CTC

CHRISTIAN COUNTY

AUGUST 2025

POINT OF CONTACT:

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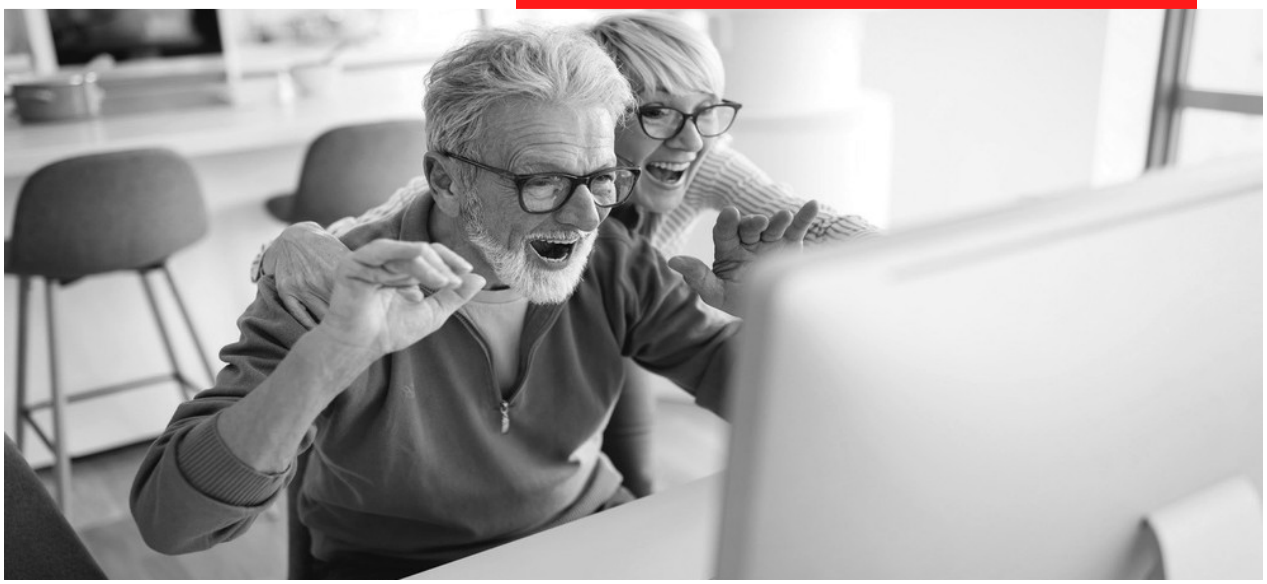
WHY CTC ?

CONNECTING PEOPLE SINCE 1986



Since 1986, City Tele-Coin has provided the corrections industry with technology for inmate communications. CTC continues to advance in technology and provide the latest platforms to hundreds of facilities across numerous states. We pride ourselves on customer service. Customer service is key to keeping facilities operating smoothly and all technology working properly.

August 2025

Christian County Sheriff's Office
110 West Elm St. #70
Ozark, MO 65721

Sheriff Brad Cole,

I would like to take the time to express how much of an honor it would be to serve as the Inmate Communications provider at the Starr County Jail. At CTC, we strive to provide the latest technology to our customers. As a family owned business with our own in-house development team, we eliminate the need to rely on third party companies. We write our own software and design our own hardware which gives us the opportunity to customize features to better fit your needs.

Since we develop and design our own software and hardware, we are very flexible in customizing applications such as streaming live church services, customizable education content, or any other applications desired by Starr County.

We provide live operators who will promptly address any and all concerns whether it's the Starr County facility, the customer, or the inmate calling in. With CTC, there is no risk and no need to wonder if you're making the right decision because we are already proven and, unlike many of our competitors, we do not make promises on things we cannot deliver. CTC does not participate in call diversion tactics such as, single pay calls, promotional items, etc. We pay true commissions on ALL usage revenue generated, including interstate calls which is easily monitored and checked on our platform.

Eric Terry
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OUR OFFER

INITIAL PROPOSAL

FOR CHRISTIAN COUNTY, MISSOURI

OVERVIEW

City Tele-Coin (CTC) is pleased to present our Initial Proposal for inmate communication services. The previous requirements under the Martha Wright-Reed Act have been withdrawn by the FCC until 2027. During this time, the FCC is actively reviewing and rewriting the guidelines originally outlined in the Act. Because the FCC has withdrawn the order, we are currently allowed to pay commissions on phone and video usage along with messaging and media app usage; allowing you to generate a revenue on all services provided.

CTC is committed to offering the best products available in the industry and providing the most revenue-generating technology for our counties. All services provided by CTC to Christian County — including Safety, Security, Storage, Remote Mail Scanning, and Law Library access — will be offered free of charge to the County.

Should any further changes arise, we are fully committed to renegotiating terms in good faith to align with any newly issued FCC guidelines. A draft contract is included at the end of this RFP for further clarification.

SERVICE PROVIDED	RATE	COMMISSION
Standard Calling	$0.21/per min	68%
International Calling	$0.50/per min	68%
Remote Video Visitation	$0.25/per min	30%
Messaging	$0.25/per message	30%
Photo Message	$0.25/per message	30%
Media App	$0.05/per min	10%

Standard Calling includes: IntraLata, Intrastate, Local Calls, Long Distance

INITIAL PROPOSAL

FOR CHRISTIAN COUNTY, MISSOURI

OVERVIEW

CTC introduces block time options for Media Apps, allowing inmates to buy time bundles at a discounted rate instead of paying for each minute separately.

Here's a breakdown of the block times for Media Apps, detailing the rates and per-minute charges.

TIME BLOCKS	RATE	PER MIN CHARGE	COMMISSION
1 Hour	$2.85	$0.04/per min	10%
24 Hours	$14.95	$0.01/per min	10%
72 Hours	$22.95	$0.0053/per min	10%
7 Days	$29.95	$0.0029/per min	10%
30 Days	$69.95	$0.0016/per min	10%

INITIAL PROPOSAL

FOR CHRISTIAN COUNTY, MISSOURI

EQUIPMENT + TECHNOLOGY ENHANCEMENT

With the FCC's recent decision to withdraw the Martha Wright-Reed Act until 2027, inmate communication providers are no longer required to charge for services related to Safety, Security, Storage, Remote/Onsite Mail Scanning, and Law Library access. Previously, the FCC considered providing these services at no cost as an in-kind payment, but this is no longer the case under the current guidelines. As a result, CTC is able to continue offering all of these services free of charge to Christian County.

EQUIPMENT + TECHNOLOGY ENHANCEMENT BREAKDOWN	
3 Inmate Phones (booking & attorney visits) - CTC will provide this service at no cost to Christian County. All other calls will be placed on kiosks/tablets.	**$900/value**
16 Video Kiosks - CTC will provide this service at no cost to Christian County.	**$64,000/value**
120 Tablets - CTC will provide this service at no cost to Christian County	**$48,000/value**
Law Library - CTC will provide this service at no cost to Christian County.	**$1,275/value**
Onsite Mail Scanner - CTC will provide this service at no cost to Christian County.	**$400/value**

FEATURE SUMMARY

OVERVIEW

CityTeleCoin (CTC) proposes a comprehensive, secure, and fully web-based inmate communications solution for your facility. This system includes phone services, video visitation, investigative tools, and robust reporting and monitoring features. The CTC Phone Manager platform and Video Kiosk systems aim to enhance facility security, streamline administrative tasks, generate additional revenue, and improve investigative capabilities.

KEY FEATURES & CAPABILITIES

INMATE PHONE SYSTEM

FREE

- **Real-Time Monitoring & Recording:** 24/7 call recording from off-hook to hang-up. All calls, accepted or not, are stored and protected against tampering.
- **Three-Way Call Detection:** Identifies multiple voices post-call to avoid alerting participants.
- **Vision Tool**: Detects connections between inmates and external contacts for investigative insight.
- **PIN-Based Controls:** Custom, secure inmate identification system with optional passcodes.
- **Alerting System:** Real-time notifications via text/email when calls are made to monitored numbers.

SECURITY & ADMINISTRATION

FREE

- **Tailored User Privileges:** Each facility has the ability to customize user groups. These groups can be assigned specific access to features within the phone manager, as determined by the user group creator.
- **Remote Administration:** Enjoy comprehensive system access from any internet-enabled device.
- **Phone Restrictions:** Set call limits based on time, day, phone, pod, destination number, or inmate.

FEATURE SUMMARY

REPORTING, REVENUE & STORAGE

FREE

- **Real-Time Revenue Verification:** Web-based financial tracking and automated daily uploads to billing services.
- **Advanced Reporting:** Detailed call logs, PIN usage, top contact numbers, and traffic reports.
- **Unlimited Phone Call Storage**
- **1 Year Video Call Storage**
- **Redundant Data Storage: Recordings are saved in two independent servers with 15-minute auto-backups.**
- **Evidence Integrity: Calls can be bookmarked, exported, and annotated without affecting the original recording**

VIDEO KIOSK SYSTEM

FREE

- **On-Site & Remote Video Visitation:** Reduces inmate movement and generates revenue.
- **Electronic Messaging**: Secure communication with monitoring and keyword filtering.
- **Electronic Grievances & PREA Compliance:** Paperless inmate communication and compliance tools.
- **Commissary & Law Library Access:** Integration with external systems for streamlined operations.
- **Digital Posting of Rules & Info:** Inmate-facing info screens for schedules, rules, and notifications.
- **Video Arraignment**
- **Electronic Grievance Filing**

FEATURE SUMMARY

INMATE SELF-SERVICE

FREE

- Commissary Ordering
- Commissary Account Transfers/PIN Debit
- Customizable forms – Grievances, Request Forms
- Medical Call
- Handbook
- Facility documents
- PREA compliance
- Access to Law Library

CONTENT ON TABLETS

FREE

- E-books
- Podcasts
- Religious Materials
- Premium movies, Music, TV and Books Available
- Education Materials and GED/HiSet Materials

SERVICE & INSTALLATION

FREE

- 24/7/365 Support for Jail Staff
- Support for Inmate Family and Friends
- Inmate Hotline
- Purple Relay Tablet and Service to Meet ADA Requirements

ABOUT US

What makes CTC different?

CUSTOMER SERVICE

- 24/7 Live Customer Service Representative
- Local Representative
- Corporate offers services that downloads calls/visits to a disc or USB and shipped to facility.
- Inmate Hotline: Inmates can call our free inmate hotline to give the names and telephone numbers of their loved ones to our operators; our operators will contact them and assist with account setup.

SINGLE SOURCE PROVIDER

- CTC's development team is in-house.
- The development team can create and modify any solution that best fits your facility.
- This allows us to provide you with a more customizable experience with all of our products.

COMMISSIONS

- We pay on **ALL** phone calls, offsite video calls, messaging & tablet app usage.
- Intrastate Calls
- LIVE Revenue

COMPANY INFORMATION

Our Mission

Since 1986, City Tele-Coin has provided the corrections industry with technology for inmate communications. CTC continues to advance in technology and provide the latest platforms to hundreds of facilities across numerous states. We pride ourselves on customer service. Customer service is key to keeping facilities operating smoothly and all technology working properly.

