

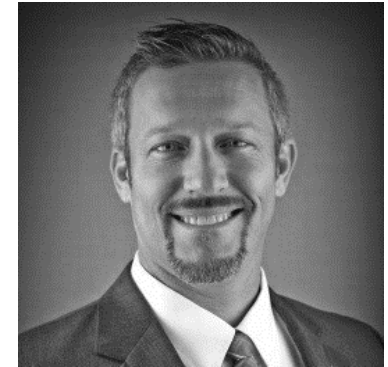


Kentucky Task Force

Securus Technologies Services Overview

SECURUS
Technologies
connecting what matters®

SECURUS TEAM



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TECHNOLOGY PIONEER AND LEADER

Most Facilities Served for ITS. Most Video Visitation Terminals Deployed. Most Inmate Tablets in Use.

ITS LEADER

- Started in 1986
- 33 Years in the Industry
- 2700+ Customers
- Most Facilities Served

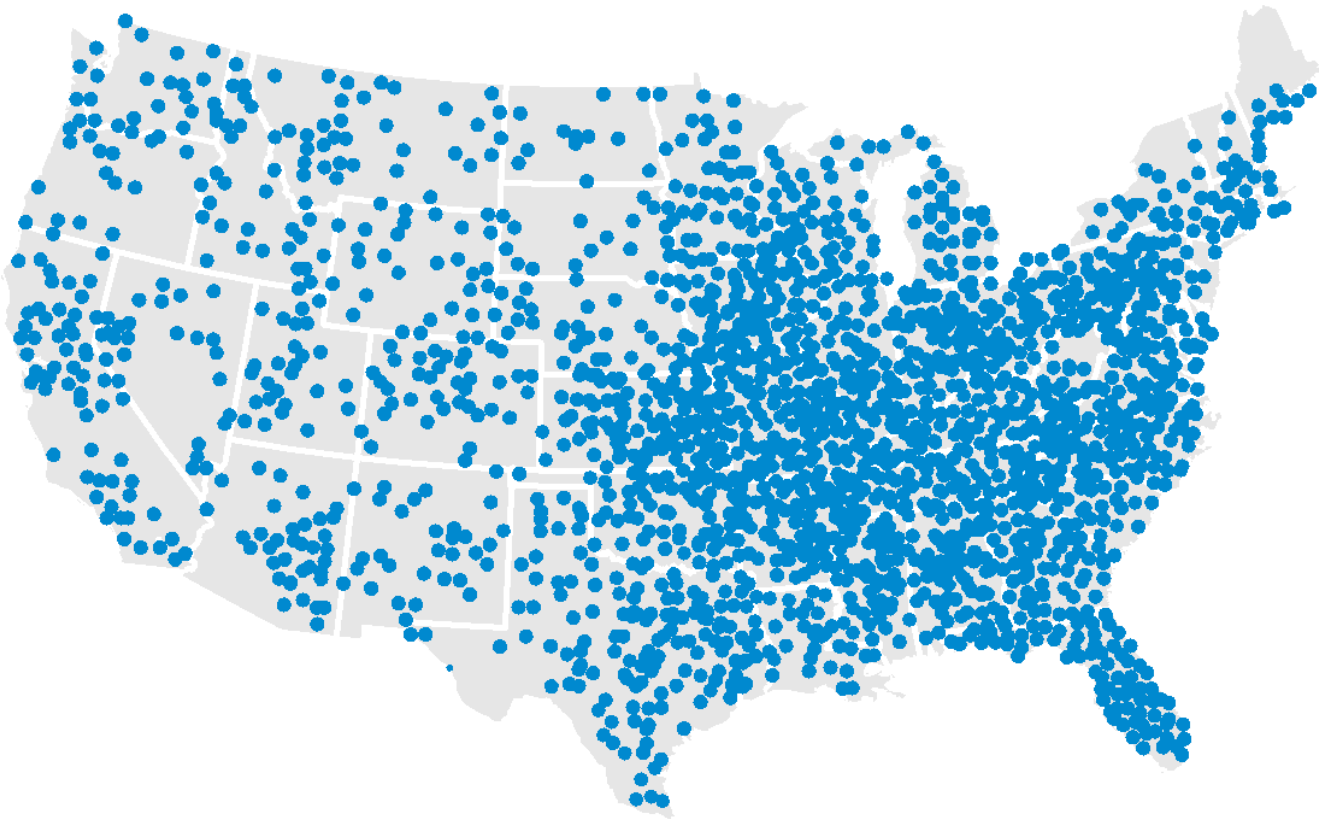
VIDEO CONNECT LEADER

- Started in 1996
- Remote Video Visitation in 2008
- 23 Years in the Industry
- Over 300+ Customers
- Most Terminals Installed in the industry
- Over 2M remote sessions connected per year

TABLET LEADER

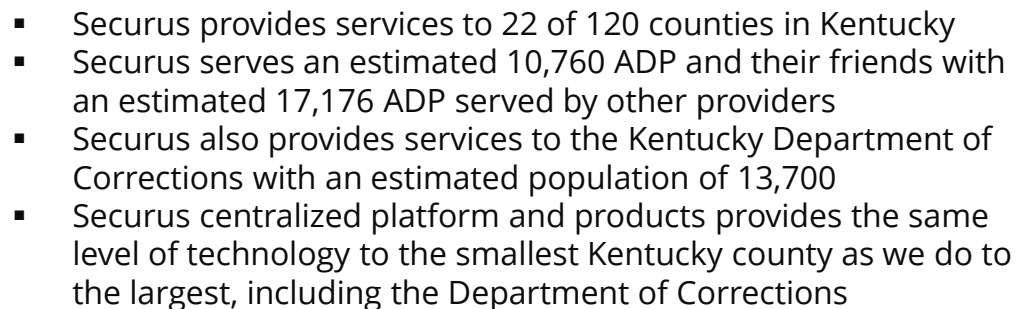
- Started in 2013
- 6 Years in the Industry
- 200,000 tablets in deployment — by far the most in industry

MOST EXPERIENCE



SOLUTION	FOUNDED	EXPERIENCE
ITS	1986	33
Video Visit	1996	23
Tablets	2013	6

Securus presence in Kentucky

SECURUS TECHNOLOGIES | 4

Correctional Officer Memorial Fund



- \$15K-\$18K each year in KJA Conference Sponsorships
- KaCO Conference Sponsor
- \$5K Sponsor for Lexington Fayette Jail Holiday Luncheon
- Yearly supporter of Toy Drives at multiple County Facilities
- Henderson County Christmas Party sponsor for staff
- Meade County Christmas Party sponsor for staff
- Retirement sponsor for Director Bolton at Louisville Metro
- Scott County partnership for employee affairs
- Kentucky Council on Crime and Delinquency – Sponsor
- Kentucky Correctional Institution for Women – Golf tournament – Sponsor

