

# EXHIBIT C

SAMPLE BROCHURES



**"Advanced Technology, Common Sense Solutions"**  
from Consolidated Telecom, Inc.

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## About Consolidated Telecom, Inc.™

Consolidated Telecom, Inc. (CTEL), based in Irving, Texas and was founded in 1995 by its principles to install and maintain inmate telephone systems and services to local county jail markets. CTEL currently operates inmate telephone systems in a variety of County Jails and Juvenile Detention Centers in the United States. Historically, correctional facilities looked to the local exchange carrier to install and maintain the inmate telephones. Over time, correctional facilities realized the need to evaluate and customize the technologies and services available to their individual institution.

CTEL's offered services include specialized call processing and billing services for use by correctional facilities, direct local and long distance call processing, and value added services such as digital recording, jail management systems, video booking, local area network design and installation, cabling, and call-processing system software and hardware.

CTEL's is a technology driven service firm dedicated to serving the telecommunication needs in the inmate correctional market. We apply advanced telecommunication products and services to better serve our clients needs. The company provides the finest inmate phone service while paying competitive commissions on call rates equal to those of the local telephone company and AT&T.

CTEL provides services in approximately ten states. The facility sizes range from 10 beds to 800 beds. CTEL will evaluate the specific needs of your facility to analyze your inmate telephone requirements. CTEL works with the facility in all capacities from the early construction phase to replacing antiquated equipment and offers extensive experience working with client inmate needs.

In this highly competitive, fast-growing segment of the telecommunications industry, our company emerges as the leader in customer service.

At CTEL, many years of business experience has brought about the implementation of the four basic management functions to our organization resulting in strong, successful business partnerships with our correctional facilities. Upon reviewing our functioning process, you will be able to envision the benefits and effectiveness of an industry leader offering the best options in the inmate telephone system and service industry.

**Planning** - Together with your knowledge of the needs and requirements of a vendor to your facility, we are equipped to develop and choose the correct courses of action for your inmate telephone system monitoring and recording jail management software. We will be able to better predict and project future advancements in technology and how they will compliment your systems.

**Organizing** - Encompassing the exact needs of a desired inmate telephone service and system, we are able to identify the most efficient chain of command and coordinate our services with your facility and staff.

**Leading** - By working with your facility and staff members and educating them on your new system, assurance of effective communication enables us to maintain continuous service.

**Controlling** - You are entrusting CTEL to provide telephone solutions to your requirements. Our goal is to ensure we meet your standards. If at anytime, performance with your system or service does not meet your expectations, proper corrective actions are made in an effort to gain your loyalty.

Delivering the systems and services you require in an inmate environment is most important to our partnership. Together with CTEL's advanced technology, resources, and facility feedback, we are able to effectively improve our quality of business and enhance your facilities time management.

CTEL is governed by individuals offering 30 (thirty) years of combined experience in the inmate telephone system and service industry. Our sales and technical teams are up-to-date and familiar with the many job performances within correctional facilities. We understand the need for a maintenance-free telephone system for efficiency, time management, and professional service.

CTEL is a leading inmate telephone service provider combining state-of-art technology and years of experience. Using this combination, we believe that we are able to provide inmate telephone services that will exceed your current expectations. Below is a brief outline of what CTEL can provide and reduce the overall cost of the inmate phone system and increase overall commissions paid.

Proactive Service and Maintenance reduces telephone downtime. Our comprehensive service plans and quick response times ensure that all equipment is working satisfactory and that overhead due to complaints is practically eliminated.

Our technology provides a more reliable phone system and the ability for authorized personnel to access the inmate telephone system from anywhere. This new system allows you to retrieve call detail records, restrict/allow numbers and monitor live calls from any PC with an internet connection. All calls are routed Voice-Over-IP (VoIP) to one of our secure datacenters.

Generous Commissions are paid each month on every call made on our system. This includes collect, debit, calling card and pre-paid collect (PPC) calls.



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## Services

### Management Website

Our secure Facility and Officer Website allows the Correctional Facility a host of options to run reports and monitor and record calls from inmates. Each facility has its own website secured by SSL encryption and passwords. Accessed from any PC with web access, the officer can view and download call details, search specific call records, set up certain numbers to be blocked or allowed. The officer can also download a recording of any call from an inmate, except certain calls setup as Attorney-Client calls. The officer also has the ability to shut down and turn on all inmate phones from the website.

### Technology

Our technology provides a more reliable phone system and the ability for authorized personnel to access the inmate phone system from anywhere. This new system allows you to retrieve call detail records, restrict/allow numbers and monitor live calls from any internet connection.

Payment Website Built specifically for our end user phone customer's to make payments to an existing telephone account or a debit account for an inmate. As more people are using cell phones or internet phones (VoIP) as their primary phone line, our pre-paid system allows money to be put on any telephone to allow family members to receive calls from inmates.

As a client, you can count on state-of the art technology and operational functionality as well as consistent and predictable service delivery, which in turn enables you to operationally run more efficiently and effectively.

### Features

- 3-way call detection
- Cut-off keys for telephone shutdown
- Personal Identification Numbers (PINs)
- Remote diagnostics
- Detailed system operation logs and reports
- Multiple language support
- Automated operator services
- Tiered security access control
- Positive DTMF call acceptance
- Flexible telephone service scheduling
- Call limits by usage and frequency
- Allowed destination numbers by PIN
- Call allow tables
- Call restriction tables
- Remote called party blocking
- Call duration timing
- Free call capabilities
- Programmable speed dialing
- Detailed call records
- Customizable billing formats
- Integrated voice recording
- Blended debit/collect calls
- Live monitoring
- Line concentration
- VoIP (Voiceover Internet Protocol) Communications
- Web-based call control application
- Web-based customer support and service history