Company History & Qualifications

Company Name: City TeleCoin

Address: 4501 Marlena Street, Bossier City, LA 71111

Company Phone Number: (318) 746-1114

Contact Person Info: Eric Terry 417.448.7123

Number of Years in Business: 37 years

Number of Current Customers: 257

Currently in Missouri, Mississippi, Louisiana, Texas, Arkansas, Oklahoma, Kansas, Missouri

Total Number of Inmate Population Under Contract: 35,000

Staff Information: following pages

37 years in business

257 current customers

0 ZERO third parties

MEET THE TEAM

Jerry Juneau, SR.

President

Founded City Tele-Coin Company, Inc. in 1986, as a payphone company. After running the payphone business for ten years, Jerry turned City Tele-Coin Company, Inc. into an inmate telephone company. After 23 years in the inmate communications business, City Tele-Coin Company, Inc. now provides not only inmate telephones, but also remote video visitation, inmate tablets, and commissary.

Jerry Juneau, JR.

Vice President

Jerry has been an employee of City Tele-Coin Company, Inc. for over 30 years. Working his way up through every department, Jerry started with running routes to empty the payphone. He has extensive time and experience invested in every single department at City Tele-Coin Company, Inc. from system installations to server management, to web development.

David S. Cotton

Senior Vice President of Sales

David Cotton is the owner of DSC Tactical Inc, which among many things provides technology consulting to Law Enforcement, Correctional Facilities and City Tele-Coin Company, Inc.

David Cotton served 9 years as a Director of the American Public Communications Counsel in Washington DC. He has also served as President of the Louisiana Payphone Association, Executive Director of the Southern Public Communications Association and the National Alliance of Specialized Correctional Providers. David has traveled the U.S. teaching Inmate 101 & 102 classes to new providers entering the industry.
David has provided testimony or appeared as a professional witness in many State and Federal Venues relating to Legal and Regulatory issues in the Public Communications sector, including US Congressional Sub Committees and the FCC relating to the Martha Wright Petition that has currently evolved into the current FCC rate making regulations.

Eric Terry

Regional Sales Director

Eric has been with CTC since 2020 and a customer since 2015 prior to joining the CTC team. Eric has over 20 years of law enforcement experience, with close to half of that as a jail administrator in Missouri. While serving as a jail administrator, Eric experienced working with multiple different commissary and communication vendors. He chose to add CTC services in his facility for all inmate services and can attest to the quality and service provided as a customer and now a representative of CTC. Eric also served on the Missouri Sheriff's Association, Jail Standards and Training committee. He has the experience and knowledge to assist facilities in utilizing all of CTC services to alleviate liability and streamline timely and dangerous jail functions.

MEET THE TEAM

Bryan Rhodes
Development

Bryan Rhodes is the Director of Software Development. He has over ten years experience developing enterprise software, six of which with City Tele-Coin Company, Inc. During his time with CTC, he has strengthened existing software and spearheaded creating multiple products including CTC Mail, Vision, Video Visitation and tablets. As the director of development, he has grown CTC's software development to be a robust department by building a team of engineers and developers with a wide range of skill sets allowing customers to see increased benefits including inmate management, reporting and investigations.

Adam Jordan
IT Department

Adam Jordan has guided the technology foundation and stability of City Tele-Coin Company, Inc. as Director of Infrastructure for over two years. During his short time, he has directly overseen multiple major projects that allow CTC to provide their customers with 99.9% uptime, fast data retrieval and product stability. Adam has over 12 years of strong IT experience with a large part of it in computer science research. With this skill set, Adam has worked directly with AT&T to provide a strengthened internet across the South-eastern US riding on top of AT&T's fiber backbone. Because of his knowledge, experience and oversight, CTC has not suffered a data breach or attack and operates a 24/7/365 failover solution for the entire company, allowing CTC to survive natural disasters with little knowledge of the event being known to customers.

PHONE INFORMATION

INMATE PHONES

ADDITIONAL PHONE INFORMATION FOR YOUR EVALUATION BELOW. SOME OF THESE FEATURES AND HIGHLIGHTED POINTS MAY BE REPETITIVE BUT CTC WANTS TO MAKE SURE CHRISTIAN COUNTY HAS ALL INFORMATION AVAILABLE.

INVESTIGATIVE FEATURES

Since all calls are stored on a hard drive at CTC's main facility there is no way to tamper with or edit them. Investigators may transfer an entire call or a portion of a call onto a CD or other device. The entire recording will still be available for court purposes if only a portion of the call is recorded onto a CD. By applying the relevant identifying information automatically to a downloaded recording, the CTC Phone Manager maintains the integrity of the chain of evidence in as much as it relates to functions within the control of CTC. Investigators may also "bookmark" certain parts of a recorded call by providing an area wherein notes on a particular call can be annotated.

THREE WAY CALL DETECTION

CityTeleCoin's advanced three way call detection can quickly detect the number of voices on a call shortly after it ends. To further assist investigations, the system processes the call afterwards instead of during the call and thus does not alert any party to investigations by terminating the call. The CityTeleCoin Phone Manager software displays the number of voices detected along with color coding when searching phone calls to assist in reducing investigation times.

VISION

Vision is a useful tool to further investigations on an inmate or outside party. With these tools, the investigator can search with different types of criteria such as customer online accounts, customer to inmate relations, inmate call type count, inmate to customer relations and shared contacts. These searches will efficiently produce information and links between multiple parties.

ALERTING

The ability to receive an alert (viewing a number for auto-monitoring) for investigative purposes was designed in our system so that it is user-friendly and simple. Alerts can be made available to any of your staff who have been designated a Site Administrator or as a Site User. As long as you have been assigned administrative rights to set a Destination Number at an "alert" status, you may do so on-site or off-site. The CTC Phone Manager allows an alert to be sent to you whenever an inmate uses his PIN or dials a certain Destination Number, via email, call or text message. Contact upon a "hit" is automatic as soon as a call is placed that falls within the parameters you specified inside the alert system.

REAL-TIME ON-SITE & OFF-SITE ADMINISTRATION & MANAGEMENT OF YOUR PHONE SYSTEM

- Secure, Web-based Platform
- User Level Access Security
- Accessible 24/7 from any location or handheld device with internet
- Effortless On-site & Off-site Site Administration
- Complete Phone System Management & Control
- Individualized PIN Control
- Advanced Call Recording
- Live Call Monitoring
- Number Alert & Notification Forwarding
- Record Storage & Retrieval
- Customized Telephone Control
- Customizable Call Detail Reports
- Real-time Revenue Verification
- Live Customer Support
- High Level Technical Support & Maintenance
- Options for Inmates & End-users
- Advanced Technology & Equipment

Site Administrators may at any time, from any location, listen to, download, playback recorded calls, view attempted calls, allow and disallow destination numbers and PINs, search for a particular inmate based on various criteria, limit inmate privileges by phone, PIN, destination number, set up alerts, monitor calls in progress, view real time revenue on any phone located within your facility for all call types, view real-time "Top 25s," physically shut off/turn on any telephone located within your facility, and edit user rights.

Changes made inside the CTC Phone Manager are recognized and implemented instantly. Commands and functions of the Site Administrator are tied in directly to our on-site equipment and CTC Phone Manager. Changing a function at your site is as quick as changing it on our server. Changes are made in real-time and there is no delay.

The CTC Phone Manager allows a Site Administrator to operate their inmate phone system via on-line facility access. Phones are listed inside the CTC Phone Manager so that the Site Administrator can easily discern which pod, dorm, and/or area the individual phone belongs to so that parameters may be placed appropriately. Manual on/off switches that control service to all inmate telephones, individually and by area, are installed at the same time as the system.

Inmate Phones may be controlled individually, per pod, dorm, area, and system wide as follows:

- Temporarily suspend selected phones from inmate use
- Program the length of an inmate's conversation (Audible warnings at 90, 60, 30s)
- Restrict inmate calls to particular hours each day
- Schedule inmate calls to particular hours each day
- Apply restrictions based on day and time of day
- Set parameters based on individual phone, pod, dorm, area, destination number, or PIN number

PIN & CALL MANAGEMENT

PINs may be entered automatically into the CTC Phone Manager via batch file from your existing booking system, or CTC can issue a request to our team of supervisors to have the numbers added manually. The Site Administrator, at the time of booking or whenever a number needs to be reissued, creates and assigns PINs from directly inside the CTC Phone Manager for their site. CTC can interface with the existing jail management system so that PINs are automatically populated into the CTC Phone Manager. As soon as an inmate is released from booking, their PIN is automatically deactivated inside the CTC Phone Manager.

CTC offers secondary PINS also known as Passcodes. The inmate can create their own passcode which is entered after their original PIN. The passcode can be changed as many times as the inmate wishes. This feature offers extra security for each inmate and reduces PIN theft in the facility.

The Site Administrator will have the ability to choose the number of digits (1-10) included in an inmate's PIN and may use any unique number, booking ID number or the inmate's social security number as their PIN. The PIN may be stored permanently and can be reactivated if the inmate returns to the facility.

Site Administrators may totally or partially restrict an inmate's calling ability for any specified period of time through the use of PINs. Phone privileges, via the inmate's PIN and for any number of inmates, may be manipulated without affecting the rest of the inmate population. The restrictions can be put in place or removed at any time using the CTC Phone Manager. Restrictions include allow lists and temporary usage suspensions.

The CTC Phone Manager allows for the storage of a pre-recorded name, based on the inmate's PIN. Anytime the inmate places a call from any phone within the facility, it is a function of our system to require that the inmate PIN be entered before a call is processed. The inmate will not be prompted to state his name during a call after his PIN has been properly created; his name is automatically stored and will be relayed to the end- user by the automated operator.

Inmate calls processed by the CTC Phone Manager are subject to the following:

- Call Branding (the name of the facility is announced at the beginning of each call)
- PIN Recognition (the name of the inmate is announced automatically based on PIN)
- Inmates hear music until an end-user positively accepts a call
- Warning Announcements (that call is being recorded, and remaining time for call)
- Connection Delay (acceptance of a call is not allowed until the menu plays through)
- End User Options (Accept/Reject call, hear charges for call, check Prepaid Balance, Replay Menu Options)
- Disallowance of 800/900/Information/Operator Calls
  Prefixes of 900, 950, 800, 888. 700, 976, 411, and/or 911 are not accepted Calls to the operator through dialing 0, and/or 00 are not allowed functions of "re-routing" calls via 10xxx and/or 950xxx have been disallowed.
  Inmates may elect automated instructions in English or Spanish.

Upon initiating a call, inmates are offered a complete list of options including the following:

- Time of day
- Prepaid Inmate Calling Card balance
- Funds transfer of left over units onto newly purchased prepaid inmate calling card
- Instructions for placing different call types
- Directions on contacting CTC toll free
- Automatic connection to ICE
- Automatic connection to the Commissary

RECORDS

The CTC Phone Manager is powered by a number of extremely powerful servers; simultaneous access into the CTC Phone Manager by an unlimited number of Administrators, Investigators, and/or users at any single time will not degrade call data, bog down any portion of the system, or otherwise prevent normal, streamline operations to continue uninterrupted.

