

RFI # 2023 – 002 Inmate Telephone System, Video Visitation System, and Other
Services

Addendum 2

CCNO expectations for the financial package should include a minimum annual guarantee (MAG) with a potential for increase on future contract years based on product usage.

IC Solutions Question Responses:

1. Prepaid and collect calls.
2. See attachment.
3. See attachment.
4. CCNO will not do an RFP.
5. We are asking our current provider.
6. Information is in the contract attached with the RFI.
7. If not it must specifically be noted in the final contract.
8. You can provide the initial proposal and include additional options as add-ons.
- 9.

- B Unit – 2 phones – 30 bed
- C Unit – 3 phones – 64 bed
- DF Unit – 4 phones – 24 bed
- DM Unit – 2 phones – 24 bed
- EM/EA/ED Unit – 5 phones – 48 bed
- Medical – 2 phones
- J1/J2 Unit – 4 phones each – 70 bed each
- K1/K2 Unit – 4 phones each – 64 bed each
- L Unit – 4 phones – 64 bed
- M1/M2 Unit – 3 phones each – 70 bed each
- Intake – 2 phones

10. 2022 : 557

- Jan = 530
- Feb = 524
- Mar = 528
- Apr = 559
- June = 550
- July = 573
- Aug = 575
- Sep = 573
- Oct = 586

- Nov = 576
 - Dec = 549
11. Through the JMS system.
 12. CJCC, NORIS. Michael Jordan: 567-200-6823
 13. No requirements will be dictated, however consideration may be given.
 14. 7:00 a.m. – 10:30 p.m., Except during count times.
 15. Through their tablets.
 16. We don't believe they do debit calling.
 17. We are required to provide one twenty-five (25) minute visit weekly free. There is no limit above that for visits outside of the facility. Only one on-site visit weekly. There is no limit on calls.
 18.
 - a.
 - B Unit – 3 visitation stations
 - C Unit – 4 visitation stations
 - DF Unit – 7 visitation stations
 - DM Unit – 3 visitation stations
 - EM/EA/ED Unit – 4 visitation stations
 - J1/J2 Unit – 4 visitation stations each
 - K1/K2 Unit – 4 visitation stations each
 - L Unit – 4 visitation stations
 - M1/M2 Unit – 3 visitation stations each
 - b. We currently have 3, refer to addendum 1.
 - c. Yes, 1.
 - d. The numbers in 18a would be the minimum.
 - e. CAT5 or CAT6 to their phone room switches provided they are not using a wireless/cellular solution.
 19. Legal mailed is not scanned. Average of 25 pieces of US mail daily.
 20. See 1.4 Evaluation in the RFI
 21. N/A
 22. N/A
 23. 1/1/2024
 24. This will be determined in the final contract.
 25. See attachment.
 26. The Trust Fund is our in house system that inmates use only for commissary. It is not used for phone or tablet funding.
 27. No.
 28. We do not have an inmate release provider.
 29. On average we release 386 inmates/month.
 30. No, CCNO does not provide debit cards upon release.
 31. We do not take Bond at CCNO.
 32. N/A
 33. N/A
 34. N/A

35. N/A
36. The selected vendor.
37. The selected vendor.
38. Through the current vendor via electronic daily ACH.

Smart Communications Question Responses:

1. All interested parties should turn in Part 1 and Part 2 of their proposal responses.
2. CCNO will be meeting with the top two or three vendors after June 12th and the proposals have been reviewed.
3. See attachment.
4. See attachment.
5. Yes they are in effect.
6. See attachment.
7. No messaging revenue provided under the current contract.
8. See attachment
9. See 18a above.
10. 1:1 for inmates except for the maximum security area that houses 48 inmates.
11. Questions will be accepted through June 2, 2023.

May 25, 2023

RE: RFI # 2023-002

Sent via email:
Kelsey.goebel@ccnojail.org

Attention Kelsey Goebel:

Thank you for the opportunity to participate in the procurement process for the Corrections Commission of Northwest Ohio Inmate Telephone System, Video Visitation System and Other Services contract. In order to provide the best possible response, we ask for your help in clarifying the following items:

1. For the usage data provided in Attachment A of the RFI, please provide the phone calling minutes broken out between prepaid and debit calling.
2. For the usage data provided in Attachment A of the RFI, please provide the commission revenue broken out by service.
3. What commission rate do you receive on tablet services today?
4. Do you plan to follow up this RFI with an RFP, or do you intend to award a contract based on this proposal?
5. Does the current vendor offer any alternate calling types, such as Advance Pay, PayNow or Text-to-Connect? If so, what are the rates and fees charged for these calls?
6. Does the CCNO receive commissions on revenue generated by interstate calls today?
7. Does the CCNO require that proposals include commissions on interstate calls?
8. Will the CCNO allow for a proposal to present multiple pricing options for the CCNO's consideration?
9. Please provide a breakdown by housing unit of the inmate capacity and the number of phones each. The inmate capacity for each cell block is necessary for determining network requirements and charging stations needed to support the tablets.
10. Please provide the average daily population for 2022, broken down by month, if possible?
11. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify.
12. Jail Management Integration – Please provide the name and contact information for the current JMS vendor.
13. In order to ensure a level playing field for all bidders, please confirm that the successful vendor must provide new equipment. Also, please verify that this applies to both new potential bidders and the incumbent provider.

