

NASPO/STATE OF NEVADA MASTER AGREEMENT – AMENDMENT #2

Master Agreement Number:	99SWC-NV22-13387
Solicitation Number:	99SWC-S1154
Title:	Inmate Communications

Government Entity:	State of Nevada, Department of Administration, Purchasing Division		
Address:	515 E Musser St, Ste 300		
City, State, Zip Code:	Carson City, NV 89701		
Contact:	Heather Moon, Purchasing Officer II		
Phone:	775-684-0179	Email:	hmoon@admin.nv.gov

Contractor:	Securus Technologies, LLC		
Address:	4000 International Parkway		
City, State, Zip Code:	Carrollton, TX 75007		
Contact:	Rachel Drew, Manager, Sales Operations		
Phone:	469-404-1868	Email:	rachel.drew@securustechnologies.com

1. **AMENDMENTS.** For and in consideration of mutual promises and/or their valuable considerations, all provisions of the original master agreement resulting from Request for Proposal #99SWC-S1154 and dated November 7, 2022, attached hereto as Exhibit A, remain in full force and effect with the exception of the following:

- A. Section 2, entitled "TERM" is now amended for an extension to 12/31/2028 so the new range of the term will be 01/01/2023 – 12/31/2028.
- B. Effective upon execution of this amendment, the price list attached is effective. This amendment recognizes the Federal Communications Commission ruling of 7/18/2024 setting the new price caps for per-minute pricing on phone/video call rates and prohibits "site commission" payments.

2. **INCORPORATED DOCUMENTS.** Exhibit A (Original Master Agreement) is attached hereto, incorporated by reference herein and made a part of this amended master agreement.

3. **ATTACHMENTS**

- 3.1. The following documents are incorporated in descending order of constructive precedence.

A. EXHIBIT A-2 - Updated price list

- 3.2. All other governmental laws, regulations, or actions applicable to the goods and/or services authorized by this Master Agreement are also incorporated herein.

4. **AUTHORITY.** Each person signing represents and warrants that he/she is duly authorized and has legal capacity to execute and deliver and bind the parties hereto. Each signatory represents and warrants to the other that the execution and delivery the performance of each party's obligations hereunder have been duly authorized, and this is a valid and legal agreement binding on the parties and enforceable in accordance with its terms.

IN WITNESS WHEREOF, the parties sign and cause this Master Agreement to be executed. Notwithstanding verbal or other representations by the parties, the "Effective Date" of this Master Agreement shall be the date provided within Section 2 above.

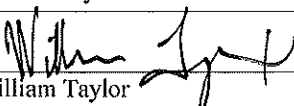
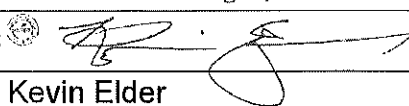
Government Entity: State of Nevada	Contractor: Securus Technologies, LLC
Signature: 	Signature: 
Name: William Taylor	Name: Kevin Elder
Title: Administrator	Title: President
Date: 6.10.25	Date: 6/2/2025

EXHIBIT A-2

Updated Price List

***PART II - COST PROPOSAL
REQUEST FOR THE STATE OF NEVADA
SOLICITATION NO. 99SWC-S1154
NASPO VALUEPOINT MASTER AGREEMENT FOR
INMATE COMMUNICATIONS
REVISED AS OF March 31, 2025***

Please refer to the embedded Excel file, "Attachment C—Cost" in this PDF document. To open please click on the paperclip icon below.



2.1 Software Applications

\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ TBD	\$ TBD	\$ TBD	\$ TBD	\$ TBD	\$ TBD
\$0.16	\$0.16	\$0.16	\$0.16	\$0.16	\$0.16

\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
\$ 0.50	\$ 0.50	\$ 0.50	\$ 0.50	\$ 0.50	\$ 0.50
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ 2.23	\$ 2.23	\$ 2.23	\$ 2.23	\$ 2.23	\$ 2.23
\$ 17.99	\$ 17.99	\$ 17.99	\$ 17.99	\$ 17.99	\$ 17.99
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ 23.99	\$ 23.99	\$ 23.99	\$ 23.99	\$ 23.99	\$ 23.99
\$ 5.99	\$ 5.99	\$ 5.99	\$ 5.99	\$ 5.99	\$ 5.99
\$ 9.99	\$ 9.99	\$ 9.99	\$ 9.99	\$ 9.99	\$ 9.99
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ 0.15	\$ 0.15	\$ 0.15	\$ 0.15	\$ 0.15	\$ 0.15
\$ 14.99	\$ 14.99	\$ 14.99	\$ 14.99	\$ 14.99	\$ 14.99
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ TBD	\$ TBD	\$ TBD	\$ TBD	\$ TBD	\$ TBD