RECORDING

The CTC Phone Manager monitors and records all inmate phone traffic on a 24/7/365 basis. Recording a call starts when the inmate phone is taken off hook and does not end until the inmate phone is placed back on hook. Whether a call is accepted, rejected, treated as inmate hung up, or otherwise terminated or not answered, the call is recorded and stored. Functions for disallowing the recording feature are available but belong exclusively to the CTC Group Administrator. Unless otherwise directed to disallow the recording status of a phone number, the record and live monitor functions will by default be turned on.

STORAGE

Call recordings are stored on record servers in duplicate in that they are stored in two locations, independent of each other. The servers are scheduled to automatically perform self back-ups every 15 minutes, 24/7 – 365. They are structured so that in the event of hard drive failure, data is still retrievable. Recordings may be retrieved from any location or hand held device with internet access and quickly stored locally to a hard drive or any type of recordable media so that permanent storage is achieved. The CTC Phone Manager treats each recording as a sovereign piece of data in that the recording may be saved instantly without prior or full review. Use of a specific hard drive for permanent on-line retention of records is an option available to each site; otherwise, recordings are stored for the life of the contract.

RETRIEVAL

Locating recorded conversation(s) from any location (remote or on-site) is achievable by following two simple steps: (1) Enter the phone number or PIN into its destination text box, and (2) Search. Once you've located a call, you simply click its "actions" box and the conversation will begin to play. Various parameters may be applied to each search, such as date and time, dorm location, etc... Our recordings may be transferred easily to a CD or other medium and replayed at any time on any device with audio capabilities. Recordings do not have to be played in their entirety to be downloaded or transferred. With each download or transfer, our system maintains the following applicable information pertinent to the call/recording: Date, Time, Originating number, Destination number and Inmate PIN. Furthermore, replay of any recorded conversation associated with a selected call record or reporting period may also be initiated from inside a call detail report.

INVESTIGATING

Since all calls are stored on a hard drive at CTC's main facility there is no way to tamper with or edit them. Investigators may transfer an entire call or a portion of a call onto a CD or other device. The entire recording will still be available for court purposes if only a portion of the call is recorded onto a CD. By applying the relevant identifying information automatically to a downloaded recording, the CTC Phone Manager maintains the integrity of the chain of evidence in as much as it relates to functions within the control of CTC. Investigators may also "bookmark" certain parts of a recorded call by providing an area wherein notes on a particular call can be annotated.

MONITORING

Live Monitor is a standard feature of the CTC Phone Manager wherein you may view and monitor all calls currently in progress inside your facility. Parameters may be applied for detailed search criteria such as Location, Destination Type, Call Type, Card ID, Station Number, Destination Number, and/or PIN. Live calls are shown on- screen and include information such as where the inmate phone is located inside the facility, the destination number, an interactive satellite map button which brings the user to the location of the destination number, real-time call duration, as well as other standard call statistics. Calls may be monitored in spy mode (undetectable by either party), whisper mode (alert either party of the monitor), and barge mode (speak with both parties simultaneously). Calls may also be terminated by the user during Live Monitor.

ALERTING

The ability to receive an alert (viewing a number for auto-monitoring) for investigative purposes was designed in our system so that it is user-friendly and simple. Alerts can be made available to any of your staff who have been designated a Site Administrator or as a Site User. As long as you have been assigned administrative rights to set a Destination Number at an "alert" status, you may do so on-site or off-site. The CTC Phone Manager allows an alert to be sent to you whenever an inmate uses his PIN or dials a certain Destination Number, via email, call or text message. Contact upon a "hit" is automatic as soon as a call is placed that falls within the parameters you specified inside the alert system.

REPORTING

The CTC Phone Manager records and stores all aspects of inmate call details on a 24/7/365 basis. Call detail records are collected per facility on a daily basis and disbursed to our billing company and to our accounting department. The CTC Phone Manager records the following information when a call is placed or attempted: Facility from which call was made, Call Date, Call Time, Location call was placed from within facility, From Number of the phone within the facility from where the call was placed, Destination Number, Call Type, Call Rate, Call Duration, Call Charges, Inmate PIN, Call Termination Type. Call detail records are saved in their entirety in at least four locations, each location independent of itself, each and every day of the year (they are located inside the CTC Phone Manager, recorded by our billing company during upload, stored in email form on a central email server as well as on a local email hard drive, and retrievable from any hard drives to where they're downloaded into an internal audit program).

Each morning traditional collect call records are batched into a single .emi file per facility and automatically uploaded to our billing company's website; as such, the CTC Phone Manager uploads all files independent of human prompting and therefore records are disbursed for billing and collection 365 days per year. By far, we boast one of the highest billable calls collection rates in this industry. Call statistics representing all call types (Traditional Collect, Prepaid, Debit) for each facility on the CTC Phone Manager are sent via email directly to our accounting department each morning. Statistics are downloaded into an internal program whereby we review revenue trend, analyze spikes and falls, and analyze the data for discrepancies which are not otherwise decipherable or reported to us either by our billing company or by site administrators. All inmate call traffic regardless of type is monitored and audited daily through the use of internal database programs and controls.

Printable call detail reports may be pre-configured to display whatever information the site specifically asks that we report in hard copy; at minimum the following fields of information are listed inside the report: Total Number of Records per Call Type, Total Duration per Call Type, and Total Revenue per Call Type. Features of each report may be easily adjusted, independently for each site, so that the call detail report displays alternate fields of information. Additionally, the Site Administrator is allowed to sort call detail records on-screen by cell, destination, rate, call type, and PIN. The CTC Phone Manager allows for a search for call records based on specific criteria. Site Administrators may access and edit restrictions assigned to telephone numbers, PINs, and inmate phones directly from on-screen call detail reports.

Moreover, summary reports may be quickly generated of the most frequently dialed destination numbers, the most frequently used PINs, traffic per inmate phone, revenue trends per location and/or station, and newly added/created PINs. Reports may be based on various parameters, including date and time, and may be sorted on screen.

REVENUE VERIFICATION

Because the CTC Phone Manager is web-based, call records are continuously being updated. Site Administrators may perform any number of searches at any given time to review real-time, detailed information about revenue generation at their site. By performing searches on phone trends, you are able to determine when/if a phone or group of phones breaks trend and thereby immediately remedy potential problems. When monthly commission reports are sent, you can quickly and easily cross-examine our reports by logging into your site and performing a revenue search.

ONSITE & OFF-SITE SYSTEM MANAGEMENT

Accessible 24/7 from any location or handheld device with internet access, The CTC Phone Manager is a secure, web-based platform that allows single-site, user-level access by only those authorized individuals who have been assigned privileges and specific entry rights into any single site. User-level access is based on a hierarchy scheme in that system features are open to, hidden from, or otherwise locked based on the authorization rights assigned to individual users. CTC offers the ability to create custom Facility Groups which provides the ability to select the features each group can view. Administrative functions of the CTC Phone Manager are dependent exclusively on the user, independent of terminal, point of access, location, or device through which the CTC Phone Manager is accessed.

The CTC Phone Manager requires the user to login as a Site Administrator, Site User, Site User (PINS only) or a custom Facility Group User. Only Site Administrators can control call functionality, have the ability to set up new users, and view real-time revenue reports. Site Users have capabilities much like the Site Administrators but cannot set up a new user, control the inmate phones or view the inmate phone revenue for the facility. Site Users (PINS only) have only two capabilities involving functions of PIN set-up and entry.

Facility Administrators, Investigators, and/or authorized users may access call controls or call records and recordings remotely from locations other than the workstation computer quickly and efficiently in order to perform any or all of the administrative or investigative functions permitted by the individual's security level. The user interface and system functions available via remote access are identical to those of the on-site workstation; all functionality and feature components of the CTC Phone Manager remain the same.

All functions assigned to the individual user are accessible by a single entry password. Access to call controls, administrative functions, call detail records, and call recordings are password protected to prevent unauthorized access. Assigned passwords dictate which features, functions, and data will be accessible to each user. The CTC Phone Manager times out after a short period of inactivity; therefore re-entry into the system requires that the user re-enter their password.

INMATE TELEPHONE HARDWARE

CT-500 INMATE TELEPHONE

GENERAL SPECIFICATIONS
-HOUSING: High security, 14 gauge steel
-SIZE: 14 ½"H x 8"W x 2 ½"D
-CORD: Standard 36" (L)
-HANDSET: Armored cord w/steel lanyard, heavy 14 gauge steel retainer INFO CARD: 2 ½"H x 5"W
-MOUNTING: Directly to wall or directly onto backboard CONNECTIONS: Modular or Spade
TECHNICAL SPECIFICATIONS
-20mA Minimum to 80mA Maximum Line Power
-Meets FCC Parts 68 and Bellcore TR-TSY-000450
-Meets Waterspray Test Bellcore TR-TSY-000456 7.2
-Relative Humidity 0% to 95% Condensing
-Operating Temperature -40 to 140 Degrees Fahrenheit
-Hearing Aid Compatible EIA-RS-504
-Meets ADA Requirements
AVAILABLE MODIFICATIONS include:
-HOUSING: Stainless Steel, Blue Powder Coat, Black Powder Coat •
- CORD: 8", 15", 18", 24", or 32" (L) • AUDIO: Volume control button •
-EQUIPMENT: Invisible Hookswitch, Wall Mount Backboard, 2 or 4 Wheel Cart

ADTRAN, TOTAL ACCESS 900/900e SERIES

The Total Access 900/900e Series of IP Business Gateways combine the functionality of ADTRAN's industry-leading integrated access devices with a SIP/MGCP and analog gateway to offer carriers and network service providers a cost-effective IP network strategy for VoIP deployment, with support for legacy equipment. The Total Access 900 and 900e Series allow carriers to deliver SIP trunks, hosted PBX, and other integrated voice and data services such as Dedicated Internet Access (DIA) to small and medium businesses, quickly and cost-effectively.

-TOTAL ACCESS 900 SERIES
Single-T1, IP Business Gateways designed for carrier SIP/MGCP Voice over IP (VoIP) networks -
TOTAL ACCESS 900e SERIES
-Multi-T1, IP Business Gateways designed for carrier SIP/MGCP Voice over IP (VoIP) networks -
Converged Access solutions for trunking and hosted VoIP networks
-Robust routing, firewall, VPN, Voice Quality Monitoring, QoS, dynamic bandwidth allocation, and remote management features.
-Support for up to 24 analog FXS ports, integral DSX-1 PRI/CAS interface for PBX connectivity
-Multi chassis options provide flexibility, room for growth
-Analog to SIP or MGCP conversion for legacy support over a dynamic IP network

SAMPLE REPORTS

SAMPLE REPORTS

This is from a current facility. Therefore, some information, such as names and numbers, has been erased.