Covid19 Relief

317,386

Free calls

5,602,073

Free minutes

17,739

Free Video Connect

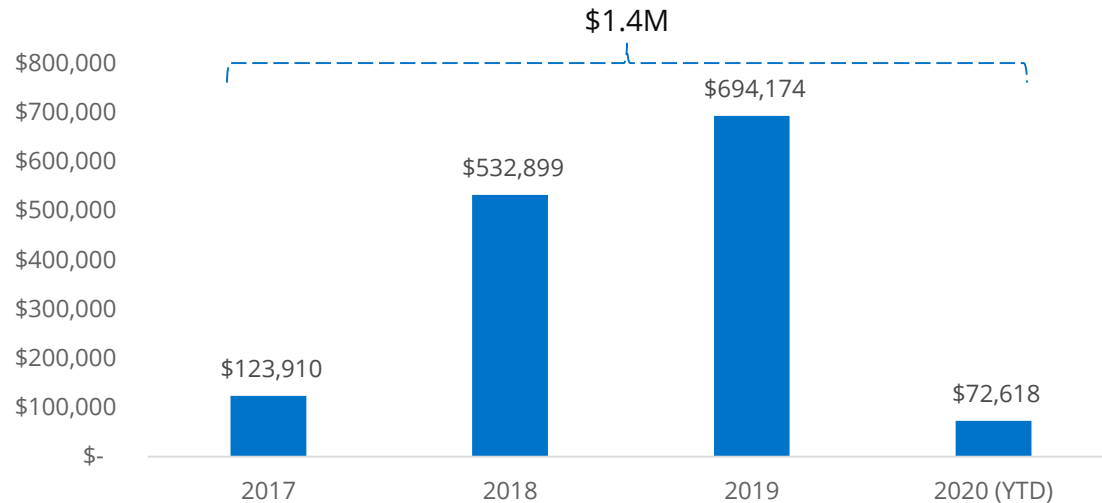
Contract ID	Agency	Account Owner	Total Calls	Total BMOU	SVC Codes Given
I-300091	Barren county detention center	Emily Utz			1,481
I-000542	Carter county detention center	Emily Utz	5,799	26,725	
I-002339	Crittenden county	Emily Utz			812
I-300051	Franklin county corrections	Emily Utz	1,956	22,588	
I-390038	Graves county detention center	Emily Utz			586
I-002853	Ky doc	Russell Graham	252,346	4,815,727	
I-001341	Lexington fayette urban detention	Emily Utz			5,784
I-002661	Louisville/ Jefferson county metro govt	Emily Utz	53,767	691,708	9,076
I-000568	Scott county detention center	Emily Utz	1,095	11,662	
I-300066	Woodford county fiscal court	Emily Utz	2,423	33,663	
Total			317,386	5,602,073	17,739

Securus and Kentucky Counties have partnered to provide essential free services to enable communication during the pandemic.