14. Please provide the schedule in which the inmates have access to the inmate phones.
15. How is commissary ordered today?
16. Does the current vendor provide debit calling? If so, how are debit accounts funded – e.g., through an inmate's trust account, lobby kiosk, phone / website payments, etc.? Please list all available methods.
17. What limits does the CCNO place, if any, on use of the services in this RFP – maximum number of onsite visits allowed per week (or other interval), remote visits per week, calls per week, minutes per call/visit, etc?
18. For the current video visitation system:
 - a. How many inmate kiosks are installed?
 - b. How many visitor kiosks are installed?
 - c. Do you have any portable kiosks?
 - d. Do you require the same equipment counts as those described above? If not, please explain.
 - e. What kind of wiring connects the kiosks to the equipment room?
19. Mail scanning is a required service listed Section 8. What is the average number of inmate mail pieces received daily? Of these, what percentage are legal mail?
20. Please provide the weighted values for all criteria to be considered in the evaluation of proposals.
21. Of the points that will be awarded for pricing, how many points will be allocated to rates, and how many will be allocated to commissions?
22. Historical usage data was furnished in Attachment A. Will this historical data be used in the evaluation and assignment of points for calling rates? If not, please clarify and provide the estimated/projected call volumes that will be used in the evaluation and assignment of points for calling rates.
23. What is the anticipated start date for this contract?
24. Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account, and typically pay little to no commission on these calls. Will the CCNO please confirm that vendors are required to pay the same commission amount for all calls, including premium, prepaid, debit and collect?
25. Please provide the fee structure for all Trust Fund deposit methods including by amount deposited ranges:
 - Phone
 - Web/Mobile
 - Kiosk
 - Walk-in Retailer (Cash transactions)
 - Other

26. Please provide 3 months of detailed Trust Fund transaction history for all inmates or provide the information below:
- Average number of Trust Fund deposits per month
 - Average amount of total dollars deposited per month
27. Does the CCNO currently receive a commission on Trust Fund deposits?
If so, please provide.
28. Who is your current Inmate Release Provider?
29. On average, how many inmates are released each month?
30. Does the CCNO intend to issue a debit card to all inmates being released or is there a dollar threshold that must be met?
31. Who is your current vendor for cash bond / bail payment services?
32. Please provide fee structure for all Cash Bond/Bail payments
- Phone:
 - Web:
 - Kiosk:
 - Other:
33. Please provide 3 months of detailed Cash Bond/Bail transaction history or provide the information below:
- Average number of Bond/Bail payments made per month
 - Average total dollar amount of Bond/Bails paid per month
34. Does the CCNO currently receive a commission for Cash Bond/Bail payments? If so, please provide.
35. Will the CCNO continue to accept Cash Bond/Bail payments at the window or will the awarded vendor be the only option?
36. Who will be responsible for the removal of the cash of the lobby kiosk(s)?
37. Who will be responsible the removal of cash out of the booking kiosk(s)?
38. Please provide the current process for how booking kiosk money is retrieved and deposited into the bank.

If responding to vendor questions by email, please forward all responses to
RFP@icsolutions.com

Thank you in advance for your assistance with these questions. We look forward to submitting our proposal for the CCNO consideration.

Sincerely,



Laura Burns
Director of Marketing
ICSolutions, A Keefe Group Company
210-572-9557
Fax: 210-693-1016
RFP@icsolutions.com

Dear Kelsey:

Smart Communications is excited to have the opportunity to propose our technologies and services in response to the RFI #2023-002 to provide Inmate Telephone System. Video Visitation System and Other Services to the Corrections Center of Northwest Ohio (CCNO)

To help ensure our proposal best meets the CCNO's requirements/needs, we are respectfully requesting the following information:

1. Page #3 of the RFI indicates that proposers are to submit their proposals in two parts. Part 1 of the proposal is comprised of the proposer's response to RFI sections 2-4 and is due 5/23/23. Part 2 of the proposal is comprised of the proposer's response to RFI sections 5-9 (financial offer) with site survey results and is due 6/12/23. Would the CCNO please advise if it is their intention to review all Part 1 proposal submissions to develop a "shortlist" and only those firms that have been shortlisted will be required to submit Part 2 of the proposal or are all proposers to submit a Part 2 of the proposal?
2. Page #3 of the RFI indicates that there are two different appointments to be scheduled. The first appointment relates to a mandatory site survey that must be completed between May 1st through May 19th. The second appointment relates RFI section 5-9 (financial offer) with site survey results (aka Part 2 of the proposal) and is dated June 12, 2023. Will the CCNO be reaching out to vendors to schedule the second appointment based upon a shortlist or are all vendors required to contact the CCNO to schedule the second appointment? What are the dates/time period in which the second appointment(s) with proposers will be held? What is the primary objective of the second appointment (i.e. is it an interview in which proposers will discuss/present their proposed solutions/offer with CCNO staff)?
3. The Master Services Agreement included in the RFI is dated 12/21/18. Would the CCNO please confirm that all ITS service and commission rates/financial compensation are still in effect? If not, would the CCNO please provide the most current ITS call and commission rates for each applicable call category/tariff type identified in the table below?:

Call Category/Tariff Type	Call Rate/Min.	Commission Rate Percentage
Local -- Collect		
IntraLata - Collect		
InterLata -- Collect		
Interstate - Collect		
International - Collect		
Local -- Prepaid Collect		
IntraLata - Prepaid Collect		
InterLata -- Prepaid Collect		
Interstate - Prepaid Collect		
International - Prepaid Collect		
Local -- PIN Debit		
IntraLata - PIN Debit		
InterLata -- PIN Debit		
Interstate - PIN Debit		
International - PIN Debit		

4. Attachment A provided in the RFI only identifies the number of phone minutes used/month and does not provide total gross revenue data. Would the CCNO please provide the monthly

Revenue/Commission Statements, relative to the ITS from the incumbent provider, covering the most recent 6-Month period?

5. The Master Services Agreement included in the RFI is dated 12/21/18. Would the CCNO please confirm that all VVS services rates are still in effect. If not, would the CCNO please provide their current VVS call and commission rates for each applicable call category/type identified in the table below?:

VVS Call Category/Type	Call Rate/Min.	Commission Rate Percentage
On-site VVS		
Remote VVS		
International - PIN Debit		

6. Attachment A provided in the RFI only identifies the number of paid VVS minutes/month and does not provide total gross revenue data or commissions received separately. Would the CCNO please provide the monthly Revenue/Commission Statements, relative to the VVS from the incumbent provider, covering the most recent 6-Month period?
7. Attachment A provided in the RFI only identifies the number of F&F photos, incoming and outgoing messaging/month and does not provide total gross revenue data or commissions received separately. Would the CCNO please provide the monthly Revenue/Commission Statements, relative inmate tablets (electronic messaging, entertainment, etc...), covering the most recent 6-month period?
8. Would the CCNO please provide the average daily population (ADP) for the same 6-month period of the ITS, VVS and miscellaneous tablet service monthly Revenue/Commission Statements requested?
9. Would the CCNO please provide the quantity of inmate kiosk devices currently installed/available to inmates?
10. Would the CCNO please provide the quantity tablet devices and charging stations currently installed/available to inmates?
11. After the first round of questions is answered, will the CCNO accept additional questions if clarification is needed for any of the CCNO's responses?

Thank you in advance for your assistance and we look forward to receiving the information requested.

Sincerely,

Aaron Dexter
Proposal Specialist

The logo for Smart Communications, featuring the word "Smart" in a bold, sans-serif font, with "Communications" in a smaller font below it. The logo is surrounded by a circular pattern of small dots.

www.smartcommunications.us

Original Contract Language	
ITS Rates - 12/21/2018	
Interstate - collect	\$0.25/min
Interstate - debit, prepaid/AdvancePay	\$0.21/min
Local & Intrastate - collect, prepaid/AdvancePay	\$0.21/min
International - debit, prepaid/AdvancePay	Rates published on the Company website.

FCC Letter - 10/18/2021	
ITS Rates - effective 10/26/2021	
Interstate - collect, debit, prepaid/AdvancePay	\$0.21/min
Intrastate - collect, debit, prepaid/AdvancePay	\$0.21/min
International - debit, prepaid/AdvancePay	Rates published on the Company website.

		Phone	Video	Total	ADP
11/28/22	GTL Phone & Video Commission - Oct 2022	61,742.50	8,527.13	70,269.63	586
12/23/22	GTL Phone & Video Commission - Nov 2022	56,266.70	7,407.81	63,674.51	576
01/24/23	GTL Phone & Video Commission - Dec 2022	52,545.64	7,451.00	59,996.64	549
02/24/23	GTL Phone & Video Commission - Jan 2023	53,343.32	7,509.38	60,852.70	541
03/24/23	GTL Phone & Video Commission - Feb 2023	51,325.83	7,649.88	58,975.71	538
04/24/23	GTL Phone & Video Commission - Mar 2023	62,561.08	8,205.44	70,766.52	557