Video Call History Search (Hide)

Facility	County - 6154221		
Start Date:	03/25/2024, 12:00:00 A	End Date:	04/08/2024, 11:59:59 F
Inmate PIN	Inmate PIN		
Location	Location	Visitor Name	Visitor Name
Destination	Accepts multiple with comma	Video Call Type	Video Call Type
Call Rate	Call Rate	CCard	CCard

Search | Export .CSV | Print

Select All | Clear All | Save to Vault | Zip & Download

Filter... (limit: 500) | Hide Columns | **Video Call History**

Actions	Selected	Facility	Facility Name	Call Date	Visitor Username	Location	Visitor Name	Inmate Name	Destination	Video Call Type	Call Rate	Inmate PIN	CCard	Duration	Charges
More		615422	County	2024-04-08 13:43:46	evansn	T1D	Mark	ckwith, licia	850	Video Visit Kiosk	Remote	105	-	00:23	0.50
More		6154221	County	2024-04-08 13:43:28	meisha	T3B	Jam Talle	rsley, ckie	615	Video Visit Kiosk	Remote	656	-	02:59	1.50
More		6154221	County	2024-04-08 13:42:28	meisha	T3B	Jam Talle	rsley, ckie	615	Video Visit Kiosk	Remote	656	-	00:43	0.50
More		6154221	County	2024-04-08 13:41:36	evansn	T1D	Mark	ckwith, licia	850	Video Visit Kiosk	Remote	105	-	01:55	1.00
More		6154221	County	2024-04-08 13:35:08	sierrag	T3A	Sierr Gree	mm, Coty	615	Video Visit Kiosk	Remote	908	-	00:39	0.50
More		6154221	County	2024-04-08 13:30:50	Local Kiosk	T1D	jerry	rton, bitha	kiosk-207	Video Visit	Local	98748	false	07:27	0.00

Call History Search (Hide)

Facility	County - 6154221		
Start Date:	03/25/2024, 12:00:00 A	End Date:	04/08/2024, 11:59:59 F
Inmate PIN	Inmate PIN		
Called From	Called From	Location	Location
Destination	Accepts multiple with comma	Type	Type
Call Rate	Call Rate	Call Type	Call Type
CCard	CCard		

Search | Export .CSV | Print

Select All | Clear All | Save to Vault | Zip & Download

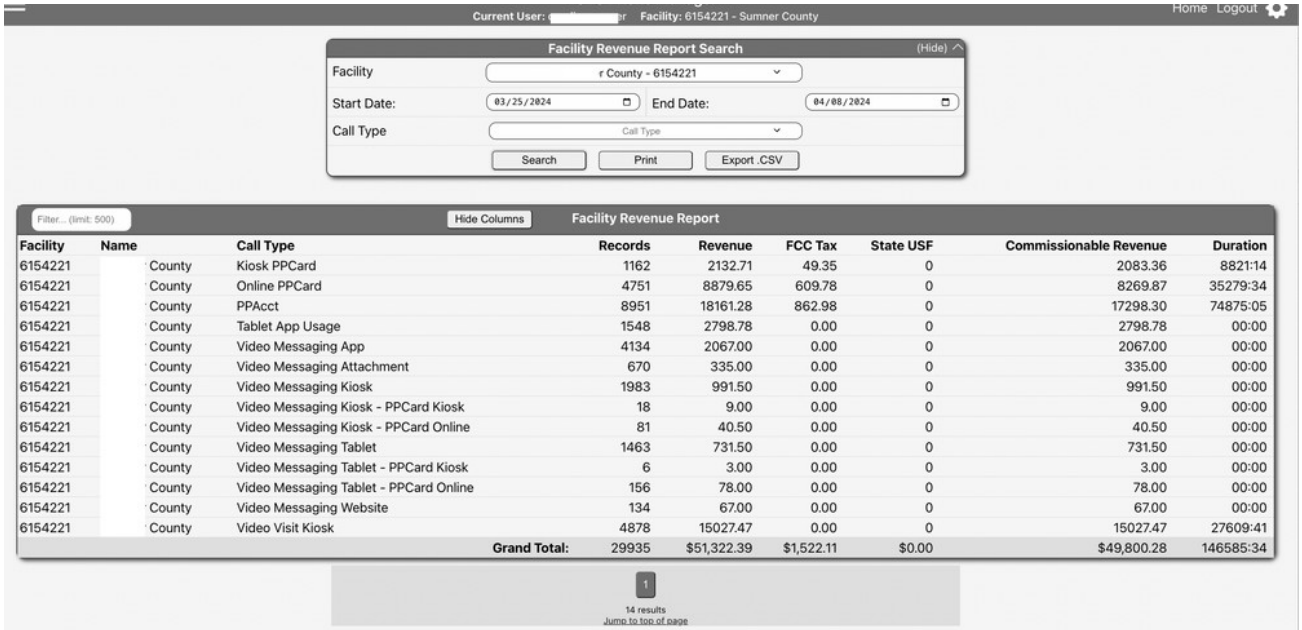
Filter... (limit: 500) | Hide Columns | **Call History**

Actions	Selected	Facility	Facility Name	Call Date	Location	Called From	Type	Destination	Call Type	Call Rate	Server	Inmate PIN	Inm. Last Name	Inm. First Name	CCard	Visitor Name	Duration	Charges	Flagged
More		6154221	County	2024-04-08 14:08:10	Jail@114	6154	USA	6153	Online PPCard	Local	12.104.250.163	13	B g	Kalynn	3110	Ryan	01:33	0.52	-
More		6154221	County	2024-04-08 14:04:50	Jail@T2C4	6154	USA	3016	PPAcct	LongDist	12.104.250.165	13	E il	Lucien	1	Victorine	03:27	1.22	-
More		6154221	County	2024-04-08 14:03:42	Jail@T1AM2	6154	USA	6155	PPAcct	Local	12.104.250.164	13	M er	Jermaine	1	Hacuria	04:00	0.94	-
More		6154221	County	2024-04-08 14:03:33	Jail@T3C4	6154	USA	6625	PPAcct	LongDist	12.104.250.163	13	J es	Travis	1	Tammy	05:59	1.77	-
More		6154221	County	2024-04-08 14:01:28	Jail@114	6154	USA	2709	Online PPCard	LongDist	12.104.250.161	13	B g	Kalynn	58110	No Collect-Direct Pay?	00:47	0.38	-
More		6154221	County	2024-04-08 14:01:15	Jail@Classification2	6154	USA	6154	FreePhone	FreePhone	12.104.250.164	1	-	-	1	-	00:02	0.00	-

SAMPLE REPORTS -REVENUE

This is from a current facility. Therefore, some information, such as names and numbers, has been erased.

multiple options for how revenue reports may be ran



Facility	Name	Call Type	Records	Revenue	FCC Tax	State USF	Commissionable Revenue	Duration
6154221	County	Kiosk PPCard	1162	2132.71	49.35	0	2083.36	8821:14
6154221	County	Online PPCard	4751	8879.65	609.78	0	8269.87	35279:34
6154221	County	PPAcct	8951	18161.28	862.98	0	17298.30	74875:05
6154221	County	Tablet App Usage	1548	2798.78	0.00	0	2798.78	00:00
6154221	County	Video Messaging App	4134	2067.00	0.00	0	2067.00	00:00
6154221	County	Video Messaging Attachment	670	335.00	0.00	0	335.00	00:00
6154221	County	Video Messaging Kiosk	1983	991.50	0.00	0	991.50	00:00
6154221	County	Video Messaging Kiosk - PPCard Kiosk	18	9.00	0.00	0	9.00	00:00
6154221	County	Video Messaging Kiosk - PPCard Online	81	40.50	0.00	0	40.50	00:00
6154221	County	Video Messaging Tablet	1463	731.50	0.00	0	731.50	00:00
6154221	County	Video Messaging Tablet - PPCard Kiosk	6	3.00	0.00	0	3.00	00:00
6154221	County	Video Messaging Tablet - PPCard Online	156	78.00	0.00	0	78.00	00:00
6154221	County	Video Messaging Website	134	67.00	0.00	0	67.00	00:00
6154221	County	Video Visit Kiosk	4878	15027.47	0.00	0	15027.47	27609:41
		Grand Total:	29935	$51,322.39	$1,522.11	$0.00	$49,800.28	146585:34

Filter... (limit: 500) Hide Columns **Facility Revenue Report**

Call Type	Call Rate	Description	Records	Revenue	FCC Tax	State USF	Commissionable Revenue	Duration
Kiosk PPCard	INTL	-	28	62.62	15.82	0.00	46.80	81:30
Kiosk PPCard	Intrastate	-	195	371.39	0.00	0.00	371.39	1608:54
Kiosk PPCard	Local	-	869	1558.44	0.00	0.00	1558.44	6683:46
Kiosk PPCard	LongDist	-	70	140.26	33.53	0.00	106.73	447:04
		Subtotal:	1162	$2,132.71	$49.35	$0.00	$2,083.36	8821:14
Online PPCard	INTL	-	13	30.61	8.15	0.00	22.46	40:58
Online PPCard	Intrastate	-	856	1511.26	0.00	0.00	1511.26	6467:35
Online PPCard	Local	-	2757	4849.89	0.00	0.00	4849.89	20740:21
Online PPCard	LongDist	-	1125	2487.89	601.63	0.00	1886.26	8030:40
		Subtotal:	4751	$8,879.65	$609.78	$0.00	$8,269.87	35279:34
PPAcct	Intrastate	Intrastate	1667	3264.68	0.00	0.00	3264.68	14152:18
PPAcct	Local	Local Calls	5681	11324.27	0.00	0.00	11324.27	49208:43
PPAcct	LongDist	Long Distance	1606	3578.30	862.98	0.00	2715.32	11540:47
		Subtotal:	8954	$18,167.25	$862.98	$0.00	$17,304.27	74901:48
Tablet App Usage	Tablet App Usage	-	1548	2798.78	0.00	0.00	2798.78	00:00
		Subtotal:	1548	$2,798.78	$0.00	$0.00	$2,798.78	00:00
Video Messaging App	Video Messaging	-	4134	2067.00	0.00	0.00	2067.00	00:00
		Subtotal:	4134	$2,067.00	$0.00	$0.00	$2,067.00	00:00
Video Messaging Attachment	Video Messaging Attachment	-	670	335.00	0.00	0.00	335.00	00:00
		Subtotal:	670	$335.00	$0.00	$0.00	$335.00	00:00
Video Messaging Kiosk	Messaging	-	99	49.50	0.00	0.00	49.50	00:00
Video Messaging Kiosk	Video Messaging	-	1884	942.00	0.00	0.00	942.00	00:00
		Subtotal:	1983	$991.50	$0.00	$0.00	$991.50	00:00
Video Messaging Kiosk - PPCard Kiosk	Video Messaging	-	18	9.00	0.00	0.00	9.00	00:00
		Subtotal:	18	$9.00	$0.00	$0.00	$9.00	00:00
Video Messaging Kiosk - PPCard Online	Video Messaging	-	81	40.50	0.00	0.00	40.50	00:00
		Subtotal:	81	$40.50	$0.00	$0.00	$40.50	00:00
Video Messaging Tablet	Messaging	-	162	81.00	0.00	0.00	81.00	00:00
Video Messaging Tablet	Video Messaging	-	1301	650.50	0.00	0.00	650.50	00:00
		Subtotal:	1463	$731.50	$0.00	$0.00	$731.50	00:00
Video Messaging Tablet - PPCard Kiosk	Video Messaging	-	6	3.00	0.00	0.00	3.00	00:00
		Subtotal:	6	$3.00	$0.00	$0.00	$3.00	00:00
Video Messaging Tablet - PPCard Online	Video Messaging	-	156	78.00	0.00	0.00	78.00	00:00
		Subtotal:	156	$78.00	$0.00	$0.00	$78.00	00:00
Video Messaging Website	Video Messaging	-	134	67.00	0.00	0.00	67.00	00:00
		Subtotal:	134	$67.00	$0.00	$0.00	$67.00	00:00
Video Visit Kiosk	Remote	-	4879	15034.23	0.00	0.00	15034.23	27622:42
		Subtotal:	4879	$15,034.23	$0.00	$0.00	$15,034.23	27622:42
		Grand Total:	29939	$51,335.12	$1,522.11	$0.00	$49,813.01	146625:18

SAMPLE REPORTS -PROFILES

This is from a current facility. Therefore, some information, such as names and numbers, has been erased.