NOTE: Applications should be offered in various languages

Number of Kiosks
Lease, Purchase or No Cost

100%	100%	100%	100%	100%	100%
No Cost	No Cost	No Cost	No Cost	No Cost	No Cost

Number of Klosks
Lease, Purchase or No Cost

100%	100%	100%	100%	100%	100%
No Cost	No Cost	No Cost	No Cost	No Cost	No Cost

NOTE: If kiosk is leased, include all costs associated to include maintenance.

Lease, Purchase or No Cost
Basic Tablet - 7" Screen, 32GB Memory
Basic Tablet with larger screen - 11" Screen, 32GB Memory
Basic Tablet with added memory - 7" Screen, 64GB Memory

No Cost	No Cost	No Cost	No Cost	No Cost	No Cost
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free

Headphones (See Footnote #14)
Charger (See Footnote #14)
Case
Screen protector

\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00
\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00

NOTE: If tablet is leased, include all costs associated to include maintenance.

Portable Device (non-tablet)

State	Nevada	Georgia	Wisconsin	Virginia	Arizona	Nebraska
Device (detail Screen Size and Memory Capacity)						
Lease, Purchase or No Cost	Purchase	Purchase	Purchase	Purchase	Purchase	Purchase
Basic device - 4.3" Screen, 8GB Memory	\$ 29.00	\$ 29.00	\$ 29.00	\$ 29.00	\$ 29.00	\$ 29.00
Upgraded device - 4.3" Screen, 16GB Memory	\$ 59.00	\$ 59.00	\$ 59.00	\$ 59.00	\$ 59.00	\$ 59.00
Accessories						
Headphones (See Footnote #14)	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
Charger (See Footnote #14)	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
Case	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.00
Screen protector	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00
Keyboards — REQUIRED if upon request (See Footnote #15)	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free	\$ Free
DOC Commission (See Footnote #15)						
Video Visitation	00.0%	00.0%	00.0%	00.0%	00.0%	00.0%
External Electronic Mail						
Message Only	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Pictures	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Video Messages	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Music Purchases/Download	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Music Subscription Services	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Electronic Books	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Games	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
News	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Movies	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Podcasts	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Tablet (detail Screen Size and Memory Capacity)						
Basic Tablet	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Basic Tablet with larger screen	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Basic Tablet with added memory	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Tablet Accessories						
Headphones	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Charger	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Case	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Screen protector	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Other Portable Device (detail Screen Size and Memory Capacity)						
Basic device	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Upgraded device	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Other Portable Device Accessories						
Headphones	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Charger	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Case	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Screen protector	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Keyboards	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%

	Per Minute Rate		
	Collect	Debit	Prepaid Collect
Local ¹	0.06	0.06	0.06
Intralata ¹	0.06	0.06	0.06
Interlata ¹	0.06	0.06	0.06
Interstate ¹	0.06	0.06	0.06
International ²	0.06	0.06	0.06
Commission Rate ⁴	0.00	0.00	0.00

State	Nevada	Georgia	Wisconsin	Virginia	Arizona	Nebraska
Inmate Population (current annual average daily population)	10,812	42,000	20,324	24,681	38,000	5,540

Prices are displayed as a maximum allowable rate. Individual costs vary widely depending on scale and scope.
(Customer-specific contracted rates will be negotiated at or below these rates)

4.1 Digital Mail Requirements

Cost should be proposed by per inmate annually.

Digitization and Delivery of Non-Privileged Correspondence

Equipment
Software

No Cost	No Cost	No Cost	No Cost	No Cost	No Cost
No Cost	No Cost	No Cost	No Cost	No Cost	No Cost

Tracking and Delivery of Privileged Correspondence

Equipment
Software

No Cost	No Cost	No Cost	No Cost	No Cost	No Cost
No Cost	No Cost	No Cost	No Cost	No Cost	No Cost

Storage of Hard-Copy Mail

Equipment
Software

No Cost	No Cost	No Cost	No Cost	No Cost	No Cost
No Cost	No Cost	No Cost	No Cost	No Cost	No Cost

NOTE: Include all costs associated to include software and equipment maintenance.

