



Request for Proposal  
Inmate Telephone Service

Etowah County Commission  
RFP No.: FY 2015-2016-4

Addendum #2

Issue Date: March 30, 2016

## 1. QUESTIONS and ANSWERS

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- 1.1. Appendix A – Facility Specifications, states that there are 69 inmate telephones required and 0 video phones required, but it does not address video visitation units specifically. How many inmate and public video visitation stations are expected or required?

A: The County is not requiring video visitation. In the event the County chooses to implement video visitation, the required quantity and location of inmate and public video visitation stations will be determined at that time. At present, there are 12 public video visitation stations located in the visitation center behind the Facility and 32 inmate video visitation stations located throughout the Facility. A breakdown of the inmate video visitation stations by housing unit/area is provided below:

Housing Unit/Area:	1	2	3	4	5	6	7	8	9	10	Medical	Booking
Video Visitation Stations:	3	1	1	5	5	3	4	2	4	4	0	0

- 1.2. Where will public video visitation stations be located?

A: Please refer to the answer provided in question #1.1.

- 1.3. Will inmate video visitation stations be provided in each housing unit, or only in a centralized location?

A: Please refer to the answer provided in question #1.1.

- 1.4. Do each of the ten (10) housing units have its own equipment room? If not, where are equipment rooms located?

A: No, there is only one equipment room located on the ground floor.

- 1.5. How many video visitation stations are expected to homerun to each equipment room?

A: The County is not requiring video visitation. In the event the County chooses to implement video visitation, the awarded Vendor will have an opportunity to conduct a full site survey to determine all applicable wiring requirements. Please refer to the answer provided in question #1.1. for the current quantity of inmate video visitation stations.

- 1.6. Can existing desktop workstations be reused for video visitation scheduling/administrative duties? If so, how many workstations would you like to receive scheduling/administrative software? If not, how many new desktop workstations are desired?

A: The County is not requiring video visitation. In the event the County chooses to implement video visitation, the required quantity of workstations will be determined at that time. The County anticipates a minimum of 1 new workstation to accommodate video visitation scheduling & administrative duties.

- 1.7. Can existing desktop workstations be reused for monitoring video visitation sessions? If so, how many workstations would you like to receive monitoring software? If not, how many new desktop workstations are desired?

A: Please refer to the answer provided in question # 1.6.

- 1.8. Is there sufficient space in existing wall mount racks in local equipment rooms for new Ethernet equipment and rack mount UPS units?  
A: Yes.
- 1.9. Is there space in the Main equipment room for new headend equipment?  
A: Yes.
- 1.10. Does conduit exist between the Main equipment room and local equipment rooms that is suitable for use with the video visitation network?  
A: The County is not requiring video visitation. In the event the County chooses to implement video visitation, the awarded Vendor will have an opportunity to conduct a full site survey to determine if existing wiring should be replaced or reused. The County believes the existing wiring is in good condition.
- 1.11. Does the facility currently have Internet service? If so, at what bandwidth?  
A: Yes, the Facility does currently have internet service, the specifics of which will not be released due to security reasons. The awarded Vendor will be furnished with all pertinent information relative to internet service as needed. Per section 8.3.3 of the RFP, service(s) provided by the awarded Vendor shall not be configured to reside on or use the County's network.
- 1.12. Item 8.3.4 states, "Vendor shall install/mount all ITS equipment in accordance with the County's requirements." Can you provide a list of requirements for review prior to proposal completion so that necessary elements may be incorporated?  
A: Any current specific requirements of the County are incorporated into the RFP. Additionally, the County may communicate additional general requirements to the awarded Vendor during the installation phase.
- 1.13. What is the County's proposed schedule (e.g., days of week, hours per day) for video visitation?  
A: The County is not requiring video visitation. In the event the County chooses to implement video visitation, the required schedule would be determined at that time. Currently, visitation is permitted each week on Mondays, Tuesdays and Wednesdays between the hours of 9:00am – 5:00pm.
- 1.14. Does the County intend to charge for remote visitation?  
A: The County is not requiring video visitation. In the event the County chooses to implement video visitation, the County does intend to charge for remote visitation. The required charges and/or fees will be determined at that time.
- 1.15. Does the County currently charge any fees for on-site visitation (e.g., fee for parking)? If so, define the charge and the amount, please.  
A: No.
- 1.16. Item 2.4.1: Are the six (6) paper copies to be submitted bound or unbound? If bound, is comb-binding acceptable?  
A: While the RFP does not specify whether the paper copies should be bound or unbound, the County prefers responses be submitted unbound, using a loose-leaf notebook.