CCNO, OH

Starting: 10/01/2022 Ending: 10/31/2022

Collect Calls ----- 10/01/2022 - 10/31/2022						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Collect Calls	Completed Call	Local	1	13	\$2.94	\$2.76
Collect Calls	Completed Call	Intralata	22	194	\$43.26	\$40.66
Collect Calls	Completed Call	Interlata	1	14	\$3.15	\$2.96
Collect Calls	Completed Call	Interstate	48	437	\$91.80	\$86.29
Collect Calls	Completed Call	International	-	-	-	-
Collect Calls	Completed Call	Mobile Rate	32	339	\$70.00	\$65.80
			104	1,000	\$211.15	\$198.48
Prepaid ----- 10/01/2022 - 10/31/2022						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Prepaid	Completed Call	Local	99	873	\$191.52	\$180.03
Prepaid	Completed Call	Intralata	660	5,494	\$1,217.16	\$1,144.13
Prepaid	Completed Call	Interlata	764	8,791	\$1,900.29	\$1,786.27
Prepaid	Completed Call	Interstate	7,617	68,503	\$15,043.97	\$14,141.33
Prepaid	Completed Call	International	245	1,588	\$424.47	\$399.00
Prepaid	Completed Call	Mobile Rate	23,684	210,879	\$46,349.21	\$43,568.26
Prepaid	Completed Call	Voicemail	-	-	-	-
			33,069	296,129	\$65,126.62	\$61,219.02
All Call Types ----- 10/01/2022 - 10/31/2022						
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
All Calls	Completed Call	Local	100	887	\$194.46	\$182.79
All Calls	Completed Call	Intralata	682	5,688	\$1,260.42	\$1,184.79
All Calls	Completed Call	Interlata	765	8,806	\$1,903.44	\$1,789.23
All Calls	Completed Call	Interstate	7,665	68,941	\$15,135.77	\$14,227.62
All Calls	Completed Call	International	245	1,588	\$424.47	\$399.00
All Calls	Completed Call	Mobile Rate	23,716	211,218	\$46,419.21	\$43,634.06
All Calls	Completed Call	Voicemail	-	-	-	-
			33,173	297,130	\$65,337.77	\$61,417.50
Additional Facility Revenue: 3-Way Call Product						\$325.00
Total Commission						\$61,742.50
Deductions: Inmate prepaid						-
Net Payment						\$61,742.50



CCNO, OH (11543)
03151 County Road 2425
Stryker, OH 43557

Monthly Tablet Commission Report

(10/01/2022 - 10/31/2022)

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2022-10	Message	Message	27,670	0	\$0.25 per item	\$6,917.50	\$0.0 per event	\$0.00
2022-10	Photos	Photos	2,631	0	\$0.25 per item	\$657.75	\$0.0 per event	\$0.00
2022-10	Tablet Session	Book	22	75	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Book - Bloom Schedule	1,787	35,188	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Free	1,570	6,560	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Free - Bloom Schedule	71,510	447,170	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Law Library	48	662	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Law Library - Bloom Schedule	4,141	91,876	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Locked Down Tablets	29	81	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Messaging - Bloom Schedule	63,513	159,998	\$0.03 per minute	\$4,799.94	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Phone Dialer	19,969	178,766	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Promotional	885	7,405	\$0.03 per minute	\$222.15	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Promotional - Bloom Schedule	16,439	532,113	\$0.03 per minute	\$15,963.39	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Standard	659	5,952	\$0.05 per minute	\$297.60	0.0% of Revenue	\$0.00
2022-10	Tablet Session	Standard - Bloom Schedule	25,406	461,838	\$0.05 per minute	\$23,091.90	0.0% of Revenue	\$0.00
2022-10	Tablet Video Visit	W/S Free	3,183	37,249	\$0.00 per minute	\$0.00	25.0% of Revenue	\$0.00
2022-10	Tablet Video Visit	W/S Paid	9,009	136,434	\$0.25 per minute	\$34,108.50	25.0% of Revenue	\$8,527.13
	Total		248,471	2,101,367		\$86,058.73		\$8,527.13