Value Add Solution Item - Digital Mail Scanning Service Options

Service Option 1 - Facilities to do their own scanning

\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00	\$ 36.00
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Service Option 2 - Vendor to provide scanning at off-site facility

\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00
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Service Option 3 - Facility to have contracted staff facilitate scanning at DOC.

\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00	\$ 72.00
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NASPO / NV DOC - Price List of Services

Pursuant to clarification answer on January 21, 2022: "Vendor may attach a separate document to the Cost Attachment C if needed to elaborate on pricing."

Pricing to Increase Affordability and Accessibility for All

Our pricing incorporates the principles of fair pricing and encourages engagement by everyone. That is why you'll see 1.) flexible options 2.) consumer and agency subscription plans and 3.) "low" and "no" fees options.

Our principles of fair pricing combined with the accessibility of 'a tablet for everyone' starts with the abundance of meaningful, rehabilitative, and entertainment content options available at no cost. No cost content reinforces and ensures that everyone, no matter their trust fund balance, can participate in using tablets which improves outcomes and keeps environments safer.

Pricing is a differentiator

For paid content, per unit pricing is the lowest entry point cost while maintaining affordability. For example: A single song may cost \$1.50 and can be enjoyed for months and even years without additional costs. In a per minute model, a song listened to for 5 hours would cost \$15 at \$0.05 per minute - nearly 900% more expensive and grows every minute. For 24 hours of tablet use, that same per minute model would cost the user \$72. This is simply too expensive. Overcharging consumers for accessing tablets, reading books, listening to music, or playing games is wrong and counterproductive to the promise afforded by a quality tablet program. Understanding inmate consumer behavior is essential to maximize the full benefits of tablets without overcharging and taking advantage of consumers.

Our tablet content pricing is unique in that we offer both per unit purchases, and subscription options, without expensive per minute models. Nevada DOC and participating Agencies can choose either method of pricing or both, as they offer different benefits. Our approach closely mirrors the same pricing principles and methods used by commercial content and device providers the rest of society uses. We believe it to be essential to move beyond outdated per minute models that is the source of many complaints in the industry broadly.

Subscription based content is helpful to those who want access to catalogues of content, at various price points, and see greater value in these programs over per purchase models. Tablets accessible to all reinforces the value to ensure those who have paid for subscriptions can access their subscriptions without having to share time on a tablet.

Bundling services reduces costs and lowers price

Additionally, when services are bundled, total consumer and agency costs can greatly be reduced. The sum of all revenues is used to offset the upfront capital expenditure and on-going maintenance for a single provider who can operate more efficiently than 3 independent providers. This is also true for the Agencies we serve. One vendor, one contact, one platform, and one service organization are more efficient for most Agencies. However, Agencies have the prerogative to choose any number of providers. For this reason, we have included "up to" pricing on the price list. Whereas a combination of services may allow for some services to be included at no cost, single services may incur higher fees based on negotiations.

Price List and Further Elaborations

Footnotes to Attachment C -Tab: Kiosk-Tablets

Securus understands that the pricing offered in the Kiosk-Tablets tab represents the maximum - not to exceed pricing. Actual negotiated prices are expected to be less than the maximum prices offered. Pricing for games, music downloads and Securus Text Connect have been updated in this revised proposal as of March 31, 2025 and will apply to customers entering into NASPO agreements after that date.