- 1.17. In light of the FCC Order 15-36, although it has been stayed, does Etowah County have any concerns about being on public record for receiving profits off inmate telephone revenue? Especially in reference to the Wright Petitioners FCC filing of a complaint regarding the Baldwin County Bid where only a cost of recovery payment was requested. Would Etowah County like to set a range for commissions to avoid negative political and public reaction?

A: The FCC Order does not eliminate site commission payments nor does it discourage correctional agencies from recovering the operational costs associated with providing inmate calling services to inmates; therefore, the RFP requirements shall remain unchanged.

- 1.18. Per the site evaluation, there appears to be 12 visitor stations for video visitation. Please provide the total number of inmate video visitation stations to be installed in the housing areas.

A: Please refer to the answer provided in question #1.1.

- 1.19. Within the evaluation criteria, 15% of points are allocated for Cost/Price. What is the distribution of points related to the cost of the consumer and how are these points calculated? What is the distribution of points related to the offered commission versus rates and how are these points calculated?

A: The Cost Proposal will be evaluated on an overall basis. The weight and associated points will be allocated based on the total financial impact over the term of the awarded Agreement. The Cost Proposal will not be scored on a category/subcategory/line level basis.

- 1.20. What is the importance to the County with regards to security and data protection? We respectfully request that the RFP be amended to require all submitting vendors to supply any and all security breaches that they, any of their partners, their subsidiaries or parent companies have had within the past 5 years as well as nature of the breach. We also respectfully request that this information be used in the evaluation of the 30% for ITS Technical Capabilities.

A: Please refer to Section 8.6 – Security Features, Section 8.10 – Security, and other applicable sections of the RFP for details on security and data protection. The RFP requirements shall remain unchanged.

- 1.21. What is the importance to the County with regards to system uptime and potential system outages where an entire system goes down—meaning inmates cannot make phone calls, friends and families could not deposit money, etc? We respectfully request that the RFP be amended to require all vendors to divulge outages that lasted longer than 8 hours in a single day over the past year.

A: Please refer to Section 5.3 – General Maintenance of the RFP for the required repair process for service requests or system failures. The RFP requirements shall remain unchanged.

- 1.22. With regard to Section 4.3. "Provide a list of agreements not renewed, lost or prematurely cancelled in the last five (5) years. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an Exception."

Is it considered an exception if the information is provided, but placed in a separate confidential envelope rather than included as part of the body of the response?

A: The County will accept the receipt of the information required by Section 4.3.1. and 4.3.1.1. in a separate, confidential envelope.

1.23. Please provide the number of video visitation units required, the locations of current units and any additional locations required.

A: Please refer to the answer provided in question 1.1.

1.24. Does the facility currently use prepaid calling cards or prepaid phone time or both?

A: The facility currently uses debit calling.

1.25. Is this purchased by the inmate through the Kiosk or through inmate phone interface with Commissary?

A: Debit calling is currently processed through an interface with the Commissary provider on a per-call basis.

1.26. Who currently provides the Kiosk? What fees are currently charged?

A: In-pod kiosks for inmates are currently provided by the Commissary provider, Keefe. Any fees charged relative to current in-pod kiosks are not applicable to the RFP.