CCNO, OH

Starting: 11/01/2022 Ending: 11/30/2022

Collect Calls ----- 11/01/2022 - 11/30/2022						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Collect Calls	Completed Call	Local	-	-	-	-
Collect Calls	Completed Call	Intralata	28	121	\$28.14	\$26.45
Collect Calls	Completed Call	Interlata	3	44	\$9.45	\$8.88
Collect Calls	Completed Call	Interstate	20	231	\$48.20	\$45.31
Collect Calls	Completed Call	International	1	0	\$0.25	\$0.24
Collect Calls	Completed Call	Mobile Rate	23	182	\$38.80	\$36.47
			75	580	\$124.84	\$117.35
Prepaid ----- 11/01/2022 - 11/30/2022						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Prepaid	Completed Call	Local	25	195	\$43.05	\$40.47
Prepaid	Completed Call	Intralata	727	5,766	\$1,275.12	\$1,198.61
Prepaid	Completed Call	Interlata	683	8,194	\$1,767.57	\$1,661.52
Prepaid	Completed Call	Interstate	7,574	65,548	\$14,422.16	\$13,556.83
Prepaid	Completed Call	International	333	2,416	\$644.28	\$605.62
Prepaid	Completed Call	Mobile Rate	21,069	188,607	\$41,428.24	\$38,942.55
Prepaid	Completed Call	Voicemail	-	-	-	-
			30,411	270,728	\$59,580.42	\$56,005.60
All Call Types ----- 11/01/2022 - 11/30/2022						
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
All Calls	Completed Call	Local	25	195	\$43.05	\$40.47
All Calls	Completed Call	Intralata	755	5,888	\$1,303.26	\$1,225.06
All Calls	Completed Call	Interlata	686	8,238	\$1,777.02	\$1,670.40
All Calls	Completed Call	Interstate	7,594	65,780	\$14,470.36	\$13,602.14
All Calls	Completed Call	International	334	2,416	\$644.53	\$605.86
All Calls	Completed Call	Mobile Rate	21,092	188,790	\$41,467.04	\$38,979.02
All Calls	Completed Call	Voicemail	-	-	-	-
			30,486	271,308	\$59,705.26	\$56,122.95
Additional Facility Revenue: 3-Way Call Product						\$143.75
Total Commission						\$56,266.70
Deductions: Inmate prepaid						-
Net Payment						\$56,266.70



CCNO, OH (11543)
03151 County Road 2425
Stryker, OH 43557

Monthly Tablet Commission Report

(11/01/2022 - 11/30/2022)

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2022-11	Message	Message	26,238	0	\$0.25 per item	\$6,559.50	\$0.0 per event	\$0.00
2022-11	Photos	Photos	2,587	0	\$0.25 per item	\$646.75	\$0.0 per event	\$0.00
2022-11	Tablet Session	Book	26	190	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Book - Bloom Schedule	1,360	27,172	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Free	1,097	4,923	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Free - Bloom Schedule	63,251	352,944	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Law Library	68	904	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Law Library - Bloom Schedule	3,479	77,909	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Locked Down Tablets	62	570	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Messaging - Bloom Schedule	57,402	143,456	\$0.03 per minute	\$4,303.68	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Phone Dialer	19,515	175,658	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Promotional	533	3,943	\$0.03 per minute	\$118.29	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Promotional - Bloom Schedule	15,866	511,501	\$0.03 per minute	\$15,345.03	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Standard	584	4,812	\$0.05 per minute	\$240.60	0.0% of Revenue	\$0.00
2022-11	Tablet Session	Standard - Bloom Schedule	23,584	415,185	\$0.05 per minute	\$20,759.25	0.0% of Revenue	\$0.00
2022-11	Tablet Video Visit	WVS Free	2,820	32,144	\$0.00 per minute	\$0.00	25.0% of Revenue	\$0.00
2022-11	Tablet Video Visit	WVS Paid	8,103	118,525	\$0.25 per minute	\$29,631.25	25.0% of Revenue	\$7,407.81
Total			226,575	1,869,836		\$77,604.35		\$7,407.81

CCNO, OH

Starting: 12/01/2022 Ending: 12/31/2022

Collect Calls ----- 12/01/2022 - 12/31/2022						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Collect Calls	Completed Call	Local	-	-	-	-
Collect Calls	Completed Call	Intralata	11	117	\$25.41	\$23.89
Collect Calls	Completed Call	Interlata	2	22	\$5.04	\$4.74
Collect Calls	Completed Call	Interstate	31	256	\$53.60	\$50.38
Collect Calls	Completed Call	International	-	-	-	-
Collect Calls	Completed Call	Mobile Rate	3	7	\$1.80	\$1.69
			47	404	\$85.85	\$80.70
Prepaid ----- 12/01/2022 - 12/31/2022						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Prepaid	Completed Call	Local	15	106	\$24.15	\$22.70
Prepaid	Completed Call	Intralata	513	4,411	\$969.57	\$911.40
Prepaid	Completed Call	Interlata	427	4,557	\$989.52	\$930.15
Prepaid	Completed Call	Interstate	7,560	63,447	\$13,976.61	\$13,138.01
Prepaid	Completed Call	International	238	1,785	\$473.34	\$444.94
Prepaid	Completed Call	Mobile Rate	20,264	177,696	\$39,068.08	\$36,724.00
Prepaid	Completed Call	Voicemail	-	-	-	-
			29,017	252,005	\$55,501.27	\$52,171.19
All Call Types ----- 12/01/2022 - 12/31/2022						
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
All Calls	Completed Call	Local	15	106	\$24.15	\$22.70
All Calls	Completed Call	Intralata	524	4,529	\$994.98	\$935.28
All Calls	Completed Call	Interlata	429	4,580	\$994.56	\$934.89
All Calls	Completed Call	Interstate	7,591	63,704	\$14,030.21	\$13,188.40
All Calls	Completed Call	International	238	1,785	\$473.34	\$444.94
All Calls	Completed Call	Mobile Rate	20,267	177,704	\$39,069.88	\$36,725.69
All Calls	Completed Call	Voicemail	-	-	-	-
			29,064	252,410	\$55,587.12	\$52,251.89
Additional Facility Revenue: 3-Way Call Product						\$293.75
Total Commission						\$52,545.64
Deductions: Inmate prepaid						-
Net Payment						\$52,545.64