Profiles is a tool to see all of the connections with a particular inmate and to link other inmates/customers

Inmate Information

Tiffany
6154221
1093
County

122 Records
Transactions including this account: [1]
$30.09

1	20	85	7	9	2
Messages [2]	Calls	Call Attempts	Video Calls	Video Attempts	Calling Cards [3]

RELATIONSHIPS

Allison
[redacted]
Destinations:
615[redacted]

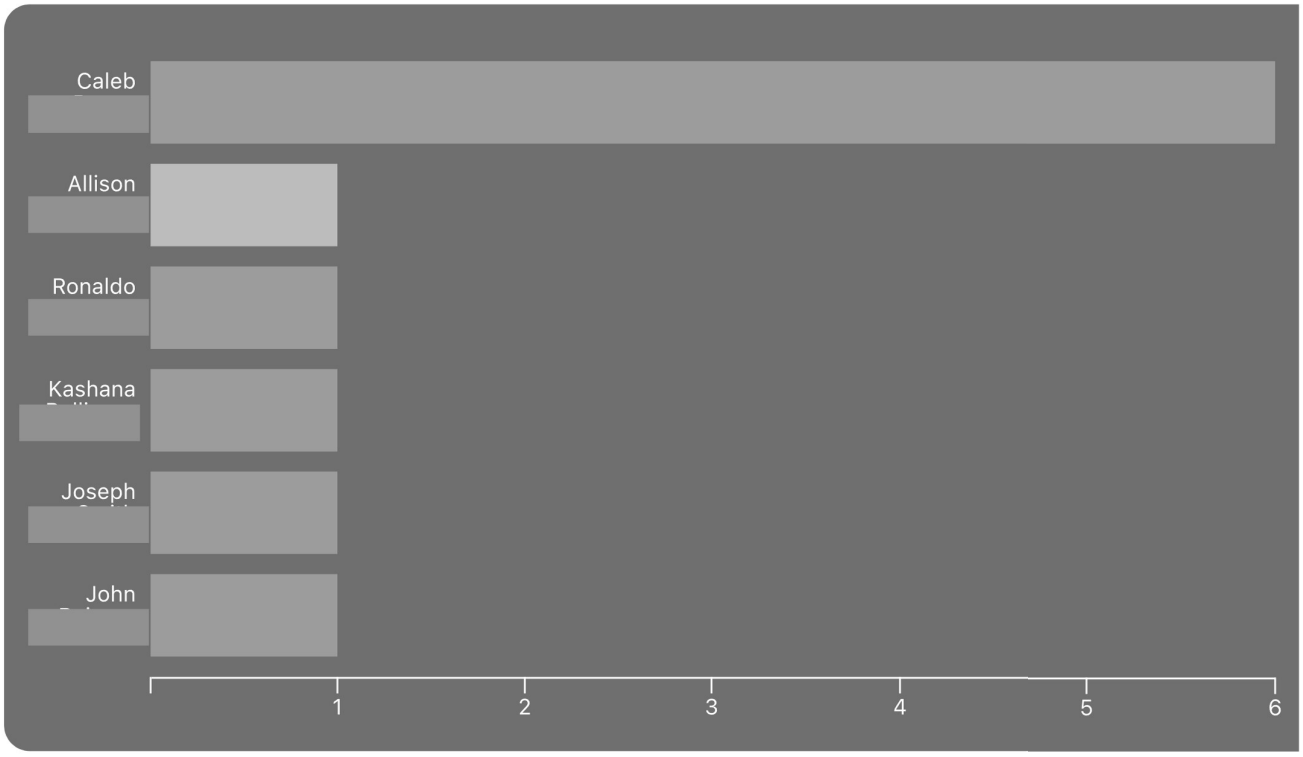
Ashley
F[redacted]e
Destinations:
615[redacted]
615[redacted]

Caleb
[redacted]
Destinations:
615[redacted]

John
E[redacted]
Destinations:
720[redacted]

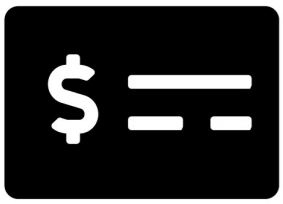
Scroll to see all relationships. You can view Customer Profiles by clicking name.

TOP CONTACTS



Calls Video Calls Messages

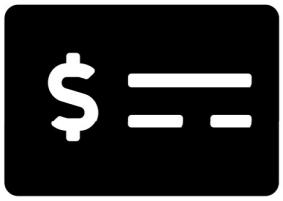
TRANSACTIONS



2310682712

$14.29

(Remaining: $0.00)



2404828043

$15.30

(Remaining: $0.00)

1 - Includes transactions made by both inmate and customer, and is not an indicator of user-exclusive transactions.

2 - Messages are gathered using the user's entire account and are not separated by phone number.

3 - Calling Card count includes all calling cards associated with the account, omitting dates.

VIDEO INFORMATION

INMATE VIDEO KIOSKS

ADDITIONAL VIDEO INFORMATION FOR YOUR EVALUATION BELOW. SOME OF THESE FEATURES AND HIGHLIGHTED POINTS MAY BE REPETITIVE BUT CTC WANTS TO MAKE SURE Cumberland COUNTY HAS ALL INFORMATION AVAILABLE.

Video Kiosks

In recognizing the continued need for correctional facilities to enhance security features, create a paperless environment, generate additional revenue and decrease staff workload, CTC has developed and incorporated into its communications infrastructure Video Kiosks. Unlike many of our competitors, CTC does not 3rd party any of these video services and just act as Agents for other companies. All hardware is made at our corporate office and all software is written by our onsite I.T staff and programmers, thus providing you with one contact and unmatched service response. Your admin staff can access any feature or content data from the system remotely via computer or cell phone.

Benefits of CTC's Video kiosk

- Video Arraignment
- On Site Video Visitation
- Revenue producing Off Site Video Visitation
- Revenue Producing Messaging with Picture Attachment
- Electronic Grievance Filing
- Electronic Law Library Research
- Electronic Posting of Jail Rules and Standards
- Inmate Information Terminal
- Commissary Interface
- Medical Requests
- Electronic PREA Compliance
- Investigative Alerts
- CTC Mail Program

CTC Video Kiosk Specs

- SIP Compliant
- 17” Color Monitor
- Impact Resistant Display
- Remote Low Voltage DC Power
- High Resolution Camera with VGA Capability
- (2) External USB Ports
- High Impact Injected Mold
- Digital Recording, Archiving and Retrieval

Description of Benefits

Video Arraignment

Use of video arraignment eliminates the need to transport inmates thus eliminating a security risk to correctional staff, courthouse staff and the general public. Our system does not require the court to purchase any additional software; all they need is a computer with a camera and access to the internet.

On Site Video Visitation

Use of this feature eliminates the need to move the inmate from his pod or cell and walk them down to the visitation area. This eliminates a security risk and decreases the work load of facility staff. All visitations are recorded and can be electronically retrieved. All visitations can be live monitored and suspended by staff upon viewing inappropriate behavior or violation of facility rules.

Off Site Visitation

It costs time and money for a visitor to arrange their schedule and transportation to come down to the facility for a visit. Use of this feature will not only cut down on the foot traffic at the facility on visitation times, assist in decreasing the amount of contraband brought into the facility, but will generate additional revenue for the facility. Use of this feature also eliminates the need to move the inmate from his pod or cell and walk them down to the visitation area. This eliminates a security risk and decreases the work load of facility staff. All remote visitations are recorded and can be electronically retrieved. All visitations can be live monitored and suspended by staff upon viewing inappropriate behavior or violation of facility rules. The facility has the choice to either pre-approve and do back ground research on remote visitor applications or just allow the visit to be scheduled and take place without approval. This feature also helps reduce recidivism by allowing more visits to loved ones.

Messaging

CTC Video Kiosks allow the inmate to send and receive text messages to loved ones. Each message, both sent and received, is checked by a approved word scan before it leaves the facility. Photos can also be attached to the message. The contents of this word scan can be added to by the facility if they know of any slang or specific words that are unique to their location they want to catch. Captured messages or all messages can be directed to staff for review and approval or denial. All URL"s are deactivated and no access to the internet is allowed. Message cost is set by the facility and can virtually eliminate the paper mail workload of your staff. Mobile APP's are available for both Android and Apple phones.

Electronic Grievance Filing

CTC Video Kiosks allow the inmate to access a keyboard on the touch screen to electronically file a grievance and send it to the appropriate staff at your facility. Designated Staff can reply electronically and a digital record is kept. This greatly cuts down of staff labor and paperwork.

Electronic Law Library Research

CTC Video Kiosks allow the inmate to access law library research right in the cell or pod without having to be moved. CTC can either load the state statues or tie directly into electronic services like Lexus Nexus or West Law.

Electronic Posting of Jail Rules or Standards

Facilities can post their jail rules or standards on the CTC Video Kiosk. Once the inmate access the Kiosk, these rules are posted and the inmate must check that he has read these rules before he can proceed to do anything else on the Kiosk.

Inmate Information Terminal

While not in use, the CTC Video Kiosk can broadcast or stream any information deemed necessary by the facility across the screen. This can range from the menu to religious services scheduled.

Commissary Interface

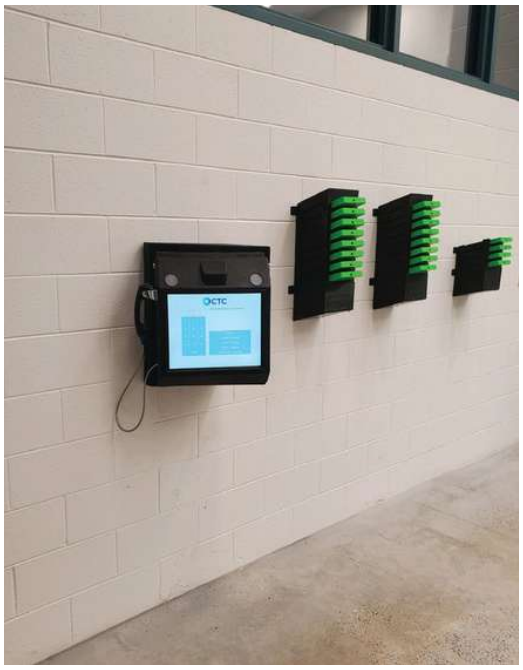
CTC Video Kiosks can integrate with whoever your commissary provider may be if they have electronic capabilities. This allows the inmate to check their balance or order approved items.