1.27. Are 2 lobby and 1 booking kiosk currently in place?

A: Yes, there is currently 2 lobby and 1 booking kiosks in place which will be replaced with those required by the RFP.

1.28. Typically, how many pro-bono calls are provided in a 30 day time frame for ICE detainees?

A: The number of Pro-Bono calls provided in a 30-day timeframe is not currently measured by the County. The awarded Vendor will be required to provide unlimited pro-bono calling services for ICE detainees as specified in Section 8.5.34. of the RFP and by routing these calls to the pro-bono platform via the nationally contracted telephone service provider for ICE detainees.

1.29. How many destination numbers are currently set as pro-bono for the ICE detainees? Of these, how many are in addition to consulate, federal and state court numbers?

A: There is currently only one designated telephone number for the pro-bono platform (accessible via speed dial) which has been configured as free for ICE detainees. Attached as Section 3 – Pro-Bono Calling of this Addendum #2, please find the most recent pro-bono calling flyer provided to ICE detainees which details the current available speed dials within the pro-bono platform.

1.30. Are all calls placed by ICE detainees set as pro-bono?

A: No – only calls placed to the pro-bono platform via speed dial or as otherwise authorized by the County are completed as free.

1.31. Does the County currently receive a Minimum Quarterly Guarantee? Is so, what is that quarterly amount?

A: No, the County does not currently receive a Minimum Quarterly Guarantee.

1.32. Section 7.5.15. requests daily Call Detail Records...if users are granted proper rights and privileges to access the platform for this report, is a daily report still required?

A: Yes, daily system platform call detail records (CDRs) as specified in 7.5.15. of the RFP shall be provided to the County regardless of user accessibility from the inmate telephone system.

- 1.33. Additionally, Section 7.5.18 requests a similar report that users with proper rights can access...is this to also be provided daily?  
A: Section 7.5.18. of the RFP specifies the required fields which shall be contained in the daily CDRs outlined in 7.5.15. Please refer to the answer provided in question #1.32.
- 1.34. Section 8.3.18.2 describes privacy partitions and requirements...are these currently in place and available to remain upon award?  
A: The privacy partitions required by the RFP are not currently in place.
- 1.35. How many hands free telephones are currently in place and will the new provider use the same physical location as is currently in use?  
A: Please refer to Appendix A – Facility Specifications of the RFP for both the current and required quantity of wall-mounted hands-free telephones. The County anticipates the awarded Vendor will use the same current locations for the wall-mounted hands-free telephones, but reserves the right to modify the location as otherwise specified.
- 1.36. Section 8.3.21 describes additional phones...is the County expecting to expand? If so, is there a time frame in place?  
A: The County does not currently anticipate any expansion to its Facility; however, Section 8.3.21. of the RFP shall remain unchanged.
- 1.37. Section 8.5.17 describes 1 free, 5 minute call per PIN. If an inmate is released, and possibly re enters the facility, is he/she assigned the same PIN (also known as DOC, SO, Booking number, etc.)?  
A: Currently, when an inmate is released and returns to the Facility, the same PIN is assigned to that inmate. The County anticipates this process will continue with the awarded Vendor.
- 1.38. Section 8.5.32 refers to video phones yet Appendix A, pg.47 states “0” video phones required. Are we to respond with just TDD details?  
A: Videophones are not currently required; however, the requirements and requests for information as outlined in Section 8.5.32. of the RFP shall remain unchanged, to include both TDD telephones and videophones.
- 1.39. What is the current population of ICE detainees at your facility?  
A: Please refer to Appendix A – Facility Specifications of the RFP for an estimate of the current percentage of ICE detainees housed at the Facility.
- 1.40. Section 8.8.8 states minimum of two years following expiration of agreement for CDRs yet 8.8.8.1 states seven years. Are these separate types of retrieval or the same, and if the same, which is correct? 2 years or 7 years? In 8.8.9, two years is reiterated.  
A: Section 8.8.8. of the RFP is modified as detailed in Section 2 – Amended Sections of this Addendum #2 to clarify the CDR storage requirement is 7 years. Please note: Section 8.8.9. of the RFP is specific to call recordings, not CDRs, and shall remain unchanged.