Footnote #1	Education - Based Courses	Securus offers agencies and their inmate learners access to thousands of educational content resources and learning course options at No Cost. Our base-level education solution includes content available through KA Lite, eBook, podcasts, and our CourseShare program. For agencies who are interested in adding additional education options like i-Pathways, Edovo Classroom, college/university courses, or content from other third-party providers, we're happy to customize the education platform at a negotiated price with these or other third-party providers.																				
Footnote #2	Education - Custom Curriculum	We recognize that there is no one-size-fits-all education solution to meet the unique requirements of our customers (like budget, population movement, security restrictions, etc.) and their inmate populations. That's why we offer a customizable education solution that balances the specific needs of the Agency and your inmate learners. Our personalized solution starts with a base-level at No Cost which can accommodate a wide range of agency-specific static content. From there, we can provide access to custom DOC required content for free/no cost or we can provide access to third-party applications like iPathways, Edovo, colleges/universities, and other education providers at a negotiated price with these or other third-party providers.																				
Footnote #3	Video Visitation	Securus has updated our video visitation pricing to be compliant with the Martha Wright Reed Act required rates. Rates vary by facility size. The rate(s) shown is the maximum and varies based on the specific facility. Video Pricing is charged at a per minute rate based on the size of the facility. The FCC prescriptive rates are as follows starting September 1, 2025: Note: there is no cost for Onsite Video sessions. Costs for facility wiring and terminal deployment/maintenance are typically included but, in some instances, may be negotiated directly with each agency. Visitation durations are flexibility and can be set by the Agency in negotiations. <table border="1"> <thead> <tr> <th rowspan="2"></th><th colspan="2">Video (Interim) (Per Minute)</th></tr> <tr> <th>Current</th><th>New Cap</th></tr> </thead> <tbody> <tr> <td>Prisons (any ADP)</td><td>N/A</td><td>\$0.16</td></tr> <tr> <td>Large Jails (1,000+)</td><td>N/A</td><td>\$0.11</td></tr> <tr> <td>Med Jails (350-99)</td><td>N/A</td><td>\$0.12</td></tr> <tr> <td>Small Jails (100-349)</td><td>N/A</td><td>\$0.14</td></tr> <tr> <td>Very Small Jails (0-99)</td><td>N/A</td><td>\$0.25</td></tr> </tbody> </table>		Video (Interim) (Per Minute)		Current	New Cap	Prisons (any ADP)	N/A	\$0.16	Large Jails (1,000+)	N/A	\$0.11	Med Jails (350-99)	N/A	\$0.12	Small Jails (100-349)	N/A	\$0.14	Very Small Jails (0-99)	N/A	\$0.25
	Video (Interim) (Per Minute)																					
	Current	New Cap																				
Prisons (any ADP)	N/A	\$0.16																				
Large Jails (1,000+)	N/A	\$0.11																				
Med Jails (350-99)	N/A	\$0.12																				
Small Jails (100-349)	N/A	\$0.14																				
Very Small Jails (0-99)	N/A	\$0.25																				
Footnote #4	Music Purchases/Download	The music price for individual songs will vary based upon the age of the song and artist. Song prices range from \$1.19 to \$2.23 per song. Album prices range from \$1.51 to \$22.93. Exclusive of taxes.																				
Footnote #5	Music Subscription Services	The price for music subscriptions can vary depending on the quantity and labels. We offer a Gold Music Subscription featuring a catalog of 4 to 8 million songs and including well-known artists at \$17.99 for 30-days, \$10.99 for 14-days, \$7.99 for 7-days.																				
Footnote #6	Law Library Research	Law Library access and application on tablet is free to the end user given an existing law library license is contracted with the state. If customer requires Securus to license the service, other Law Library provider applications are available and compatible with Securus provided kiosks and tablets. Pricing for other Law Library Research providers is available upon request.																				

