHEDULES

With virtual classrooms and a tablet-based learning environment, students will be able to complete lectures, assignments and tests on their own time within the structure of each semester.

#### PROFESSOR INTERACTION

Students are able to communicate and interact with professors using the tablet-based system.

#### A DIRECTOR ON-SITE

We provide an on-site director for each facility. This allows students to have face-to-face interaction with a university employee who will help throughout the educational process.

#### ACADEMIC SUPPORT

Every student is offered a digital library and reference materials.

#### MULTIPLE PROGRAM OPTIONS

Students have the option to complete either an associate's degree in general studies or a bachelor's degree in communication studies or interdisciplinary studies.

#### EDUCATION WITH SECURE ACCESS

Students may view lectures, complete assignments, take tests, read from books and communicate with professors through secure connectivity.

#### CONTINUE AFTER RELEASE OPTIONS

Once released, students are encouraged to continue their education through our online reentry program. Credits earned while inside will transfer, as well, if the student decides to continue at another accredited college or university. Released students are Pell-eligible and are able to complete a degree without financial responsibilities for tuition or fees. Qualified students interested in participating must apply to the program within one year of their release date.

**Contact Us** for More Information!

OVER  
2,000  
students

**SERVING SEVEN**  
States &  
Washington DC

ALMOST  
550



Graduates in **two years**

**50+**  
years  
of experience in  
correctional education

Bachelor's  
degree  
completed in  
**10**  
semesters



Certificate  
Programs



Associate's  
Degrees in  
General Studies



Bachelor's  
Degrees  
Several Options

**ASHLAND**  
UNIVERSITY

**CORRECTIONAL  
EDUCATION PROGRAM**

CORRECTIONAL  
EDUCATION PROGRAM  
26 W. Main Street | Ashland, Ohio 44805  
419.207.4990 | cep-reentry@ashland.edu  
[www.ashland.edu](http://www.ashland.edu)