Electronic PREA Compliance

Every 31 days the inmate must be made aware of his PREA rights. Upon the first time an inmate uses the kiosk the PREA rights are displayed and the inmate must accept that that he/she has read them or they cannot perform any other function. 31 days later when the inmate logs into the kiosk with their ID number, the rules and rights are displayed again, thus making your facility compliant with the 31-day notification.

Investigative Alerts

CTC Video Kiosks have the ability for officers to set alerts so when an inmate attempts a remote video or sends a message an alert is sent to a designated cell phone or email address of the investigative officer.

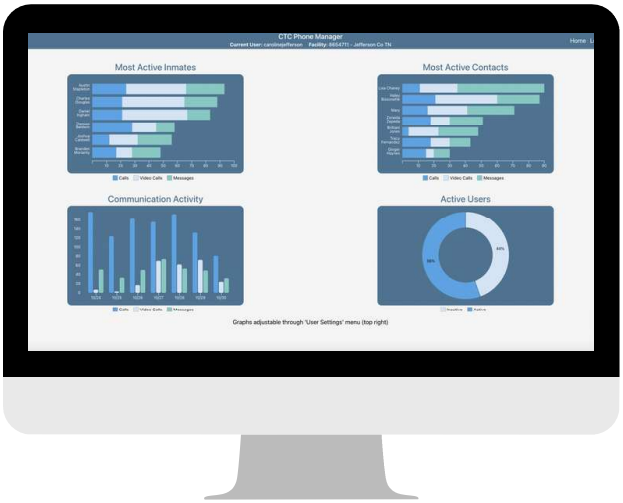


TRAINING & TIMELINE

TRAINING & TIMELINE

CTC is pleased to offer an onsite training session for your staff, designed to introduce them to the latest advancements on our platform. This session will ensure your team is well-equipped to take full advantage of the tools and features we provide. To support ongoing learning, we will also distribute comprehensive documentation that offers clear guidance on using our platform effectively. Examples of these materials can be found in the following pages.

Phone Manager
quick tips



Inmate PINS

- **Deactivating Inmate Account**
  1) click menu button in top left hand corner
  2) click '**Manager**' and click '**Inmate Pin**'
  3) search for specific inmate
  4) hover over '**more**' and select '**edit**'
  5) select the date you would like for inmate's access to be reinstated in the '**Disabled Until**' section
  6) select what type of access are you wanting to limit in the '**Disabled Type**' section
  7) click '**save**'

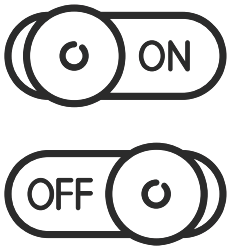
- **Resetting Facial Recognition**
  1) click menu button in top left hand corner
  2) click '**Manager**' and click '**Inmate Pin**'
  3) search for specific inmate
  4) hover over '**more**' and select '**Reset FR**'

Facial Recognition is only on the tablets unless specifically requested by facility to be activated on the video kiosks as well. You can view the facial recognition login pictures in '**Inmate Logs**'.

- **Overriding Visitation Rights for Inmate**
  1) click menu button in top left hand corner
  2) click '**Manager**' and click '**Inmate Pin**'
  3) search for specific inmate
  4) hover over '**more**' and select '**Override**'

This is a great tool if jail staff is wanting to allow an extra onsite visit or if their original visit was interrupted for any reason.

Phone Manager
quick tips



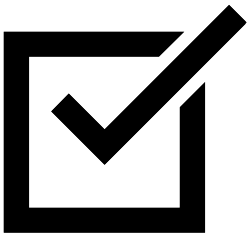
Disabling Equipment

- **Video Kiosks & Tablet Access Points**
  1) click menu button in top left hand corner
  2) click '**Manager**' and click '**Kiosk Management**'
  3) the kiosks and access points are labeled by location
  4) hover over '**More**' and select the location you would like to disable
  5) the location will turn red when it's properly disabled

- **Phones**
  1) click menu button in top left hand corner
  2) click '**Administrator**' and click '**Phones On/Off'**
  3) the phones are labeled by location
  4) hover over '**More**' and select the location you would like to disable
  5) the location will turn red when it's properly disabled

Once equipment has been disabled manually in the phone manager, it will not turn back on unless it's manually turned back on.

Inmate Messages



- **Approving/Denying Messages**
  1) click menu button in top left hand corner
  2) click '**Manager**' and click **'Message Approval Queue**'
  3) hover over '**More**' and select '**Approve**' or '**Deny'**

  OR

  3) to approve or deny multiple messages at once select the checkbox next to each message and press '**Approve Selected'** or '**Deny Selected'**

The messages that enter the Message Approval Queue is fully customizable by the facility. All messages can enter the queue or just the messages with pictures and filter words.

FEATURES

INVESTIGATIVE FEATURES

THREE WAY CALL DETECTION

CityTeleCoin's advanced three way call detection can quickly detect the number of voices on a call shortly after it ends. To further assist investigations, the system processes the call afterwards instead of during the call and thus does not alert any party to investigations by terminating the call. The CityTeleCoin Phone Manager software displays the number of voices detected along with color coding when searching phone calls to assist in reducing investigation times.

VISION

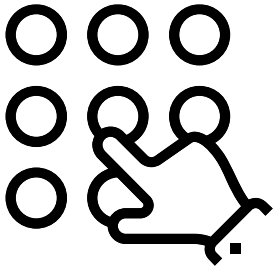
Vision is a useful tool to further investigations on an inmate or outside party. With these tools, the investigator can search with different types of criteria such as customer online accounts, customer to inmate relations, inmate call type count, inmate to customer relations and shared contacts. These searches will efficiently produce information and links between multiple parties.

VOICE BIOMETRICS

CTC offers the robust Argus Voice Biometrics platform as an extended feature of its investigation suite. The Argus platform offers industry leading tools that when combined with the unassailable CTC Vision Investigation Suite, allows facilities to receive notifications of PIN sharing, mute incarcerated or third party members of a call to hear the conversation with utmost quality and drill down to all levels of investigations to understand what communication is occurring and thus protecting inmates and officers better than ever.

3 STEP INMATE SECURITY

CTC

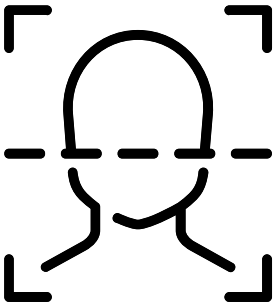


INMATE ENTERS PIN ASSOCIATED WITH JAIL'S JMS

PINS are automatically uploaded to our system from your JMS software.

INMATE ENTERS 'PASSCODE'

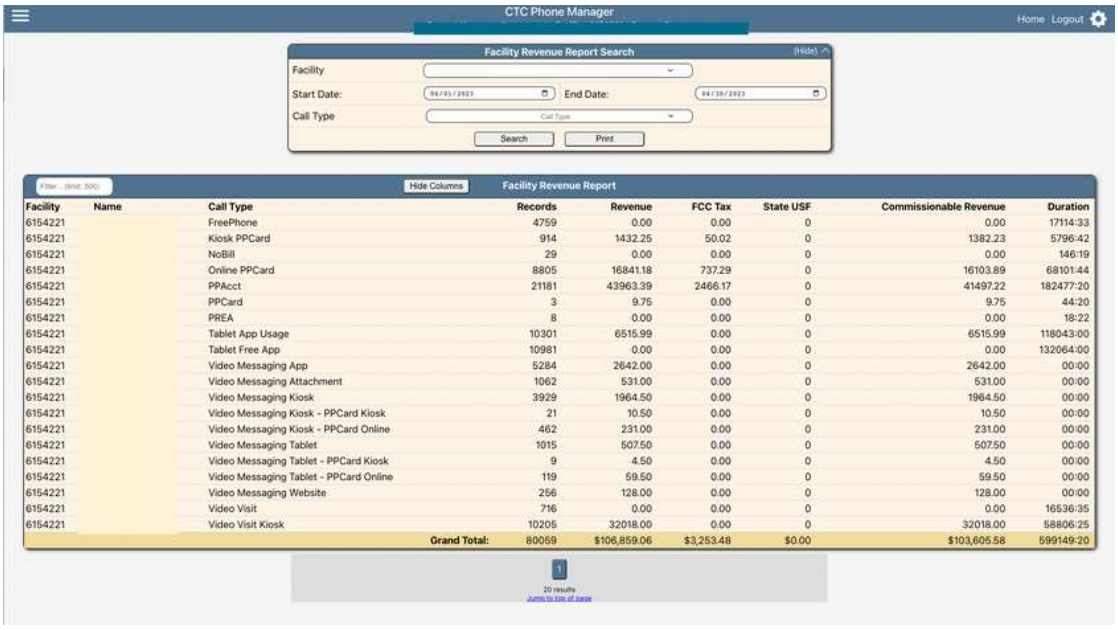
'Passcode' is customizable by the inmate. After their initial login, they will be able to adjust the 'passcode' to their prefrence.



FACIAL RECOGNITION

Inmate will take a picture upon initial login that will be used for facial recognition in future logins. These pictures will be saved for the facility's review.

REAL TIME REVENUE



Facility	Name	Call Type	Records	Revenue	FCC Tax	State USF	Commissionable Revenue	Duration
6154221		FreePhone	4759	0.00	0.00	0	0.00	17114:33
6154221		Kiosk PPCard	914	1432.25	50.02	0	1382.23	5796:42
6154221		NoBill	29	0.00	0.00	0	0.00	146:19
6154221		Online PPCard	8805	16841.18	737.29	0	16103.89	68101:44
6154221		PPAcct	21181	43963.39	2466.17	0	41497.22	182477:20
6154221		PPCard	3	9.75	0.00	0	9.75	44:20
6154221		PREA	8	0.00	0.00	0	0.00	18:22
6154221		Tablet App Usage	10301	6515.99	0.00	0	6515.99	118043:00
6154221		Tablet Free App	10981	0.00	0.00	0	0.00	132064:00
6154221		Video Messaging App	5284	2642.00	0.00	0	2642.00	00:00
6154221		Video Messaging Attachment	1062	531.00	0.00	0	531.00	00:00
6154221		Video Messaging Kiosk	3929	1964.50	0.00	0	1964.50	00:00
6154221		Video Messaging Kiosk - PPCard Kiosk	21	10.50	0.00	0	10.50	00:00
6154221		Video Messaging Kiosk - PPCard Online	462	231.00	0.00	0	231.00	00:00
6154221		Video Messaging Tablet	1015	507.50	0.00	0	507.50	00:00
6154221		Video Messaging Tablet - PPCard Kiosk	9	4.50	0.00	0	4.50	00:00
6154221		Video Messaging Tablet - PPCard Online	119	59.50	0.00	0	59.50	00:00
6154221		Video Messaging Website	256	128.00	0.00	0	128.00	00:00
6154221		Video Visit	716	0.00	0.00	0	0.00	16536:35
6154221		Video Visit Kiosk	10205	32018.00	0.00	0	32018.00	58806:25
		Grand Total:	80059	$106,859.06	$3,253.48	$0.00	$103,605.58	599149:20

CTC

MAIL OPTIONS

REMOTE MAIL SCANNING

BENIFITS FOR YOUR DEPARTMENT

CONTRABAND
Remove drugs and unrecorded communications with inmates by creating a digital copy of all mail.