Footnote #7	Electronic Books	Securus offers a vast library of E-Books for every reader. Securus provides a corrections version of the Project Gutenberg E-Books catalog with over 50,000 free E-Books. In the future, Securus will be developing capability to purchase non-Gutenberg E-Books, per book or subscription, that will be available at an Inmate cost to be negotiated with each agency.
Footnote #8	Games	Our Game subscription offers access to the entire games catalog approved by the agency. Prices for subscriptions are \$23.99 for 30 days, \$14.99 for 14 days, \$6.59 for 7 days, \$1.99 for 1 day. Exclusive of taxes.
Footnote #9	News	Newsstand is a monthly subscription service which allows unlimited access to available news articles that are refreshed and updated every 15 minutes. Exclusive of taxes.
Footnote #10	Movies	Securus offers the opportunity to rent individual movies and TV shows. Individual prices range from \$4.99 up to \$9.99 per movie, and \$1.98 up to \$2.49 per TV show. Optional monthly subscription services are available based on the quality and quantity of movies and TV shows included. Exclusive of taxes.
Footnote #11	Entertainment Bundle of Services	Premium Bundles with the newest music and media releases can be priced similar to commercially available media packages such as Spotify, Apple Music, Pandora, etc. Securus can create customized, lower priced, bundles to meet the needs of the population featuring slightly older content.
Footnote #12	Securus Reentry Tool	Securus' Reentry Tool is available for an agency to take advantage of and make available for any released individual and up to 5 additional family members for No Cost to the former Inmate. The cost to the agency, per enrolled released individual, would be equal to \$6 per user per month = \$72 per year, which is typically less than one day of the average cost of incarceration.
Footnote #13	Software Development	Securus develops its software at no cost to facility customers. Development of requested features and functions are delivered on a scheduled basis. If custom software development is requested, Securus will work with the customer on the scope of work to establish industry standard pricing for software development/delivery. If applicable, the software development will not exceed \$175.00 per hour rate.
Footnote #14	Tablet Device / Portable Device	Securus typically provides each inmate with a tablet at no cost to the inmate and/or at no cost to the facility customer. Devices such as ChromeBooks or tablets with larger screens can be provided as part of a negotiated solution. The no cost for the tablet program is made possible by the facility customer allowing inmates and family members access to services such as E-Mail, Music, Movies and games. In addition to entertainment and communication services, the tablet becomes the vehicle for delivering education, betterment content and self-help services. There is a tablet fee of \$10.00. Replacement headsets are available at a rate of \$5.66 per headset with microphone. Replacement chargers are available at a rate of \$9.00 per charger. For all students enrolled in classes that require a keyboard, the first keyboard will be provided at no cost. Replacement keyboards are available at a rate of \$22.00 per keyboard. Out of warranty tablets, damaged due to inmate misuse, or if an agency needs a program without all qualifying services, a tablet can be purchased at a base price of \$129.99 dependent upon any increases to material costs.
Footnote #15	DOC Commission	Securus can pay up to the listed commission rates listed dependent upon the mix of other products purchased. Note that commission rates for some media purchases are paid net of fees to studios to acquire that media. The DOC customer can choose to add a commission amount on top of any equipment and accessory and receive <u>100% of the mark-up as a commission.</u>

Price List and Further Elaborations

Footnotes to Attachment C - Tab: Inmate Phones

Per your answer to question 31, all pricing provided are “up to” pricing as the combination of products and service requirements may vary by participating agencies. In many instances, additional services listed below may negotiated and added at lower or no cost.

Footnote #1: Calling Rates: Per Minute Rates

In July 2024, the Federal Communications Commission issued its final regulations implementing the Martha-Wright Reed Act (the “2024 FCC Order”). The 2024 Order imposed several important changes on the economic relationship between providers and agency customers as relates to audio and video calling only. The following summarizes some of the 2024 FCC Order’s most important changes. Certain of these changes become effective as of the 2024 FCC Order’s “Compliance Date” for a particular agency. The Compliance Date is based on the size of the agency and its contract status as of June 27, 2024.

The 2024 FCC Order:

- 1. As of the agency’s Compliance Date, imposes new, lower rate caps for audio and video calling services, covering both domestic and international calls, as of a particular agency’s 2024 FCC Order Compliance Date, which is determined based on the size of the agency and its contract status as of late June 2024.*
- 2. As of the agency’s Compliance Date, prohibits all commission payments on audio or video calls and defines “commissions” to mean anything of value, whether a financial payment or in-kind service.*
- 3. Does not prevent providers from offering commissions on services not regulated by the FCC, such as tablet media purchases.*
- 4. As of the agency’s Compliance Date, allows providers to reimburse agency customers for certain defined allowable costs actually incurred by the agency in providing audio and video calling services.*
- 5. As of the agency’s Compliance Date, forbids providers from offering specific investigative services to agencies at no cost, when providers recover their cost of those services from calling or video revenue. This prohibition applies to investigative services like call recording and storage, call monitoring, voice biometric services, and software services that transcribe call recordings. Providers may still offer these investigative services to agencies at no cost, if the provider is recovering the cost of those services from revenue other than calling or video revenue.*
- 6. Effective as of November 19, 2024, forbids providers from charging consumers any*

ancillary fees, including billing, funding, or transaction, if those fees are in any way connected with audio or video calling services.

This RFP response is submitted with pricing that complies with the requirements of the 2024 FCC Order. Securus, along with Pay Tel, is challenging the 2024 FCC Order in court via an appeals process. It is possible that Securus's legal challenge will result in the 2024 FCC Order being overturned, in whole or in part. If Securus's legal challenge results in this outcome, Securus will address these changed circumstances with the customer.

On December 16, 2021 the Public Utilities Commission of Nevada opened a rulemaking to amend, adopt, and/or repeal regulations in accordance with Senate Bill ("SB") 387 (2021). This rulemaking has been designated by the Commission as Docket No. 21-12013. Securus filed comments on February 23, 2022.