CCNO, OH (11543)
03151 County Road 2425
Stryker, OH 43557

Monthly Tablet Commission Report

(12/01/2022 - 12/31/2022)

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2022-12	Message	Message	27,797	0	\$0.25 per item	\$6,949.25	\$0.0 per event	\$0.00
2022-12	Photos	Photos	2,721	0	\$0.25 per item	\$680.25	\$0.0 per event	\$0.00
2022-12	Tablet Session	Book	8	45	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Book - Bloom Schedule	1,441	29,438	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Free	1,263	5,375	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Free - Bloom Schedule	61,365	358,678	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Law Library	35	398	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Law Library - Bloom Schedule	3,231	69,921	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Locked Down Tablets	90	930	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Messaging - Bloom Schedule	55,161	163,141	\$0.03 per minute	\$4,894.23	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Phone Dialer	17,281	148,539	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Promotional	396	2,069	\$0.03 per minute	\$62.07	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Promotional - Bloom Schedule	17,486	557,053	\$0.03 per minute	\$16,711.59	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Standard	210	1,665	\$0.05 per minute	\$83.25	0.0% of Revenue	\$0.00
2022-12	Tablet Session	Standard - Bloom Schedule	19,618	401,857	\$0.05 per minute	\$20,092.85	0.0% of Revenue	\$0.00
2022-12	Tablet Video Visit	WVS Free	2,617	31,833	\$0.00 per minute	\$0.00	25.0% of Revenue	\$0.00
2022-12	Tablet Video Visit	WVS Paid	7,862	119,194	\$0.25 per minute	\$29,804.00	25.0% of Revenue	\$7,451.00
		Total	218,582	1,890,136		\$79,277.49		\$7,451.00

CCNO, OH

Starting: 01/01/2023 Ending: 01/31/2023

Collect Calls ----- 01/01/2023 - 01/31/2023						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Collect Calls	Completed Call	Local	9	33	\$7.77	\$7.30
Collect Calls	Completed Call	Intralata	13	110	\$24.36	\$22.90
Collect Calls	Completed Call	Interlata	11	34	\$8.61	\$8.09
Collect Calls	Completed Call	Interstate	23	231	\$48.60	\$45.68
Collect Calls	Completed Call	International	-	-	-	-
Collect Calls	Completed Call	Mobile Rate	-	-	-	-
			56	410	\$89.34	\$83.98
Prepaid ----- 01/01/2023 - 01/31/2023						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Prepaid	Completed Call	Local	57	555	\$121.17	\$113.90
Prepaid	Completed Call	Intralata	470	3,804	\$837.69	\$787.43
Prepaid	Completed Call	Interlata	684	7,627	\$1,649.13	\$1,550.18
Prepaid	Completed Call	Interstate	6,642	56,478	\$12,437.38	\$11,691.13
Prepaid	Completed Call	International	298	2,147	\$572.37	\$538.03
Prepaid	Completed Call	Mobile Rate	21,530	186,158	\$40,954.70	\$38,497.42
Prepaid	Completed Call	Voicemail	-	-	-	-
			29,681	256,771	\$56,572.44	\$53,178.09
All Call Types ----- 01/01/2023 - 01/31/2023						
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
All Calls	Completed Call	Local	66	589	\$128.94	\$121.20
All Calls	Completed Call	Intralata	483	3,914	\$862.05	\$810.33
All Calls	Completed Call	Interlata	695	7,661	\$1,657.74	\$1,558.28
All Calls	Completed Call	Interstate	6,665	56,710	\$12,485.98	\$11,736.82
All Calls	Completed Call	International	298	2,147	\$572.37	\$538.03
All Calls	Completed Call	Mobile Rate	21,530	186,158	\$40,954.70	\$38,497.42
All Calls	Completed Call	Voicemail	-	-	-	-
			29,737	257,182	\$56,661.78	\$53,262.07
Additional Facility Revenue: 3-Way Call Product						\$81.25
Total Commission						\$53,343.32
Deductions: Inmate prepaid						-
Net Payment						\$53,343.32



CCNO, OH (11543)
03151 County Road 2425
Stryker, OH 43557

Monthly Tablet Commission Report
(01/01/2023 - 01/31/2023)