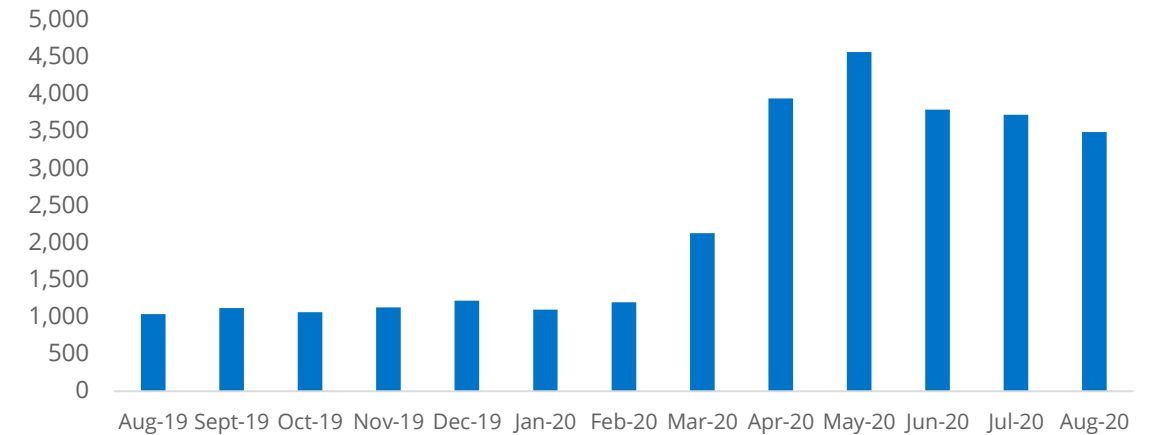
SECURUS INVESTMENT IN KENTUCKY

3 Year investment has allowed for successful video connect services

Invested Capital in KY Jails



Remote Connections through Video Connect



Advancement in communication services

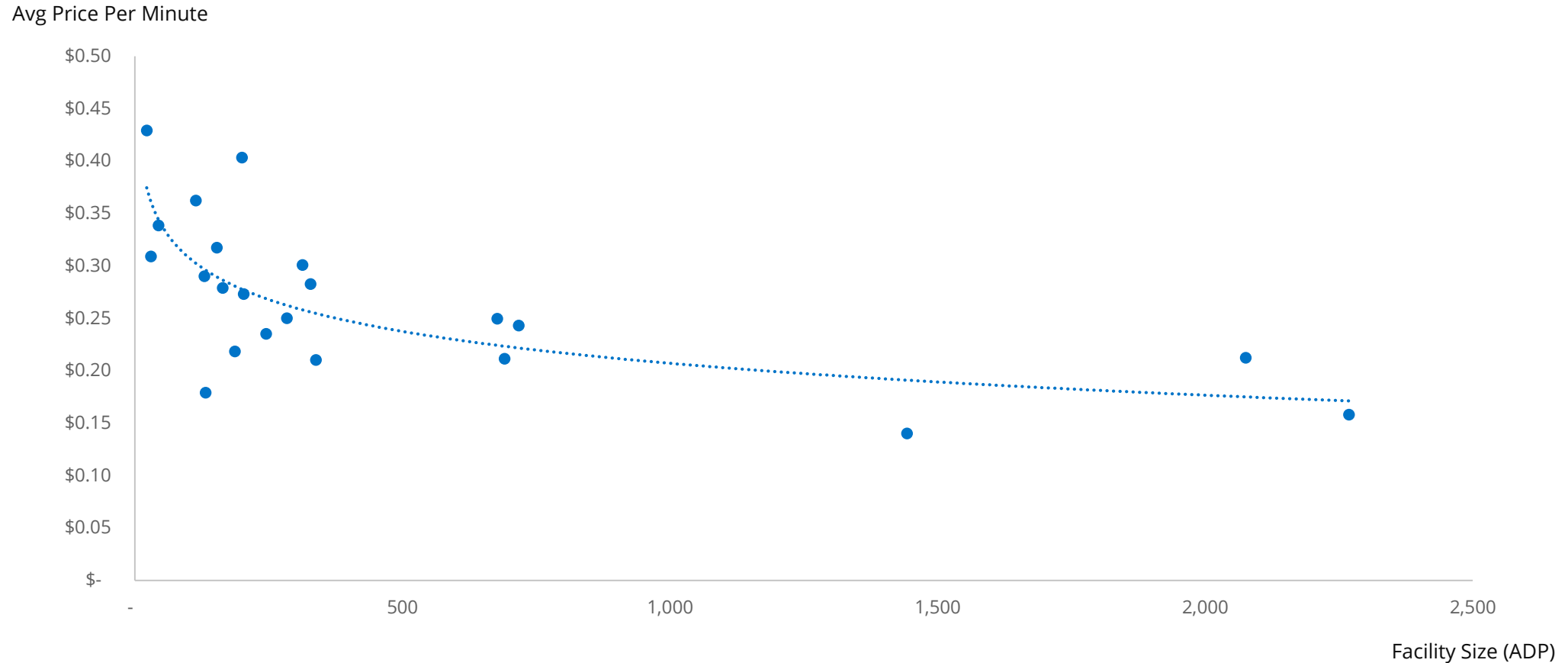
- Securus investment into hardware, infrastructure, and network to support enhanced communications
- Investment exceeds \$2.6M since 2013
- Investment of \$1.4M since 2017 due to increased demand for Video Connect and Tablet/Media/Education services
- Investments will continue in 2020/2021 and beyond

Video Connect Provides Critical Connections

- Capital intensive solution
- Not intended to replace in person visitation
- Proved invaluable during Covid19 across the U.S.
- Pricing ranges from \$5.00 - \$12.99 for up to 30 minute visit sessions
- Visit pricing doesn't fully recover capital investment and on going operating costs