- 1.41. Section 8.9.8 describes commissary/Keefe. Is an inmate able to purchase commissary at any time or only specific times? Does this apply to phone time, as well?

A: Inmates are currently able to purchase commissary via in-pod kiosks at any time while outside of cells (approximately 16 hours per day). Please refer to the answer provided in question #1.25 relative to debit purchases/calling.

- 1.42. Section 8.12.1 discusses Workstations (computers, printer, etc.), and as Infinity platform is web-based which does not require any special computer, any current computer with internet connectivity can access the system from anywhere. Are workstations and peripherals still a requirement?

A: Yes, the quantity of workstations as outlined in Appendix A – Facility Specifications of the RFP shall remain unchanged.

- 1.43. Are items listed in 8.15 “Additional Technology” optional items the County may want at some point in the future (i.e. video visitation, tablets, automated inmate information system, cell phone detection, automated voicemail messaging, voice biometrics, etc.)?

A: Yes, all items listed in Section 8.15 – Additional Technology of the RFP are optional and of interest to the County.

- 1.44. How many video visitation booths/pair are desired? How many are currently in place?

A: Please refer to the answer provided in question #1.1.

- 1.45. Option #1 lists “Public Pay Telephone” rates...does the County have Public Pay Phones? Is the awarded vendor to provide Public Pay Telephone service, as well?

A: No, the County does not currently have public pay telephones, nor are they required as part of the RFP. Appendix B – Calling Rates and Commissions of the RFP is amended as detailed in Section 2 – Amended Sections of this Addendum #2.

- 1.46. I would like to request the current contract between the County and the current provider.

A: The current agreement between the County and its current ITS provider is not applicable to the RFP, therefore, it will not be provided.

## 2. AMENDED SECTIONS

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In addition to Questions and Answers, this Addendum #2 to the Request for Proposal (“RFP”) for Inmate Telephone Service for Etowah County (“County”) modifies the original RFP and/or its Addenda. Unless otherwise modified by Addendum #1 and this Addendum #2, the terms and conditions set forth in the RFP remain unchanged.

### 2.1. Section 7.13 – Regulatory Compliance is hereby added to the RFP to read as follows:

- 7.13. Should a material change in the rules or policies of the Federal Communications Commission (FCC) or local, state or other federal regulatory body applicable to inmate telephone services occur following the execution of the Agreement, which change affects (a) the inmate telephone service rates or fees permitted to be charged by the Vendor to inmates under the Agreement; (b) the right of the County to recover its inmate telephone service costs; or (c) the ability of Vendor to pay to the County site commissions, fees or other inmate telephone services cost recovery mechanisms, then, at the County’s request, Vendor and the County will negotiate in good faith an amendment to the Agreement reasonably acceptable to the County that enables the County to fully recover its inmate telephone service costs in a manner compliant with the change in the inmate telephone service rules or policies of the FCC, local, state or other federal regulatory agency. If Vendor and the County are unable to mutually agree on such a contract amendment within 30 days of the County’s request, then the County may terminate the Agreement at its sole discretion and without penalty or liability to the County, and the County may select another inmate telephone service provider.