This highlights the ongoing frequency in state regulation of phone services and want to ensure our proposal has the appropriate flexibility to be compliant with any rate regulation at the federal or state levels.

The FCC 2024 Order has established different rate caps for five facility types and sizes.

Facility Type and Size	Rate Cap
Prisons (any ADP)	\$0.06
Large Jails (1,000+)	\$0.06
Med Jails (350-999)	\$0.07
Small Jails (100-349)	\$0.09
Very Small Jails (0-99)	\$0.12

As mentioned above, these caps are effective based on the agency's applicable Compliance Date. Given these rate cap maximums, Securus is attaching these not to exceed rates for the purposes of allowing participating Agencies the most flexible pricing options. Prices are listed as "up to" to allow flexibility in negotiations. Final pricing will be negotiated in participating addendums per your answer to question 31, and will be based on the applicable rate cap (either the NASPO "up to" price prior to the date of this revised RFP response, or based the FCC established rate caps applicable as of the Compliance Date for a particular agency).

Free calling programming: Inclusive to Nevada DOC and any other participating agency, Securus can provide a free calling program to ensure everyone has access to free calls. Our free calling program includes 4 free monthly calls to all inmates. Free calling options are subject to negotiations with each Agency.

Footnote #2: International Rates

As mentioned above, the 2024 FCC Order modifies the rate caps on international calls. Under these rate caps, and as of an agency's Compliance Date, the rates for international calls may not exceed the updated audio rate caps applicable to the agency in question, plus the provider's quarterly average termination costs by country.

Footnote #3: Governmental Fees & Taxes

Providers may charge consumers state, local, and federal taxes that providers are required to pay to the applicable state, local, or federal taxing entity.

The Telecommunications Relay Services ("TRS") Fund is maintained by the federal government and covers the costs of persons with hearing or speech disabilities to place and receive telephone calls. The FCC imposes a charge on all carriers to support the TRS Fund.

Telecommunications providers are allowed to recover these charges, and (consistent with FCC rules regarding ICS providers) pass these along to the consumer without any markup.

- *2.20% of call revenue for Interstate and International Calls*
- *2.17 % of call revenue for In State Calls*

The FCC can change this rate (up or down) each year effective July 1st.

Footnote #4: Commission Rates

The 2024 FCC Order prohibits all commission payments on audio or video calls and defines “commissions” to mean anything of value, whether cash or in-kind. The Order also allows providers to reimburse agency customers for defined costs actually incurred by the agency in providing audio and video calling services. Prohibited commissions will be discontinued as of the respective Compliance Date for each agency.

Transaction Fees

All ancillary fees, including transaction fees, are prohibited by the 2024 FCC Order.

Paper Bill/Statement Fee	Free
Refund Fee	Free
Checks or money orders	Free
Automated & Live Agent Payment Fee	Free
Third Party Financial Transaction Fee	Free

Additional Features - At No Cost

Feature

- ✓ ICER - Inmate to Inmate call detection - Included
- ✓ NextGen Platform - Included
- ✓ Software Upgrades - Included
- ✓ Three-way call detection - Included
- ✓ Remote Call Forward Detection - Included
- ✓ Phone App on tablets - Included
- ✓ Consumer Mobile Apps/Updates - Included

Feature

- ✓ Insight to Performance Portal - Included
- ✓ 24x7x365 Tech Support - Included
- ✓ 24x7x365 Field Support - Included
- ✓ Private network - Included
- ✓ Turnkey Installation - Included
- ✓ Consumer Text Account Balance updates - Included