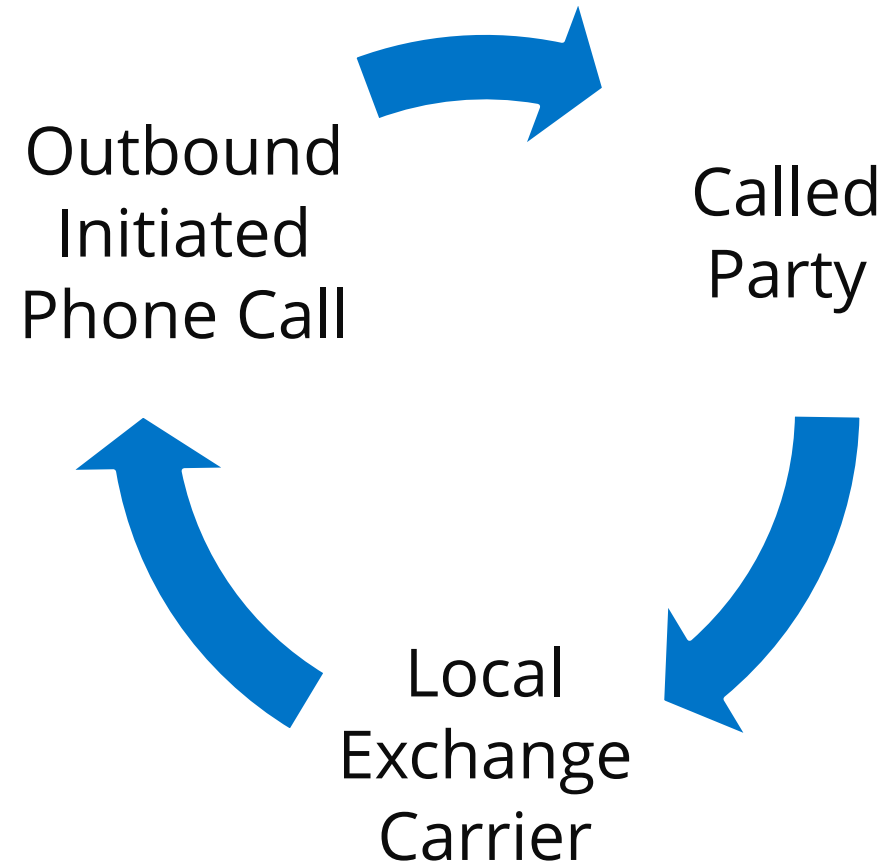
CALL PRICING BASED ON FACILITY SIZE

Actual voice pricing per minute



Pricing achieves economies of scale with volume

PERCEPTION OF INCARCERATED CALLING SERVICE (ICS)



Calls administered and placed just like consumer residential services.

Inmate Phone

Hardened phones with vandal proof equipment

User initiated phone activities

- Phone taken off hook
- Incarcerated user dials number
- User select language
- User selects billing type
- Certain admonishments are played to either side of call (configurable)
- Called party answers phone and accepts call
Call accepted. Thank you for using Securus Technologies. Go ahead.
- Customizable signals during or end of the call
You have one more minute for your call. You have fifteen seconds left
- Phone also used to order commissary goods (access no charge)
- Certain numbers set to free (no cost)
- PREA line (no cost)
- Informant line (no cost)

Company Billing Systems

- Process pre-paid deposits
- Create, perform credit checks, and deliver monthly billing statements for Direct Bill accounts
- Manage and administer risk management tools to ensure that bad debt is minimized

Company Customer Service

Facility Support

- Platform questions
- Agency Training
- Service requests
- Call detail reports

Customer Support

- Customer inquiries
- Customer requested blocks
- Secure bill name and address from local exchange companies Contact customers to verify billing
- Deposits
- Refunds
- Direct billing and collection



Company Operations Center Administrative Computer

Database Management

- Post-call velocity checks
- Number blocks for harassing calls, witnesses, facility staff
- Free calls

Fraud Investigation Traffic Analysis

- Calling pattern analysis
- Multiple originating numbers to the same terminating number

Fraud Investigation Blocks

- Multiple numbers at the same address
- Uncollectable calls

On-site Inmate Phone Manual Controls

On/off switches for individual inmate phones

Secure Call Platform

Database Management

- PINs to restrict access to approved numbers only
- Number blocks: harassing calls, witnesses
- Free calls to Public Defenders, Bail Bondsmen

Database Management

- Automated Operator gives voice prompts to inmate to state name and dial number
- LIDB/BNS database query LIDB returns '050' no billed number screening (DNS) validate and OCN of LEC
- Determines correct call routing
- Call is completed
- Jail/Prison branding
- Automated rate quotes
- Incoming calls blocked

Call Monitoring

- Call time limits
- 3-way call detection
- Voice overlay/repeat branding
- Flag calls for facility alerts
- Fraud digit detection to prevent secondary dial tone

Investigators

- Flag calls to specific numbers
- Flag calls from various Cell Blocks to same number