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-01	Message	Message	31,061	0	\$0.25 per item	\$7,765.25	\$0.0 per event	\$0.00
2023-01	Photos	Photos	2,368	0	\$0.25 per item	\$592.00	\$0.0 per event	\$0.00
2023-01	Tablet Session	Book	13	54	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Book - Bloom Schedule	1,716	34,479	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Free	1,634	6,486	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Free - Bloom Schedule	64,783	387,932	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Law Library	119	1,666	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Law Library - Bloom Schedule	3,535	75,006	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Locked Down Tablets	64	423	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Messaging - Bloom Schedule	54,456	162,016	\$0.03 per minute	\$4,860.48	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Phone Dialer	19,192	166,812	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Promotional	613	3,101	\$0.03 per minute	\$93.03	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Promotional - Bloom Schedule	14,951	442,160	\$0.03 per minute	\$13,264.80	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Standard	446	4,437	\$0.05 per minute	\$221.85	0.0% of Revenue	\$0.00
2023-01	Tablet Session	Standard - Bloom Schedule	18,967	415,690	\$0.05 per minute	\$20,784.50	0.0% of Revenue	\$0.00
2023-01	Tablet Video Visit	VVS Free	2,986	36,485	\$0.00 per minute	\$0.00	25.0% of Revenue	\$0.00
2023-01	Tablet Video Visit	VVS Paid	7,987	120,150	\$0.25 per minute	\$30,037.50	25.0% of Revenue	\$7,509.38
Total			224,891	1,856,897		\$77,619.41		\$7,509.38

CCNO, OH

Starting: 02/01/2023 Ending: 02/28/2023

Collect Calls ----- 02/01/2023 - 02/28/2023						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Collect Calls	Completed Call	Local	1	0	\$0.21	\$0.20
Collect Calls	Completed Call	Intralata	10	77	\$17.01	\$15.99
Collect Calls	Completed Call	Interlata	14	93	\$21.21	\$19.94
Collect Calls	Completed Call	Interstate	17	112	\$24.40	\$22.94
Collect Calls	Completed Call	International	-	-	-	-
Collect Calls	Completed Call	Mobile Rate	1	15	\$3.20	\$3.01
			43	299	\$66.03	\$62.07
Prepaid ----- 02/01/2023 - 02/28/2023						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Prepaid	Completed Call	Local	86	1,130	\$242.34	\$227.80
Prepaid	Completed Call	Intralata	428	3,073	\$684.81	\$643.72
Prepaid	Completed Call	Interlata	638	7,316	\$1,582.77	\$1,487.80
Prepaid	Completed Call	Interstate	6,109	52,150	\$11,479.80	\$10,791.01
Prepaid	Completed Call	International	189	1,272	\$339.58	\$319.21
Prepaid	Completed Call	Mobile Rate	21,556	181,960	\$40,140.13	\$37,731.72
Prepaid	Completed Call	Voicemail	-	-	-	-
			29,006	246,904	\$54,469.42	\$51,201.26
All Call Types ----- 02/01/2023 - 02/28/2023						
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
All Calls	Completed Call	Local	87	1,130	\$242.55	\$228.00
All Calls	Completed Call	Intralata	438	3,151	\$701.82	\$659.71
All Calls	Completed Call	Interlata	652	7,409	\$1,603.98	\$1,507.74
All Calls	Completed Call	Interstate	6,126	52,262	\$11,504.20	\$10,813.94
All Calls	Completed Call	International	189	1,272	\$339.58	\$319.21
All Calls	Completed Call	Mobile Rate	21,557	181,976	\$40,143.33	\$37,734.73
All Calls	Completed Call	Voicemail	-	-	-	-
			29,049	247,204	\$54,535.45	\$51,263.33
Additional Facility Revenue: 3-Way Call Product						\$62.50
Total Commission						\$51,325.83
Deductions: Inmate prepaid						-
Net Payment						\$51,325.83



CCNO, OH (11543)
03151 County Road 2425
Stryker, OH 43557

Monthly Tablet Commission Report

(02/01/2023 - 02/28/2023)

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-02	ECard Message	Message	948	0	\$0.25 per item	\$237.00	0	\$0.00
2023-02	Message	Message	32,737	0	\$0.25 per item	\$8,184.25	\$0.0 per event	\$0.00
2023-02	Photos	Photos	2,344	0	\$0.25 per item	\$586.00	\$0.0 per event	\$0.00
2023-02	Tablet Session	Book	21	167	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Book - Bloom Schedule	1,347	24,314	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Free	1,804	8,472	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Free - Bloom Schedule	65,337	398,696	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Law Library	81	1,049	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Law Library - Bloom Schedule	3,422	69,360	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Locked Down Tablets	63	279	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Messaging - Bloom Schedule	55,125	161,152	\$0.03 per minute	\$4,834.56	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Phone Dialer	19,219	169,846	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Promotional	780	3,062	\$0.03 per minute	\$91.86	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Promotional - Bloom Schedule	14,924	428,895	\$0.03 per minute	\$12,866.85	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Standard	517	7,672	\$0.05 per minute	\$383.60	0.0% of Revenue	\$0.00
2023-02	Tablet Session	Standard - Bloom Schedule	17,022	379,027	\$0.05 per minute	\$18,951.35	0.0% of Revenue	\$0.00
2023-02	Tablet Video Visit	V/S Free	2,871	32,483	\$0.00 per minute	\$0.00	25.0% of Revenue	\$0.00
2023-02	Tablet Video Visit	V/S Paid	8,568	122,424	\$0.25 per minute	\$30,599.50	25.0% of Revenue	\$7,649.88
Total			227,130	1,806,898		\$76,734.97		\$7,649.88

