

**AMENDMENT # 9 TO AMENDED AND RESTATED INMATE TELEPHONE SERVICE AGREEMENT**

This Amendment # 9 ("Amendment"), takes effect as of the date signed by all the parties listed in this preamble ("Effective Date"), amends and revises that certain Amended and Restated Inmate Telephone Service Agreement, dated October 9, 2012 (effective as of May 1, 2012), as amended from time to time (the "Agreement"), by and between **Global Tel\*Link Corporation** with an address of 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 ("Company") (with agent for service of process in California Incomp Services, Inc., 5716 Corsa Ave, Ste 110, Westlake Village, CA 91362-7354) and the County of Alameda **by and through the Alameda County Sheriff's Office**, with an address of 1401 Lakeside Drive, 12<sup>th</sup> Floor, Oakland, California 94612-4305 ("County") (Company and County collectively, the "Parties" and each a "Party"). All capitalized terms not defined herein shall have the definitions set forth in the Agreement.

**WHEREAS**, the Federal Communications Commission ("FCC") issued its Second Report and Order and Third Further Notice of Proposed Rulemaking in WC Docket No. 12-375 on November 5, 2015 ("FCC Order"), which mandated rates and charges for inmate telephone services, certain transaction fees, and other requirements; and

**WHEREAS**, the Parties have agreed to amend the Agreement in order to, among other things, implement the FCC-mandated rates, charges, fees, and other requirements, as further provided below.

**NOW, THEREFORE**, in consideration of the promises and covenants set forth in this Amendment, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties' signatures, the Parties agree as follows:

- On June 20, 2016, the rates and charges for international, interstate, and intrastate inmate telephone service ("TTS") calls and associated transaction fees ("Transaction Fees") set forth in the Agreement shall be deemed revised without further action by the Parties, and shall be implemented, as follows:

Collect Calling & Prepaid Collect (AdvancePay) Calling Rates  
Local, Intrastate/Intralata, Intrastate/Interlata & Interstate/Intralata

Local Rate:

	DAY		EVENING		NIGHT/WEEKEND	
		EACH		EACH		EACH
RATE	1st	ADDL	1st	ADD'L		ADDL
MLEAGE	Minute	PERIOD	Minute	PERIOD	Minute	PERIOD
9999	3.353	0.0759	3.3151	0.0569	3.2677	0.0569

Intrastate/Intralata Rate:

	DAY		EVENING		NIGHT/WEEKEND	
		EACH		EACH		EACH
RATE	1st	ADDL		ADDL		ADDL
MILEAGE	Minute	PERIOD	Minute	PERIOD	Minute	PERIOD
12	3.353	0.0759	3.3151	0.0569	3.2677	0.0569
16	3.353	0.0759	3.3151	0.0569	3.2677	0.0569
20	3.353	0.0759	3.3151	0.0569	3.2677	0.0569
25	3.391	0.1327	3.3625	0.1138	3.3056	0.0853
30	3.391	0.1327	3.3625	0.1138	3.3056	0.0853
40	3.391	0.1327	3.3625	0.1138	3.3056	0.0853
50	3.4194	0.1517	3.372	0.1233	3.3341	0.0948

70	3.4194	0.1517	3.372	0.1233	3.3341	0.0948
9999	3.4479	0.1991	3.3815	0.1422	3.3625	0.1422

Interstate/Intralata:

	DAY		EVENING		NIGHT/WEEKEND	
		EACH		EACH		EACH
RATE	1st	ADDL		ADDL		ADDL
MILEAGE	Minute	PERIOD	Minute	PERIOD	Minute	PERIOD
9999	0.21	0.21	0.21	0.21	0.21	.021

Intrastate/Interlata:

	DAY		EVENING		NIGHT/WEEKEND	
		EACH		EACH		EACH
RATE		ADDL		ADDL		ADDL
MILEAGE	Minute	PERIOD	Minute	PERIOD	Minute	PERIOD
9999	3.65	0.65	3.65	0.65	3.65	0.65

Collect Calling Rates, Interstate/Interlata:

	DAY		EVENING		NIGHT/WEEKEND	
		EACH		EACH		EACH
RATE		ADDL		ADDL		ADD'L
MILEAGE	Minute	PERIOD	Minute	PERIOD	Minute	PERIOD
9999	0.25	0.25	0.25	0.25	.25	.25

Prepaid Collect (AdvancePay) Calling Rates, Interstate/Interlata Interstate/Intralata:

	DAY		EVENING		NIGHT/WEEKEND	
		EACH		EACH		EACH
RATE		ADDL		ADDL		ADDL
MILEAGE	Minute	PERIOD	Minute	PERIOD	Minute	PERIOD
9999	0.21	0.21	0.21	0.21	0.21	0.21

Prepaid Card / Debit Calling Rates, all Call Types:

	1 <sup>st</sup> Minute	Each Add'l Minute
Local	\$2.69	\$0.10
Intralata/Intrastate	\$2.69	\$0.10
Interlata/Intrastate	\$2.69	\$0.10
Interlata/Interstate	\$0.21	\$0.21
International	See Rate Chart	See Rate Chart

International ITS calls, whether made using a debit, prepaid/AdvancePay™ format: The rates for international ITS calls are listed in the attached Schedule 1.

No per call, per connection, or flat-rate calling charges shall apply to international, interstate, and intrastate ITS per minute of use calls.

The rates charged are exclusive of taxes, and other amounts collected by Company on behalf of, or paid to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs.

**Transaction Fees.** Company may charge certain Transaction Fees in accordance with the following amounts:

Fee for automated payment for credit card, debit card, and bill processing fees	\$3.00 per use
Fee for payment using live operator	\$5.95 per use
Fee for paper bill/statement	\$2.00 per use
Fee for use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts)	The exact fee from the third-party provider passed through directly to customer with no markup

**Single-Call and Related Billing Arrangements.** Company may permit consumers to purchase ITS on a collect call basis through third-party billing arrangements that allow consumers to pay for a single ITS call using such methods as their debit or credit card, billing the cost of a single ITS call to their mobile phone account, or another arrangement. When a consumer chooses to pay for a single ITS call using such a method, the charge shall be any applicable transaction fee and other charges allowed by law.

2. Effective from July 1, 2016, the commission payable to the County under the Agreement shall be as stated below. The commission stated below shall replace any and all commissions or other monies payable under the Agreement by Company to the County or to any fund or third party designated by the County, including any minimum annual guarantee and any annual administrative support payments.

Company shall pay the County as commission each month:

- a. One hundred forty-two thousand dollars (\$142,000); and
- b. Seventy two percent (72%) of any portion of Gross Revenue from intrastate calls for that month that exceeds three hundred twenty five thousand dollars (\$325,000).
- c. Gross Revenue for purposes of this Agreement means all revenue generated by every completed intrastate call that is accepted by an end user and billed via a local exchange carrier or prepaid to Company. Gross revenue on which monthly commission will be paid does not include: (i) taxes and

tax-related surcharges; (ii) credits; (iii) transaction fees; (iv) **revenue from interstate calls**; and (v) any amount Company collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs. Commission payments shall be completed monthly.

3. The following Sections are hereby added to the Agreement:

“Change-of-Law. Any rule, regulation, judicial/court decision, judicially approved settlement entered into by the County, and/or other change mandated by any federal, state, or local authority which may interfere with or adversely affect County or Company’s rights, obligations, or intended benefit under the Agreement shall entitle County or Company to mutually renegotiate, or terminate the Agreement, subject to the terms of the Agreement.”

“Service Schedules. Any Affiliate may provide services in its own name, as set forth in a service schedule attached to the Agreement (“Service Schedule”), and such Service Schedule shall be considered a separate, but associated, contract incorporating this Agreement; provided, however, Company shall be responsible for its Affiliates’ performance pursuant to such Service Schedule.”

In the event of any inconsistencies between the terms and conditions contained in the Agreement and the terms and conditions contained herein, the terms and conditions contained herein shall control. Except as set forth in this Amendment, the Agreement remains in full force and effect, without modification or amendment, and is hereby ratified and confirmed. This Amendment may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract. Original signatures transmitted by facsimile or electronic mail shall be effective to create such counterparts. Each person whose signature appears below warrants and represents that they have the requisite authority to execute this Amendment on behalf of the entity for which they are signing.