Administrative Uses of the Platform

Cloud Based, Call Management

- Live Monitor
- Access/Download Recordings

Frequently Called Numbers

- Administrative reporting

Facility Control

- Call schedules
- Digital controls to turn off individual phones or cell blocks

Database Management

- Maintain negative databases -on site blocking
- PINs to restrict access to approved numbers only

On-line Recording and Monitoring System

- Real-time monitoring of inmate conversations
- Recording and playback of inmate conversations Recording and monitoring selectable by PIN, phone number, Cell Block
- Full time, dual channel recording

Local Exchange Company

- LEC connects local calls
- IXC connects long distance calls

Called Party

- Called party answers phone
You have a collect call from (name of inmate) at (name of facility/detention center) ...
If you will accept dial "3" now ... For rate information dial "4" ... To decline the call, dial "9" or hang up now
- Called party dials "3" to accept call
Thank you for using Securus Technologies, go ahead.
- To signal end of call
You have one more minute for your call You have 15 seconds left

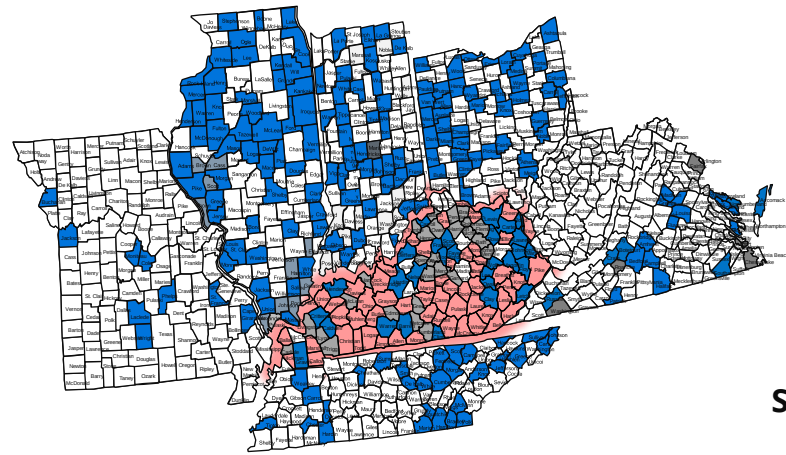
The Reality of Inmate Calling Services

SCP OUTBOUND CALL PROCESSING

1	Outbound dial attempt	✓	16	Verify, virtual group restriction	✓
2	Check for correct pin number	✓	17	Validation check for called party block	✓
3	Check for correct voice biometric match	✓	18	Activate call to determine wireless or wireline	✓
4	Check if caller is PAN enabled	✓	19	Send SCP wireless indicator	✓
5	Verify dialed number on PAN list	✓	20	If no account found or insufficient balance, enable account active message	✓
6	Verify number is attorney/clergy to disable recording	✓	21	At connection, play outbound call scripts	✓
7	Verify number is not on a block list	✓	22	Wait for positive acceptance detection	✓
8	Activate recording servers	✓	23	Enable 3 -way detection capability	✓
9	If recording not active, terminate call	✓	24	Enabled remote call forwarding detection	✓
10	Validate type of call for billing	✓	25	Check for covert alert detection	✓
11	Check for available funds	✓	26	If so, activate covert notification and bridge	✓
12	Validate velocity restriction	✓	27	Terminate call at disconnection	✓
13	Check time of day restrictions	✓	28	Send SCP call detail information	✓
14	Monitor call timer restriction	✓	29	Send Ipro call recording for analysis and detection	✓
15	Monitor call length vs. available balance	✓	30	Send THREADS call details for data analysis	✓

INVESTIGATIVE FEATURES

As call volume increases, reliance on security software increases



Securus services in surrounding states

NextGen SCP



Search, Monitor and Investigate

- Hosted SAS Platform
- Integrated Calls, Visits, Emails
- Elastic search technology
- Portal consolidation
- 38 Terabytes of data
- Focused on user experience
- Integrated user experience
- User Dashboard
- Inmate activity feed
- Video Connect management
- Real time activity
- Real time monitoring
- Integrated media player
- Modernize technology