Application /Item	Maximum Price	Notes	Explanation/Elaboration
Footnote #4 – Continuous Call Voice Biometrics			
Continuous Call Voice Biometrics (IPRO)	Up to \$0.03 Per Minute	<i>Securus's price is calculated based on the agency's total audio calling minutes, multiplied by the "per minute" amount.</i>	<i>Continuous Call Voice Biometrics is an optional feature that helps protect against account theft happening within agencies and assists investigative personnel to identify potential criminal activity in and out of the agency.</i> <i>Continuous Call Voice Biometrics works by generating anonymized voice profiles, which are used to help ensure that the inmate account owner is the person placing the call, and assist investigative personnel by identifying other calls where a specific voice may be present.</i> <i>This pricing includes initial inmate enrollment in Continuous Call Voice Biometric</i>
Footnote #5 – Investigative Tools			
Cell Phone Detection	No Cost		<i>Ability to detect cell phones in NextGen SCP records</i>
Covert Alert & Notify	Included with IPRO		<i>Alerts based on dialed number, Inmate Personal Identification Number (PIN) or device used. Notifications can be sent to an investigator, cell phone or email address based on preference.</i>
Visitation Phone Monitoring (VPM)	Up to \$0.005 Per Minute	<i>Securus's price is calculated based on the agency's total audio calling minutes, multiplied by the "per minute" amount. Site-specific engineering costs may apply.</i>	<i>Visitation Phone Monitoring (VPM) deployment includes enhancing security and investigative capabilities for onsite visitation. The enhancement introduces the deployment of SCP call monitoring and recording of non-contact visitations where visitors are only allowed to use a telephone handset to communicate with an inmate using another handset while looking at each other through a glass or plexiglass partition. Installation includes new wiring to connect the visitation stations to the recording and monitoring platform of NextGen SCP.</i>
Kamea	Up to \$0.05 Per Minute	<i>Rates and charges negotiated based upon customized engineering specifications (per site) and overall scope</i>	<i>Investigative system deployed within correctional facility to identify contraband wireless devices</i>

Mobile Contraband Cell Phone Assessments	Up to \$0.02 Per Minute	<i>Rates and charges negotiated based upon quantity ordered, customized engineering specifications (per site) and overall scope of work.</i>	<i>Assessments provide actionable intelligence by identifying and reporting on contraband cell phones determined to be within a correctional facility</i>
Centralized Forensic Lab Services	Up to \$0.03 Per Minute	<i>Negotiated option includes rate per minute or fixed fee per device</i>	<i>Allows for shipment of confiscated contraband cell phones and computers to a centralized forensic lab for data extraction (including Chip Off) - while maintaining chain of custody</i>
Investigative Monitoring of Inmate Communication Activity	Up to \$0.03 Per Minute	<i>Securus's price is calculated based on the agency's total audio calling minutes, multiplied by the "per minute" amount.</i>	<i>Allows for outsourced monitoring of inmate communication activity with expert ability to analyze communication data for investigative and security purposes</i>
Customer Specific Forensic Lab	Up to \$0.03 Per Minute	<i>Negotiated options include placement of forensic lab at a customer facility; Option includes rate per minute or fixed monthly fee</i>	<i>Allows for customer specific forensic lab of dedicated/certified forensic technicians, including all standard hardware and software</i>
Professional Investigative Services	Up to \$0.05 Per Minute	<i>Professional Services Agreement and customized Statement of Work and Fee negotiated. Available as separate industry consulting engagement to all agencies.</i>	<i>Customized on site or remote investigative assistance utilizing experienced call monitors, certified forensic analysts and proprietary software and hardware solutions to identify actionable intelligence based on client investigative priorities. Can be deployed on demand for urgent assistance or via Professional Services Contract monthly or annually.</i>
Wireless Containment Solutions (WCS)	Up to \$0.04 per minute	<i>Rates and charges will be negotiated based upon quantity ordered, customized engineering specifications (per site) and overall scope of work.</i>	<i>WCS (aka Managed Access) type contraband cell phone solution which provides dashboard and rich investigative intelligence from use of contraband cell phones in facilities.</i>

Additional Vendor Features

Word Alert	<i>Up to \$0.02 Per Minute</i>	<i>Securus's price is calculated based on the agency's total audio calling minutes, multiplied by the "per minute" amount.</i>	<i>Word Alert is a speech-to-text transcription and keyword search tool for corrections agency investigators. It automatically transcribes all telephone calls and video sessions to text. Investigators can search the transcripts for words and phrases either interactively or by setting up automated, continuous scans that send them alerts when matches occur.</i>
THREADS	<i>Up to \$0.02 Per Minute</i>	<i>Securus's price is calculated based on the agency's total audio calling minutes, multiplied by the "per minute" amount.</i>	<i>Analytical software integrated into SCP - with automatic upload and analysis of calling records, trust account funding data along with easy import of retrieved contraband cell phone data - plus much more.</i>