**IN WITNESS WHEREOF, the foregoing Amendment has been executed by the Parties, effective as of the latest date listed below.**

**County of Alameda, Board of Supervisors**

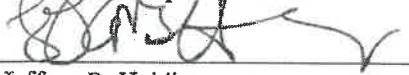
By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**Alameda County Sheriff’s Office**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**Company**

**Global Tel\*Link Corporation**

By:  \_\_\_\_\_  
Name: Jeffrey B. Haidinger  
Title: President and COO  
Date: 8/12/16

**APPROVED AS TO FORM, OFFICE OF THE COUNTY COUNSEL, COUNTY OF ALAMEDA**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**SCHEDULE 1**  
**International Rate Table**

<b>Country Rate/Minute</b>
Afghanistan \$2.00
Albania \$1.50
Algeria \$1.00
Andorra \$1.00
Angola \$0.60
Anguilla \$0.60
Antigua(Including Barbuda) \$0.60
Argentina \$0.60
Armenia \$0.60
Aruba \$0.60
Ascension Island \$2.00
Australia \$0.60
Austria \$0.60
Azerbaijan \$0.60
Bahamas \$0.60
Bahrain \$1.00
Bangladesh, P.R. of \$0.60
Barbados \$0.60
Belarus \$0.60
Belgium \$0.60
Belize \$0.60
Benin, \$0.60
Bermuda \$0.60
Bhutan \$2.00
Bolivia \$0.60
Bosnia-Herzegovina,R.of \$1.00
Botswana \$0.60
Brazil \$0.60
British Virgin Islands (Including Anegada, Camanoe Island, Guana Island, Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Island, North Sound, Peter Island, Tortola and Virgin Gorda) \$0.60
Brunei \$1.00
Bulgaria \$0.60
Burkina Faso \$0.60
Burma (Myanmar) \$3.00
Burundi \$1.00
Cambodia \$3.00
Cameroon \$0.60
Canada \$0.60
Cape Verde Islands \$0.60
Cayman Islands \$0.60
Central African Republic \$1.50
Chad, R. of \$2.50
Chile \$1.00
China, P.R.of \$0.60
Christmas & Cocos Islands \$0.60
Colombia \$0.60
Comoros, Federal and Islamic Republic of \$2.00
Congo, R.of \$1.50

Congo (Zaire), Dem Rep of \$1.50  
Cook Islands \$2.00  
Costa Rica \$0.50  
Croatia, R.of \$1.00  
Cuba \$1.50  
Cyprus \$1.00  
Czech Republic \$1.00  
Denmark \$0.60  
Diego Garcia \$4.00  
Djibouti, R.of \$1.00  
Dominica \$0.60  
Dominican Republic \$0.60  
East Timor \$2.00  
Ecuador \$0.60  
Egypt, Arab Republic of \$0.60  
El Salvador \$0.60  
Equatorial Guinea, R.of \$3.00  
Eritrea \$0.60  
Estonia \$1.50  
Ethiopia \$0.60  
Falkland Islands \$1.50  
Faeroe Islands \$0.60  
Federated States of Micronesia \$1.00  
Fiji Islands \$1.50  
Finland \$0.60  
France \$0.60  
French Antilles (Martinique, St. Barthelemy and St. Martin) \$1.50  
French Guiana \$1.50  
French Polynesia (Including the Islands of Moorea and Tahiti) \$2.00  
Gabon Republic \$1.50  
Gambia \$1.00  
Georgia \$0.60  
Germany \$0.60  
Ghana \$0.60  
Gibraltar \$1.50  
Greece \$0.60  
Greenland \$0.60  
Grenada (Including Carriacou) \$0.60  
Guadeloupe \$1.00  
Guantanamo (U.S. Naval Base) \$2.50  
Guatemala \$0.60  
Guinea-Bissau \$1.00  
Guinea, People's Revolutionary Republic \$1.00  
Guyana \$0.60  
Haiti \$0.60  
Honduras \$0.60  
Hong Kong \$0.60  
Hungary \$0.60  
Iceland \$1.00  
India \$0.60  
Indonesia \$0.60  
Iran \$0.60  
Iraq \$0.60  
Ireland \$0.60  
Israel \$0.60  
Italy \$1.00