### 2.2. Section 8.8.8 of the RFP is amended to read as follows:

- 8.8.8. All CDRs, including all attempted and completed calls, shall be stored online for the life of the Agreement and offline for a minimum period of seven (7) years following the expiration or termination of the Agreement and any Addenda and/or Amendments.
- 8.8.8.1. Vendor shall pay the County liquidated damages in the amount of five hundred dollars (\$500.00) per each instance wherein Vendor is unable to produce CDRs throughout the term of the Agreement and for a minimum of seven (7) years following the expiration of the Agreement. The County agrees to notify Vendor of such instances and provide up to seven (7) days per instance for Vendor to produce the CDRs. Vendor shall be notified of the total amount due via written notice from the County. The County will invoice Vendor and payment shall be due within thirty (30) days of Vendor’s receipt of invoice.
- 8.8.8.2. Vendor’s proposed offline storage process shall be implemented in addition to the CDR transition process outlined in [Section 8.4 – Transition.](#)

### 2.3. Appendix B – Calling Rates and Commissions is amended and attached hereto.



## **APPENDIX B – CALLING RATES AND COMMISSIONS**

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Vendor shall provide proposals for the Facility based on the required calling rates and approved fees listed below as Option #1A and Option #1B. Vendor may provide an additional proposal based on alternative, lower calling rates and fees as Option #2. County requires International calling rates for pre-paid and/or debit calls. Vendor must also disclose the amount of the Pre-Paid Account Fee (as defined in Section 7.5 – Compensation, Payment and Reporting, Item 7.5.5.1) imposed on called parties by any third party provider(s) with whom Vendor contracts to fund pre-paid collect accounts; no mark-up of such third party fees will be allowed.

In Option #2, Vendor must detail all charges and fees that will be assessed for all collect, pre-paid and debit inmate telephone calls including set up fees, funding fees and refund fees associated with pre-paid accounts. Vendor may attach additional tables if Vendor chooses to provide more than three (3) proposals and calling rate options past those supplied below.

Failure to complete Appendix B may cause Vendor's proposal to be rejected.

*[THIS SECTION INTENTIONALLY LEFT BLANK.]*

**OPTION #1A – COUNTY-REQUIRED CALLING RATES AND FEES A**

Calling Rates				Proposed ITS Commission Rate (%)
Call Type	Collect	Pre-Paid Collect	Debit	
	Per Minute Rate	Per Minute Rate	Per Minute Rate	
Local	\$0.16	\$0.16	\$0.16	
Intralata/Intrastate	\$0.16	\$0.16	\$0.16	
Interlata/Intrastate	\$0.16	\$0.16	\$0.16	
Interlata/Interstate	\$0.16	\$0.16	\$0.16	
Domestic International (US Territories Only)	\$0.16	\$0.16	\$0.16	
Domestic International (Excluding US Territories)	\$0.16	\$0.16	\$0.16	
International	N/A	\$0.75	\$0.75	

Charges/Fees	
Approved Charge/Fee Name	Amount
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (IVR and web):	\$3.00
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Live Operator):	\$5.95
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Cash and Check):	\$0.00
Pre-Paid Funding Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Third Party):	No Markup – Bidder to Disclose Fees
MoneyGram:	\$
Western Union:	\$
Other Third Party:	\$
Federal Universal Service Fund Fee:	18.2% (varies quarterly)
Applicable Required Taxes:	Vary (Pass-Through/No Markup)
All Other Fees:	Not Allowed

Kiosk Services		
Kiosk Type	Charge/Fee Description	Amount
Lobby Kiosk	Pre-Paid Funding Fee	\$3.00
Lobby Kiosk	Commissary, Debit or Inmate Trust Funding Fee (Credit Card)	\$3.00
Lobby Kiosk	Commissary, Debit or Inmate Trust Funding Fee (Cash)	\$0.00
Booking/Intake Kiosk	Commissary, Debit or Inmate Trust Funding Fee	\$0.00

<b>Financial Incentive*:</b>	\$
<b>Minimum Quarterly Guarantee:</b>	\$

\*Proposed amount shall be in addition to the required Financial Incentive of \$130,000.00 as specified in Section 7.5.9.