OVERSIGHT
Jail administration has the ability to screen and approve all inmate mail (other than Legal Mail) prior to it being available to to be viewed by the inmate.

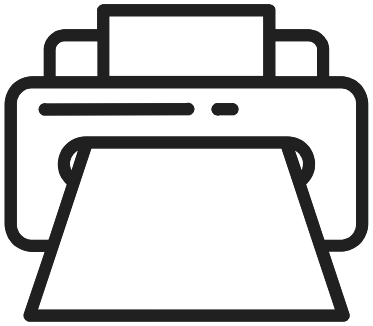
TIME EFFICIENT
On average, facilities save over 150 man hours a year by going to remote mail scanning. This saves your jail thousands of dollars per year in wasted labor.

SPEED, ACCURACY & SECURITY
- All mail is uploaded within 24 hours of being received by our highly trained technicians.
- Mail is processed and screened for illicit materials, our technicians complete the process and upload the correct inmate mail with a 99.7% accuracy rating.
- All mail is kept in an individually locked, secured cabinet for 90 days. After this time period, the mail is professionally shredded and disposed of to ensure the inmates privacy.

DIGITAL FOOTPRINT
- All mail that enters the CTC Mailroom has a digital footprint of when it was received and processed.
- In the case of non-deliverable mail, a digital record is created for when it was received and what action was taken with the postage.

CTC

ONSITE MAIL



- MAIL IS DELIVERED TO FACILITY
- JAIL STAFF SCANS MAIL INTO PROGRAM
- JAIL STAFF SELECTS INMATE TO RECEIVE MAIL
- INMATE RECEIVES MAIL VIA TABLET OR KIOSK

DRAFT CONTRACT

CORRECTIONAL COMMUNICATIONS SERVICES AGREEMENT

Made on this, the day of _____, by and between these parties:

City Tele-Coin Company, Inc. (hereinafter referred to as "**CITY**"),
and
Christian County Sheriff's Office (hereinafter referred to as **"CHRISTIAN"**)

WHEREAS, CHRISTIAN has requested **CITY** to perform the services hereinafter described and **CITY** has agreed to perform such services, subject to the terms and conditions hereinafter set out:

NOW IN CONSIDERATION of the payment of fees provided hereinafter and other terms and conditions hereinafter set out**, CHRISTIAN** and **CITY** hereby agree:

(A) THE WORK

CHRISTIAN agrees that it is the manager of the locations listed directly hereunder in *Section A.1 - Locations*, and that said locations require video visitation and inmate telecommunication services, and that said telecommunications services are to include all local, *inter*LATA, *intra*LATA, and interstate telephone services. **CITY** shall install, service, and maintain inmate telecommunication services using methods consistent with sound, generally recognized practices ordinarily associated with the type of work to be performed, to include all existing and future facilities under the management of **CHRISTIAN. CITY** will be responsible for any and all local, long distance, and equipment charges. **CITY** shall remit to **CHRISTIAN** its portion of the revenues as set out herein below. Parties acknowledge that **CITY** shall be the exclusive provider of such services, at below location, during the time this agreement is in force and effect.

(1) LOCATION

Christian County Jail
110 West Elm Street #70
Ozark, Missouri 65721

--- REMAINDER OF PAGE LEFT BLANK ON PURPOSE ---

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(B) COMMISSIONS

As to any inmate unit that is located within those locations listed in Section A.1 whereby service to that unit is being provided by **CITY** successive of cut-over, revenue shall be deemed commissionable and henceforth payable by **CITY** to **CHRISTIAN** commencing with the exact point in time in which the first billable or prepaid call has been initiated from that unit; moreover, such revenue shall remain commissionable and payable on any such unit until service to that unit has been reassigned through contractual reassignment.

(1) **CITY** shall remit to **CHRISTIAN,** ***Sixty-eight (68%) Percent*** of all Billable Usage Revenue generated through ***Gross Collect, Prepaid Inmate Calling Cards, and Direct Pay*** telephone traffic (local, intraLATA, interLATA, and interstate) originating from the facility managed by **CHRISTIAN**, as listed in Section A "The Work" and processed by **CITY's** call processing system. **CITY** shall remit to **CHRISTIAN** ***Thirty-five (35%) Percent)*** of all Revenue generated through ***Inmate Initiated Video Calls, and Messaging*** via inmate video traffic. **CITY** shall remit to **CHRISTIAN** ***10% (Ten Percent)*** of all Revenue generated through ***Media Apps*** via inmate video traffic. Billable Usage Revenue is defined as Gross Revenue minus all applicable state, County, city, and/or federal taxes, and all fees applicable by law. **CITY** will pay all said commissions on a monthly basis along with a monthly report of all said monies.

(2) ***Remittance and Acceptance*** **–** ***Remittance*** of commissions shall commence Twenty (20) Days after installation of equipment. Furthermore, **CITY** shall remit commission payments to **CHRISTIAN** on a monthly basis. Any objection to a commission payment shall be brought to the attention of **CITY** by way of written notice by **CHRISTIAN** and shall be made within 30 days after receiving said commission payment. ***Acceptance*** of said commission payment shall be final and binding if no objections are brought forth within 30 days after receipt thereof.

(3) ***Adverse Conditions*** **–** At any time while this contract is in force and effect, should the Missouri Public Service Commission, the Louisiana Public Service Commission, the Federal Communications Commission, or any other governmental or regulatory agency that has legal authority over inmate telecommunications, may change rates or impose restrictions or otherwise modify any rules or regulations under which inmate telecommunications are currently operating, so that such changes, restrictions, or modifications affect inmate communication traffic in a way that causes **CHRISTIAN'S** generated revenue from such traffic to be adversely affected, or **CITY's** Billable Gross Usage Revenue to be adversely affected, then both Parties agree to renegotiate the terms of this Agreement in good faith. Both Parties acknowledge and confirm that there are concurrently legal proceedings involving the FCC and Inmate Communication Companies, including **CITY**, which upon final resolution through the United States Court of Appeals and Supreme Court, could greatly alter the rates and charges set out in this Agreement. The Parties hereto state upon final judicial resolution, or by issuance of an order by the FCC, this Agreement will be amended to comply, if necessary, with the provisions and terms of the final judicial resolution.

(C) TERMS

The initial term of this agreement shall be for a period of Twelve (12) months beginning with the first billable service usage, specifically, but not limited to telephone calls and video usage being conducted through the system installed herein. **CITY** shall forward to **CHRISTIAN**, in writing, the date of first billable service usage upon installation of this system for the purpose of clarifying the term beginning date. At the initial term completion date, and only at the initial term date or any subsequent renewal term completion date, **CITY** or **CHRISTIAN**, at its option, has the right to refuse this contract renewal, under the terms and conditions set forth by this contract, by giving certified notice to **CHRISTIAN** or **CITY.** Any certified notice must be mailed and received Ninety (90) days prior to scheduled termination date of this contract, or subsequent renewal term, to the address provided herein. The Parties acknowledge that should no notice to cancel be received by either Party per the above terms, this Agreement will automatically rollover for an additional Twelve (12) month term under the same terms and conditions.

(D) ASSIGNMENT

The Parties interest in and to this service agreement may not be transferred or assigned, without prior written consent of the opposing party. If the parties are not in agreement on the proposed assignment, and the assignment is consummated, authorized termination may be initiated.

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(E) EQUIPMENT

CITY agrees to provide for **CHRISTIAN** new equipment with the ability to perform monitoring, recording, and cutoff switches. **CITY** has the right, and maintains the right, with written consent of **CHRISTIAN**, to remove or relocate any telephone or video equipment, from any location which is the subject of and governed by the terms of this agreement that **CITY,** in its sole and absolute discretion, determines is not economically profitable. The removal or relocation of the equipment shall not be undertaken until **CHRISTIAN** is given ten (10) days written notice of **CITY's** intent to remove said equipment. The removal of equipment under terms herein shall in no way create or constitute a default of the terms of this contract. **CITY** agrees that upon removal or relocation of equipment it will restore the site where said equipment was removed from to its original condition. This excludes ordinary wear and tear, any condition(s) resulting from prior material, and any condition(s) resulting from actions of individuals other than employees or agents of **CITY. CITY** agrees to install and maintain up to the maximum number of coin-less inmate telephones and video units as needed at the facility and/or as many as requested by **CHRISTIAN**, subject to industry standards.

(F) OBLIGATIONS OF CHRISTIAN

CHRISTIAN agrees to undertake and perform the following: (i) Reasonably monitor the equipment for abuse and report any damage(s), service problem(s), and/or hazardous condition(s) to **CITY**; (ii) Provide all necessary power and space for proper installation and maintenance of the equipment; (iii) Provide safe and secure access to the equipment by **CITY** and its employees or agents as needed by **CITY**; (iv) Allow **CITY** to affix signs to the equipment, as required by law. Said signs are to be furnished by **CITY,** and **CHRISTIAN** will not allow any other signs, equipment or information to be affixed to the equipment or in the immediate area unless mutually agreed to by both parties; (v) **CHRISTIAN** will allow inmates access to the telephone and video equipment a minimum of 10 hours per day, 7 days per week except during transport. This provision, not being a requirement, allows for the maximum access to inmates, to serve as much of the inmate population as possible, and is subject to the incarceration provisions of a particular inmate or any disciplinary action by **CHRISTIAN**.

(G) DEFAULT

In the event either party fails to perform one of its obligations under this agreement **(i)** by defaulting on a payment due; **(ii)** by non-performance or by interfering with the other party's performance or ability to perform; or **(iii)** through inability to perform their obligations under this agreement, and such default or failure continues for more than thirty (30) days after the non-defaulting party shall have given the defaulting party written notice specifying such default and demanding that the default be remedied or, in the case of any such default which cannot be remedied with thirty (30) days, if defaulting party fails to proceed promptly to remedy any such default receiving such notice, **(iv)** or if either party shall make voluntary assignment in bankruptcy or proposal to its creditors or take any similar action or if any bankruptcy, reorganization, proposal, insolvency, receivership, or similar proceeding is instituted against either party hereto or involving substantially all of its property and, in the case of such proceeding instituted against such party and not consented to by such party, such proceeding is not discontinued or dismissed with thirty (30) days from the date of its commencement, then the non-defaulting party may terminate this Agreement by giving written notice to the defaulting party. No failure of either party hereto to enforce any remedy available to it or delay of such party shall be considered to prohibit such party from enforcing any such remedy. The rights and remedies of the parties hereto contained in this Agreement shall not be exclusive but shall be cumulative, in addition to all other rights and remedies existing at law or in equity available to the parties hereto.

(H) GOVERNING LAW

This Agreement and the rights and obligations of **CHRISTIAN** and **CITY** hereunder shall be subject to and interpreted in accordance with the laws of the State of Missouri.

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(I) NOTICES
Notices or other communications required to be given under this agreement shall be in writing and may be delivered by courier, prepaid certified mail or FedEx, and addressed as follows:

TO CHRISTIAN: CHRISTIAN SHERIFF'S Office
Attn: Sheriff Brad Cole
110 West Elm St. #70
Ozark, MO 65721

TO CITY: City Tele-Coin Company, Inc
Attn: Jerry Juneau, Sr.
4501 Marlena St
Bossier City, LA 71111

(J) EQUIPMENT OWNERSHIP
CHRISTIAN acknowledges and agrees that **CITY** shall remain the owner of any inmate communication equipment installed by **CITY**, from the interface to, and including, the telephone, inmate tablet, and video unit.