Ivory Coast, Republic of \$1.00  
Jamaica \$0.60  
Japan (Including Okinawa) \$0.60  
Jordan \$0.60  
Kazakhstan \$1.00  
Kenya, Republic of \$0.60  
Kiribati \$1.50  
Korea, North \$3.00  
Korea, South \$0.60  
Kuwait \$0.60  
Kyrgyzstan \$1.50  
Laos \$3.00  
Latvia \$1.50  
Lebanon \$0.60  
Lesotho \$1.50  
Liberia \$1.00  
Libyan Arab People's Socialist Jamahiriya \$1.00  
Liechtenstein \$1.00  
Lithuania \$1.50  
Luxembourg \$0.60  
Macao \$1.50  
Macedonia, Former Yugoslav Republic of \$1.00  
Madagascar, Democratic Republic of \$3.00  
Malawi \$1.50  
Malaysia \$0.60  
Maldives, Republic of \$1.50  
Mali, Republic of \$0.60  
Malta, Republic of \$1.50  
Marshall Islands \$1.00  
Mauritania, Islamic Republic of \$1.50  
Mauritius \$2.00  
Mayotte Island \$3.00  
Mexico Bands 1-3 \$0.60  
Mexico Bands 4-8 \$0.60  
Moldova \$0.60  
Monaco \$1.00  
Mongolian People's Republic \$0.60  
Montserrat \$1.00  
Morocco, Kingdom of \$0.50  
Mozambique \$2.00  
Myanmar \$3.00  
Namibia \$1.50  
Nauru \$4.50  
Nepal \$0.60  
Netherlands \$0.60  
Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten) \$0.60  
Nevis \$1.00  
New Caledonia \$1.50  
New Zealand (Including Chatham Island) \$0.60  
Nicaragua \$0.60  
Niger, Republic of \$1.50  
Nigeria, Federal Republic of \$0.60  
Niue \$5.00  
Norfolk Island \$3.00  
Norway (including Svalbard) \$0.60  
Oman \$0.60

Pakistan \$0.60  
Palau, Republic of \$1.50  
Panama, Republic of \$0.60  
Papua New Guinea (Admiralty Islands, Bougainville, New Britain and New Ireland) \$1.50  
Paraguay \$0.60  
Peru \$1.00  
Philippines \$0.60  
Poland, People's Republic of \$0.60  
Portugal (Including Azores and Madeira Islands) \$0.60  
Qatar \$1.50  
Reunion Island \$2.00  
Romania, Socialist Republic of \$0.60  
Russia \$0.60  
Rwanda \$0.60  
San Marino \$0.60  
Sao Tome \$3.00  
Saudi Arabia \$0.60  
Senegal Republic \$1.00  
Seychelles Islands \$1.50  
Sierra Leone \$1.00  
Singapore, Republic of \$0.60  
Slovakia \$1.00  
Slovenia, Republic of \$1.00  
Solomon Islands \$3.00  
Somali Republic \$2.00  
South Africa, Republic of \$0.60  
Spain (Including Balearic Islands, Canary Islands, Ceuta and Melilla) \$0.60  
Sri Lanka, Democratic Socialist \$0.60  
St. Helena, Republic of \$2.50  
St. Kitts \$0.60  
St. Lucia \$0.60  
St. Pierre & Miquelon \$1.50  
St. Vincent and The Grenadines \$0.60  
Sudan \$0.60  
Suriname, Republic of \$1.50  
Swaziland \$1.50  
Sweden \$0.60  
Switzerland \$1.00  
Syrian Arab Republic \$0.60  
Taiwan \$0.60  
Tajikistan \$1.00  
Tanzania \$1.00  
Thailand \$0.60  
Togo, Republic of \$0.60  
Tonga Islands \$1.50  
Trinidad & Tobago \$0.60  
Tunisia, Democratic Republic of \$1.00  
Turkey \$1.00  
Turkmenistan \$1.50  
Turks & Caicos Islands \$0.50  
Tuvalu \$2.00  
Uganda \$1.50  
Ukraine \$0.50  
United Arab Emirates (Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah,



Sharjah and Umm al Qaiwain) \$0.60  
United Kingdom (Including the Channel Islands, England, Isle of Man,  
Northern Ireland, Scotland and Wales) \$0.60  
Uruguay \$0.60  
Uzbekistan \$0.60  
Vanuatu, Republic of \$4.00  
Vatican City \$0.60  
Venezuela \$1.00  
Vietnam, Socialist Republic of \$0.60  
Wallis & Fortuna Islands \$4.50  
Western Samoa \$1.00  
Yemen, Republic of (Including Aden & Almahrah) \$0.50  
Yugoslavia, Federal Republic of \$0.60  
Zaire, Republic of \$1.50  
Zambia \$1.50  
Zimbabwe \$1.00  
InterLATA  
\*Guam, Puerto Rico, Northern Marianna, American Samoa and US Virgin Islands are  
billed standard interstate rates.