**OPTION #1B – COUNTY-REQUIRED CALLING RATES AND FEES B**

Calling Rates				Proposed ITS Commission Rate (%)
Call Type	Collect	Pre-Paid Collect	Debit	
	Per Minute Rate	Per Minute Rate	Per Minute Rate	
Local	\$0.25	\$0.21	\$0.21	
Intralata/Intrastate	\$0.25	\$0.21	\$0.21	
Interlata/Intrastate	\$0.25	\$0.21	\$0.21	
Interlata/Interstate	\$0.25	\$0.21	\$0.21	
Domestic International (US Territories Only)	\$0.25	\$0.21	\$0.21	
Domestic International (Excluding US Territories)	\$0.25	\$0.21	\$0.21	
International	N/A	\$0.75	\$0.75	

Charges/Fees	
Approved Charge/Fee Name	Amount
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (IVR and web):	\$3.00
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Live Operator):	\$5.95
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Cash and Check):	\$0.00
Pre-Paid Funding Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Third Party):	No Markup – Bidder to Disclose Fees
MoneyGram:	\$
Western Union:	\$
Other Third Party:	\$
Federal Universal Service Fund Fee:	18.2% (varies quarterly)
Applicable Required Taxes:	Vary (Pass-Through/No Markup)
All Other Fees:	Not Allowed

Kiosk Services		
Kiosk Type	Charge/Fee Description	Amount
Lobby Kiosk	Pre-Paid Funding Fee	\$3.00
Lobby Kiosk	Commissary, Debit or Inmate Trust Funding Fee (Credit Card)	\$3.00
Lobby Kiosk	Commissary, Debit or Inmate Trust Funding Fee (Cash)	\$0.00
Booking/Intake Kiosk	Commissary, Debit or Inmate Trust Funding Fee	\$0.00

<b>Financial Incentive*:</b>	\$
<b>Minimum Quarterly Guarantee:</b>	\$

\*Proposed amount shall be in addition to the required Financial Incentive of \$130,000.00 as specified in Section 7.5.9.

**OPTION #2 – VENDOR-PROPOSED CALLING RATES AND FEES**

Calling Rates				Proposed ITS Commission Rate (%)
Call Type	Collect	Pre-Paid Collect	Debit	
	Per Minute Rate	Per Minute Rate	Per Minute Rate	
Local				
Intralata/Intrastate				
Interlata/Intrastate				
Interlata/Interstate				
Domestic International (US Territories Only)				
Domestic International (Excluding US Territories)				
International				

Charges/Fees	
Charge/Fee Name	Amount
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (IVR and web):	\$
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Live Operator):	\$
Pre-Paid Account Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Cash and Check):	\$
Pre-Paid Funding Fee as defined in <a href="#">Section 7.5 – Compensation, Payment and Reporting</a> , Item 7.5.5.1 (Third Party):	No Markup – Bidder to Disclose Fees
MoneyGram:	\$
Western Union:	\$
Other Third Party:	\$
	\$
	\$

Kiosk Services		
Kiosk Type	Charge/Fee Description	Amount
Lobby Kiosk	Pre-Paid Funding Fee	\$
Lobby Kiosk	Commissary, Debit or Inmate Trust Funding Fee (Credit Card)	\$
Lobby Kiosk	Commissary, Debit or Inmate Trust Funding Fee (Cash)	\$
Booking/Intake Kiosk	Commissary, Debit or Inmate Trust Funding Fee	\$

<b>Financial Incentive*:</b>	
<b>Minimum Quarterly Guarantee:</b>	

\*Proposed amount shall be in addition to the required Financial Incentive of \$130,000.00 as specified in Section 7.5.9.