CCNO, OH

Starting: 03/01/2023 Ending: 03/31/2023

Collect Calls ----- 03/01/2023 - 03/31/2023						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Collect Calls	Completed Call	Local	2	18	\$3.99	\$3.75
Collect Calls	Completed Call	Intralata	4	37	\$8.19	\$7.70
Collect Calls	Completed Call	Interlata	24	53	\$13.86	\$13.03
Collect Calls	Completed Call	Interstate	21	138	\$29.40	\$27.64
Collect Calls	Completed Call	International	1	0	\$0.25	\$0.24
Collect Calls	Completed Call	Mobile Rate	2	25	\$5.40	\$5.08
			54	273	\$61.09	\$57.42
Prepaid ----- 03/01/2023 - 03/31/2023						94.0%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Prepaid	Completed Call	Local	98	1,264	\$271.53	\$255.24
Prepaid	Completed Call	Intralata	717	6,546	\$1,434.49	\$1,348.42
Prepaid	Completed Call	Interlata	545	6,193	\$1,340.85	\$1,260.40
Prepaid	Completed Call	Interstate	7,482	64,857	\$14,272.23	\$13,415.89
Prepaid	Completed Call	International	288	2,219	\$589.17	\$553.82
Prepaid	Completed Call	Mobile Rate	24,414	220,845	\$48,525.14	\$45,613.63
Prepaid	Completed Call	Voicemail	-	-	-	-
			33,544	301,926	\$66,433.41	\$62,447.41
All Call Types ----- 03/01/2023 - 03/31/2023						
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
All Calls	Completed Call	Local	100	1,282	\$275.52	\$258.99
All Calls	Completed Call	Intralata	721	6,583	\$1,442.68	\$1,356.12
All Calls	Completed Call	Interlata	569	6,246	\$1,354.71	\$1,273.43
All Calls	Completed Call	Interstate	7,503	64,996	\$14,301.63	\$13,443.53
All Calls	Completed Call	International	289	2,219	\$589.42	\$554.05
All Calls	Completed Call	Mobile Rate	24,416	220,870	\$48,530.54	\$45,618.71
All Calls	Completed Call	Voicemail	-	-	-	-
			33,598	302,199	\$66,494.50	\$62,504.83
Additional Facility Revenue: 3-Way Call Product						\$56.25
Total Commission						\$62,561.08
Deductions: Inmate prepaid						-
Net Payment						\$62,561.08



Monthly Tablet Commission Report

(03/01/2023 - 03/31/2023)

CCNO, OH (11543)

03151 County Road 2425

Stryker, OH 43557

Month	Product	Product Type	Item Count	Minutes	Pricing Rate	Revenue	Commission Rate	Commission Amount
2023-03	ECard Message	Message	339	0	\$0.25 per item	\$84.75	0	\$0.00
2023-03	Message	Message	38,955	0	\$0.25 per item	\$9,738.75	\$0.0 per event	\$0.00
2023-03	Photos	Photos	2,297	0	\$0.25 per item	\$574.25	\$0.0 per event	\$0.00
2023-03	Tablet Session	Book	16	126	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Book - Bloom Schedule	1,524	24,319	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Free	1,533	6,951	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Free - Bloom Schedule	65,058	431,953	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Law Library	150	2,962	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Law Library - Bloom Schedule	3,942	83,112	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Locked Down Tablets	57	493	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Messaging - Bloom Schedule	60,808	182,201	\$0.03 per minute	\$5,466.03	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Phone Dialer	22,193	206,985	\$0.00 per minute	\$0.00	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Promotional	1,153	6,389	\$0.03 per minute	\$191.67	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Promotional - Bloom Schedule	17,019	509,397	\$0.03 per minute	\$15,281.91	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Standard	693	12,270	\$0.05 per minute	\$613.50	0.0% of Revenue	\$0.00
2023-03	Tablet Session	Standard - Bloom Schedule	18,639	436,048	\$0.05 per minute	\$21,802.40	0.0% of Revenue	\$0.00
2023-03	Tablet Video Visit	VVS Free	2,390	27,667	\$0.00 per minute	\$0.00	25.0% of Revenue	\$0.00
2023-03	Tablet Video Visit	VVS Paid	8,840	131,287	\$0.25 per minute	\$32,821.75	25.0% of Revenue	\$8,205.44
		Total	245,606	2,062,160		\$86,575.01		\$8,205.44