Footnote #6 – Additional Features

Subscription Communication Services - DOC	<i>To be negotiated but not to exceed \$61 per month per inmate</i>	<i>Can include voice, video and/or e-messaging</i>	<i>Connecticut is the first State to enact legislation to mandate that communication services (Telephone calling and E-Messaging) are to be paid by the State.</i> <i>Several Securus county customers have opted for a taxpayer funded model for phone calling.</i> <i>Given these evolutions in how and what services are priced, a bundled package of communication services can be negotiated if facility customers desire to pay for communication services.</i> <i>Price ranges are higher due to the variability in services offered and costs included.</i>
Subscription Communication Services – Large Jails Over 1,000 ADP	<i>To be negotiated but not to exceed \$80 per month per inmate</i>	<i>Can include voice, video and/or e-messaging</i>	
Subscription Communication Services – All other Jails	<i>To be negotiated but not to exceed \$120 per month per inmate</i>	<i>Can include voice, video and/or e-messaging</i>	
Automated Information Services (AIS)	<i>Up to \$0.01 Per ADP</i>	<i>Securus's price is calculated based on the agency's total ADP multiplied by the "per minute" amount.</i>	<i>Automated Interactive Voice Response (IVR) system for auto answer of routine questions, for both inmates and family members. Also allows automation to trust and/or account funding.</i>

Securus BLUband

RF EQUIPMENT AND SERVICES

BLUband® + BLUhome® RADIO FREQUENCY (RF) SOLUTIONS

QUANTITY	LANDLINE Per Device/ Per Day	CELLULAR Per Device/ Per Day	SHELF LANDLINE Per Device/Per Day Above 15%	SHELF CELLULAR Per Device/Per Day Above 15%
1 to 100	\$1.60	\$2.40	\$1.50	\$2.30
101 to 250	\$1.55	\$2.25	\$1.45	\$2.15
251 to 500	\$1.60	\$2.40	\$1.50	\$2.30
501 to 1,500	\$1.60	\$2.40	\$1.50	\$2.30
1,501 to 3,000	\$1.70	\$2.40	\$1.60	\$2.30
3,001+	\$1.70	\$2.50	\$1.60	\$2.40

BLUband + BLUhome REPLACEMENT COSTS (ABOVE 5%)

BLUband	\$50.00 Each
BLUhome (Landline or Cellular)	\$250.00 Each

OPTIONAL EQUIPMENT AND SERVICES

SOBERTrack™ (REMOTE ALCOHOL MONITORING)	\$4.00 Per Day
BLUscan™	\$1.00 Per Unit, Per Day
Equipment Installation + Removal	\$3.00 Per Device, Per Day

24/7/365 MONITORING CENTER SERVICES (OPTIONAL)

Closed Loop Notification ¹	\$0.25 Per Day
Escalating Notification ²	\$0.25 Per Day
Identify Any/All System Automated Capabilities	\$0.25 Per Day
Curfew and Equipment Status Optional Alert Reports (Not by Web-Based System or Email)	\$0.25 Per Day Fax or Telephone
Verbal Notification Made by Monitoring Center Staff to Agency Personnel or Offenders	\$0.25 Per Day

¹ Notify with confirmation of Officer call-back verification

² Notify, pause for call-back verification, escalate to notify next O/C contact, pause, continue

GPS EQUIPMENT AND SERVICES

**BLUtag®
(Active, Passive + Hybrid GPS Monitoring Modes)**

QUANTITY	Per Device/ Per Day	BLUtag Optional Hybrid Mode ¹ Per Device/Per Day	SHELF Per Device/ Per Day Above 30%
1 TO 100	\$3.10	\$3.10	\$3.60
101 TO 250	\$3.10	\$3.10	\$3.00
251 to 500	\$3.10	\$3.10	\$3.00
501 to 1,500	\$3.10	\$3.10	\$3.00
1,501 to 3,000	\$3.10	\$3.10	\$3.00
3,000+	\$3.10	\$3.10	\$3.00

BLUtag + BLUbox + BLUhome Replacement Costs (above 5%)

BLUtag ¹	\$250 EACH
BLUbox ²	\$150 EACH
BLUhome ³	\$150 EACH
SOBERtrack™	\$250 EACH

OPTIONAL EQUIPMENT AND SERVICES

Monitoring Center (manual voice up to three alert types)	\$1 per day, per device
Equipment Installation/Removal	\$3 per day, per device

¹ GPS pings provided to confirm home location for curfew monitoring, then additional curfew confirmation provided through accessory equipment.
Also, up to three GPS location confirmations in other locations during each