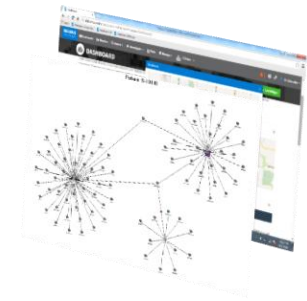
Investigator Pro



Voice Biometric Analysis

- Hosted software
- Post-call voice analysis
- Compares voice print of PIN owner to voices on call
- Quick view identifies calls of interest (mismatches)
- Search via Suspicious call finder
- Inmate enrollment required
- Highly reliable
- Highly accurate
- Deters pin theft
- Find calls based on voice vs. PIN

THREADS



Pattern Analysis

- Data centric tool
- Communication Analysis
- Patented Algorithms
- Data import capable
- Relationships and anomalies
- Agency/Statewide/Regional communities
- Rapid analysis of communication data sets
- Integrated with Secure Call Platform
- Helps uncover human trafficking patterns

84 VARIABLES THAT IMPACT PRICING AND PROFITABILITY

These specifications are different based on community needs

- | | | | |
|---|---|---|---|
| <p>1) Commissions</p> <ul style="list-style-type: none">• Minimum Annual Guarantee• Flat Rate on All Products• Variable Rate by Product• Tiered• Technology Grants• Optional/Variable Based on Products Taken• Signing Bonuses• Prepaid Commissions | <p>5) Call Duration</p> <ul style="list-style-type: none">• No Limits• Limits• Ramp Up• Elasticity of Demand with Respect to Price | <p>9) Taxes</p> <ul style="list-style-type: none">• Included in Rates• Billed Separately• USF Included or Excluded in Rates | <p>14) Penalty Provisions</p> <ul style="list-style-type: none">• SLAs• Other Penalties |
| <p>2) Rates</p> <ul style="list-style-type: none">• Interstate• Intrastate• Local• International• Free Calls• Pro Bono Calls• Flat Rate• Variable Rates and Surcharges• Variable Rates Only• First Minute and Additional Minutes• Mix of Traffic | <p>6) Forms of Call Restrictions</p> <ul style="list-style-type: none">• Voice Biometrics• PINs• PANs• Incentive/Disincentives | <p>10) Associates Required</p> <ul style="list-style-type: none">• On Site Dedicated Technicians• On Site Dedicated Site Administrators• Dedicated Account Executives | <p>15) Network Costs</p> <ul style="list-style-type: none">• Connections to T1s• DSL Facilities• Connections to Unique Carriers• Cable Modem• Variability by Carrier |
| <p>3) ADP</p> <ul style="list-style-type: none">• Growth Rates• Lockdowns• New Construction• Shift to Other Facilities | <p>7) Capital Requirements</p> <ul style="list-style-type: none">• Premise Renewal• SCP• SCP Renewal• Telephone Replacements• Telephone Reuse• Inside Wire<ul style="list-style-type: none">- New- Reused• New Product Development• Disability Requirements• Other Public Payphones• Visitation Phones | <p>11) Fees/Other Charges</p> <ul style="list-style-type: none">• Funding Fees | <p>16) Other Issues</p> <ul style="list-style-type: none">• Long Distance/Local Arbitrage• Wireless Contraband• Unemployment• Recession/Economy• Billing and Collection Costs<ul style="list-style-type: none">- RBOCs and LECs- Direct Billing• Voice Biometric Enrollments |
| <p>4) Performance Bonds</p> <ul style="list-style-type: none">• Letters of Credit | <p>8) Credit Profile</p> <ul style="list-style-type: none">• Bad Debt Profile• Postpaid Percentage• Prepaid Percentage• Prepaid Cards• Blocking to Selected Terminating Areas• High Toll Blocking• High Velocity Blocking• Customer Segmentation• Billing Agreements• Return Code Blocks | <p>12) Other Products</p> <ul style="list-style-type: none">• Jail Management System• Video Visitation System• Contraband Wireless Controls• MP3 Players• Continuous Voice Recognition• IVR<ul style="list-style-type: none">- Inmate Funding- Friends and Family Facing• Monitoring/Analysis of Calls (Corrections Functions)• Kiosks | |
| | | <p>13) Call Recordings</p> <ul style="list-style-type: none">• Storage Requirements• On Site• Centralized | |