



Guilford County Sheriff's Office, North Carolina  
Current and Proposed Resident Calling Rates

Collect, Prepaid Collect and Debit Calling Rates

Type	Current Rate	Proposed Rate	Reduction %
Local	\$.17	\$.10	-41.2%
Intrastate Long Distance	\$.21	\$.10	-52.4%
Interstate Long Distance	\$.21	\$.10	-52.4%

### Pay Tel Proposal to Guilford County, North Carolina

- **Provide 2:1 minimum ratio of tablets to residents**
  - Expands availability to inmates in cells
  - Expands impact of calming effect on residents
  - Increases resident access to educational/inspiration and self-improvement materials
  - Provision of kiosk-based alternative for residents in disciplinary status
  - Includes Quality Assurance Program for tablets to maximize availability and performance
- **Provide Complete Video Visitation Solution**
  - Supports on-site free visitation; and
  - Remote visitation for reasonable rate per minute
- **Investigative technology – Investigator Pro™ advanced voice biometrics**
  - Valuable tool desired by investigators and command staff
  - Included with Option B as shown
- **Reduce Current Call Rates**
  - Affordable rate of \$.10 per minute;
- **Term – 4 years retroactive to July 1, 2019**
  - Option to renew upon mutual agreement
- **Increase annual compensation to Guilford County to \$400,000**
  - Payable in quarterly payments of \$100,000 beginning January, 2020
  - 22% increase from current compensation
  - Catch-up payment of \$163,000 for 3<sup>rd</sup> & 4<sup>th</sup> Quarter of 2019