**Appendix B Continued**

**ADDITIONAL TECHNOLOGY CHARGES/FEEES AND COMPENSATION**

Video Visitation		
Charge/Fee Name	Charge/Fee Description	Amount
Method of Compensation:		

Tablets		
Charge/Fee Name	Charge/Fee Description	Amount
Method of Compensation:		

Automated Inmate Information System		
Charge/Fee Name	Charge/Fee Description	Amount

Inmate Voicemail (Inbound Only)		
Charge/Fee Name	Charge/Fee Description	Amount
Method of Compensation:		

Commissary Ordering via the ITS		
Charge/Fee Name	Charge/Fee Description	Amount

Voice Biometrics		
Charge/Fee Name	Charge/Fee Description	Amount

Any Additional Technology/Optional Feature		
Charge/Fee Name	Charge/Fee Description	Amount
Method of Compensation:		

**FAILURE TO SIGN BELOW WILL DISQUALIFY VENDOR’S PROPOSAL**

To the best of my knowledge and belief, the information presented in this proposal is true and complete. I further acknowledge a continuing obligation to update the proposal if material discrepancies are discovered. Failure to do so may result in this proposal being disqualified from further consideration.

VENDOR NAME:

AUTHORIZED REPRESENTATIVE:

SIGNATURE:

DATE:

### 3. PRO-BONO CALLING



Homeland  
Security

## Etowah County Jail AL

The following numbers are provided as free calls to all ICE residents

To Place Pro Bono Calls from the inmate phones:  
1. Lift the phone receiver. 2. Select language, 1 for English 2 for Spanish. 3. Enter your PIN number. 4. Dial 555#.

Once connected to the platform:






- Press 1 for English, marque 2 para Español.
- Enter your 9-digit Alien Number. If your A-number is less than 9 digits, put a "0" before your A-number
- Enter the Speed Dial number from the list below followed by the # Key.
- Then Stay on the line.



































Los números siguientes se ofrecen como llamadas gratuitas a todos los residentes del ICE

Para colocar Pro Bono Pide preso de los teléfonos: 1. Descolgar el auricular del Teléfono. 2. Seleccione el idioma, 1 para Inglés 2 para español. 3. Introduce tu número de PIN. 4. Marque 555 #.

Una vez conectado a la plataforma:

- Press 1 for English, marque 2 para Español.
- Marque su número de identificación extranjero. Si su número es inferior a 9 dígitos, poner un "0" antes de su número
- Marque el número de marcación rápida seguido por el signo de número.
- Manténgase en la línea.

	*ACLU of Alabama. Ask for EXT 202	1794 #		*Alabama Court of Criminal Appeals	9178 #
	*Alabama Supreme Court	9177 #		*American Bar Association	2150 #
	*Board of Immigrations Appeals Clerks Office	571 #		*Boat People, S.O.S, Inc in Virginia	377 #
	*Catholic Charities - Atlanta	2058 #		*Connecticut State Attorney's Office	9143 #
	*Connecticut State Superior Court-Rockville	9140 #		*DHS Inspector General	518 #
	*EOIR (Executive Office of Immigration Review) Boston	9067 #		*EOIR (Executive Office of Immigration Review), Oakdale	1942 #
	*Families for Freedom	1707 #		*Federal Building and Courthouse, RI	2237 #
	*Federal Court for the Northern District of California	9153 #		*ICE Office of Professional Responsibility	5673 #
	*ICE Public Advocate Hotline - Translation service available	9116 #		*Immigration and Customs Enforcement Service (ICE)	1941 #