(K) REPAIR SERVICE
CITY shall provide 24 hour response time for repairs Monday through Friday, 9 a.m. to 5 p.m. **CITY** shall respond within 24 hours after receipt of verbal notice or email notice, as set out herein below, except where it is impossible to restore the service due to acts beyond the control of **CITY** such as riot, fire, war, flood, parts unavailability, and strike.

(i) Verbal Notice 318-629-0760

(ii) E-Mail Notice.....support@citytelecoin.com

(iii) Emergency.....318-588-7094 or 318-629-0760

(L) PREPAID CALLING CARDS
Prepaid calling cards will be provided to **CHRISTIAN** to be used for resale to inmates at **CHRISTIAN** only. The prepaid cards provided will not be subject to return or refund. Calling cards are subject to any applicable per charge surcharge fee together with all federal, state, and local taxes. All calling cards with be honored beginning with their first use or sale. **CITY** shall provide a new lobby kiosk to **CHRISTIAN** for the sale of inmate calling cards to inmates.
CITY shall invoice you for each of your orders for calling cards. All applicable sales taxes and other charges, including shipping and handling, will be included in said invoice. You specifically agree to pay said invoice within thirty (30) days of your receipt of your invoice. Should you provide **CITY** with a Sales and Use Tax Resale Certificate wherein you take responsibility for, and assume the sole liability for charging and collecting applicable taxes from the end users, and for remitting said taxes to the proper taxing authority, **CITY** will not charge the sales taxes on the purchase invoice submitted to you upon purchase of the prepaid calling cards.

Should the invoice not be paid within said forty-five (45) days, **CITY** hereby reserves, and **CHRISTIAN** hereby authorizes, **CITY** to deduct the balance due from any earned commissions which **CHRISTIAN** may have coming due from **CITY**. **CITY** shall provide **CHRISTIAN** written confirmation/documentation of any commission reduced due to a late payment within Ten (10) days of the reduction. It is understood that sales taxes will be charged unless a valid reseller's certificate is received by **CITY** prior to the time of sale.

(M) INMATE VIDEO VISITATION SYSTEM
CITY shall provide **at no cost** to **CHRISTIAN** a Video Visitation System (the "System") consisting

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of Sixteen (16) Video Kiosks, Three (3) Inmate Phones, One Hundred Twenty (120) Inmate Communication Tablets, and Three (3) Charging Cabinets.

CONFIGURATION

Visitation Stations – Construction

Each Station is made up of a single visitation unit and associated components. Units are made of tamper resistant, correctional grade material that is durable, strong, and safe for use in a jail environment and feature steel lanyards and correctional grade handsets.

Visitation Stations – Power & Connectivity

Units will need to be powered individually, either by electrical power outlets furnished at the Center, or by 16-gauge conductor wire running directly from each unit to the network room. Each unit shall provide real-time video and audio input and output via a Cat 5 UTP cable which connects the unit directly to the Center's existing network infrastructure.

(i) REQUIREMENTS

Accommodations for Network Hardware

CHRISTIAN shall provide the necessary space in the main network room at the Center for all network hardware and must allow for linkage to the network infrastructure. **CHRISTIAN** may provide access to an alternate network closet or dedicate private space for a new network closet wherefrom the existing network infrastructure and power is readily accessible.

Accommodations for Visitation Booths

CHRISTIAN shall provide the necessary space and booth construction for all visitation stations and shall be responsible for the removal of any objects, including existing visitation stations that may block or otherwise frustrate the installation of the new visitation stations. **CHRISTIAN** shall be responsible for providing seating at each of the units.

Accommodations for System Administrator

CHRISTIAN shall provide, and advise **CITY**, an individual designated as a Video System Administrator whose responsibilities shall include, but not be limited to, overseeing installation of the video system, daily oversight of scheduling of visitation, examining and reporting any and all issues relating to maintenance or problems to **CITY**.

CHRISTIAN shall set aside a Two (2) hour period for training of the Video System Administrator by an employee of **CITY** within Ten (10) working days of the Video System Install.

Data Connections

CHRISTIAN shall provide an internet circuit capable of supplying, at minimum, enough bandwidth to simultaneously store and stream continuous video and audio feed, with the cost being the responsibility of **CHRISTIAN**.

Electrical Power Sources

CHRISTIAN shall provide the electrical power sources required for the visitation system. In lieu of individual power outlets, 16-gauge conductor cables may be used to connect each unit

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to the network (a cost-efficient means of providing power to the unit). If **CHRISTIAN** does not provide a dedicated power outlet to a backup generator, the warranty shall be void. **CHRISTIAN** shall provide **CITY** with adequate access to a 20-amp electrical outlet tied to **CHRISTIAN's** Emergency Backup Power Circuit (Generator) within the confines of **CHRISTIAN's** Server Room. Should **CHRISTIAN** not currently have an Emergency Backup Power Unit, then, and only then, the facility shall provide an Emergency Backup Power Unit (generator) with sufficient capacity to power the **CITY** video system without causing damage to same. Any damage incurred by **CITY'S** equipment due to electrical failure while not connected to **CHRISTIAN's** Emergency Backup Power Circuit (Generator) shall be the sole financial responsibility of the facility and will not be covered under any warranty offerings by **CITY**.

Network Hardware & Software
New hardware, including servers, recording devices, battery backups, audio and video switch components, processors, cables and wires, and equipment rack shall be provided by the vendor. The vendor will provide program software needed for running the visitation stations and software which allows for visitation system management, monitoring, recording, and playback. **CITY** is not responsible for any cost dictated by the County's JMS Company. Video Visitation scheduling requires JMS integration. **CHRISTIAN** shall be responsible for any costs associated with Interfacing with their Jail Management System, (JMS).

Visitation Booths
The vendor shall provide, deliver, and install all visitation station units. Cabling and wiring needed for connecting each unit to the network infrastructure shall be handled by the vendor and carried out in such a way that is sound and consistent with those procedures and practices which are standards based and industry specific - wires and cables shall be contained within conduit or other tamper resistant material. **CHRISTIAN** shall be responsible for any enclosures, construction of physical space, seating, etc, that is outside what is listed above.

(ii) DELIVERY
The estimated installation date of the System shall be 90 to 120 days from the execution of the *Correctional Communications Services Agreement* (the "Agreement").

(iii) COST
CITY shall provide the System **at no cost** to **CHRISTIAN.** The System shall remain the sole property of **CITY** and as such, shall be returned to **CITY** upon termination of the Agreement.

(iv) RIGHT OF USE
CITY, as part and parcel of this Agreement, allows **CHRISTIAN** the use of the software program(s) hereinafter referred to as "PROGRAM(S)" that are the basis of the operating system used in the video system hardware. It is specifically understood and agreed that the PROGRAM(S) shall remain the sole proprietary property of **CITY**. No part of this attachment, or the Correctional Communication Services Agreement, shall be interpreted in any way to attempt to state the ownership, or any rights of ownership, in and to the PROGRAM(S) are conveyed herein to **CHRISTIAN**.

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The use of the PROGRAM(S) shall not convey any ownership interest in and to said PROGRAM(S) to **CHRISTIAN**, only the use of the PROGRAM(S) during the life of this agreement. Should **CHRISTIAN** terminate this agreement and/or the Correctional Communications Services Agreement, an extension or renewal thereof, or any new agreement with **CITY**, for any cause whatsoever, the right of use in and to the PROGRAM(S) granted herein, shall terminate immediately by means independent to **CITY**, without notice to **CHRISTIAN**. In the event of such termination, **CITY** shall be responsible for removing equipment owned by them and returning the **CHRISTIAN** facility(s) to a fully functioning condition at a minimum to the condition it was when this agreement was executed, subject to normal wear and tear. **CITY** shall also work with the **CHRISTIAN** appointed Video System Administrator to ensure all equipment on Attachment "A" has been returned to **CITY**. Both Parties will sign on the Attachment "A" to document agreement with the materials, hardware, license, etc. being returned to **CITY**.

(N) EXCLUSIVITY PROVISION

CHRISTIAN hereby states and affirms that **CITY** shall, during the terms of this agreement and any rollover term, be the exclusive sole provider of any and all inmate communications systems *provided by* **CITY**, including but not limited to inmate telephone systems, video visitation systems, inmate tablets, arraignment systems, and any and all other systems which can be provided by **CITY** by wired or wireless devices.

(P) ENTIRE AGREEMENT

This agreement constitutes the entire agreement between the parties and may be modified or amended only by written agreement signed by both parties.

(Q) SEVERABILITY

If any term, sentence, paragraph, or provision of this agreement or the application thereof, be deemed invalid or unenforceable, the remaining terms, sentences, paragraphs, and provisions shall not be affected and shall remain valid and enforceable to the maximum extent allowed by law and the terms of this agreement.

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---Signatures Contained on the following page—

THUS DONE AND SIGNED on this day, _____.

Christian County Sheriff's Office

By: _____
Signature

Sheriff Brad Cole
Print Name

Sheriff
Title

THUS DONE AND SIGNED on this day, _____.

Christian County, Missouri

_____
Signature
Lynn Morris
Print Name
Presiding Commissioner
Title

THUS DONE AND SIGNED on this day, _____.

City Tele-Coin Company, Inc.

By: _____
Signature

Gerald L. Juneau
Print Name

President & CEO
Title

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RFP FORMS

CHRISTIAN COUNTY MISSOURI

AFFIDAVIT OF COMPLIANCE WITH SECTION 34.600 R.S.MO., ET SEQ. FOR CONTRACTS OVER $100,000.00 OR AN EMPLOYER WITH 10 OR MORE EMPLOYEES.

STATE OF LOUISIANA)
)ss.
~~COUNTY~~ PARISH OF BOSSIER)

Before me, the undersigned Notary Public, in and for the ~~County~~ Parish of BOSSIER, State of LOUISIANA, personally appeared GERALD L. JUNEAU (*Name*) who is PRESIDENT/CEO (*Title*) of Citytele-Coin Company, INC. (*Name of company*) (a corporation) (a partnership) (a sole proprietorship) (a limited liability company), hereinafter referred to as "Company" and after being duly sworn did depose and say:

1) that pursuant to RSMo. §34.600, Company is not currently engaged in, and shall not, for the duration of the contract with Christian County Missouri, engage in a "Boycott of the State of Israel" (as defined in RSMo. §34.600) in regards to:

a. Goods or services from the State of Israel;

b. Companies doing business in, or with, the State of Israel;

c. Companies authorized by, licensed by, or organized under the laws of the State of Israel; or,

d. Persons or entities doing business in the State of Israel.

The terms contained in quotations in this affidavit shall have the meanings set forth in Section 34.600.3 RSMo.

Signature

Name: GERALD L JUNEAU

Subscribed and sworn to before me this 27th day of MAY, 2025.

Notary Public

My commission expires:

THEODORE E. JOHNSON JR.
LA BAR # 7331
MY COMMISSION IS FOR LIFE