	*IMMIGRATION COURT INFORMATION HOTLINE	0111 #		*Joint Intake Center	5663 #
	*Kenneth Mayeaux-LSU	1979 #		*Malvern Burnett, Attorney at Law	375 #
	*New London Superior Court-Connecticut	9144 #		*Nigerian Ambassador's Office	9145 #
	*U. S. Attorney's Office - Connecticut	9142 #		*U. S. Attorney's Office - Massachusetts	9141 #
	*United Nations High Commissioner for Refugees (UNHCR) Asylum-seekers and Refugees only	566 #		*US Catholic Charities in New Orleans	1580 #
	*US Court of Appeal - Second Circuit	1751 #		*US Court of Appeals - Eleventh Circuit	1662 #
	*US Court of Appeals - Fifth Circuit	1772 #		*US Court of Appeals - First Circuit	9096 #
	*US Court of Appeals - Ninth Circuit	2118 #		*US Court of Appeals - Ninth Circuit	2278 #
	*US Court of Appeals - Sixth Circuit	1773 #		*US Court Southern District - Georgia	2203 #
	*US District Court	2094 #		*US District Court - Eastern District Of New York	1682 #
	*US District Court - Eastern Louisiana	1771 #		*US District Court - Hartford, CT	1655 #
	*US District Court - Massachusetts	9139 #		*US District Court - New Haven, Connecticut	1681 #
	*US District Court - Northern District of Alabama	1677 #		*US District Court - Northern District of Georgia	1657 #
	*US District Court - Southern NY	1557 #		*US District Court - West District	1706 #
	*US District Court - Western District of New York	1652 #		*US District Court -Western Tennessee	1774 #
	*US Immigration Court - Atlanta	1769 #		*US Immigration Court - New Orleans	509 #
	*US Middle District Court - Columbus, GA	9025 #		*US Middle District Court - Georgia	2108 #
	*US Second Circuit Court of Appeal (2)	2251 #		*US Southern District - Florida	1656 #
	*US Southern District Court of Georgia - Augusta	2212 #		*US Supreme Court - Washington DC	1660 #



	*USCIS Immigration Service Center	1683 #		*Volunteer Lawyer Association	1663 #
	Afghanistan - Embassy in Washington, DC	1728 #		Albania - Consulate in New Orleans	378 #
	Albania - Embassy in Washington DC	191 #		Algeria - Embassy in Washington DC	192 #
	Andorra - Consulate in New York	193 #		Angola - Consulate in New York	747 #
	Antigua and Barbuda - Embassy in Washington DC	696 #		Argentina - Consulate in Atlanta	1044 #
	Armenia - Consulate in Washington DC	197 #		Australia - Consulate in New York	1442 #
	Australia - Consulate in Washington DC	198 #		Austria - Embassy in Washington DC Emergency line only	751 #
	Azerbaijan - Embassy in Washington DC	200 #		Bahamas - Consulate in Miami	574 #
	Bahamas - Consulate in Washington DC	752 #		Bahrain - Consulate in New York	753 #
	Bangladesh - Consulate in New York	852 #		Bangladesh - Embassy in Washington DC	380 #
	Barbados - Consulate in Miami	381 #		Barbados - Consulate in Miami	575 #
	Barbados - Consulate in New York City	204 #		Belarus - Embassy in Washington DC	576 #
	Belgium - Consulate in Atlanta	2092 #		Belize - Consulate in Louisiana	383 #
	Belize - Embassy in Washington DC ext 229	207 #		Benin - Embassy in Washington DC	208 #
	Bhutan - Consulate in New York	1976 #		Bolivia - Consulate in New York	210 #
	Bolivia - Consulate in Washington DC	760 #		Bosnia and Herzegovina - Embassy in Washington DC	5730 #
	Botswana - Embassy in Washington DC	581 #		Brazil - Consulate General Atlanta	2200 #
	British - Consulate in Atlanta	1136 #		British - Consulate in Atlanta	1440 #
	British - Consulate in Washington, DC	1997 #		Brunei - Embassy in Washington DC	214 #
	Bulgaria - Consulate General in New York	825 #		Bulgaria - Embassy in Washington DC	215 #


































	Burkina Faso - Embassy in Washington DC	216 #		Cambodia - Embassy in Washington, DC	218 #
	Cameroon - Embassy in Washington DC	219 #		Canada - Consulate in Atlanta	1055 #
	Canada - Consulate in New York	1207 #		Cape Verde - Consulate in Boston	704 #
	Cape Verde - Consulate in Boston	221 #		Central African Republic - Embassy in Washington DC	222 #
	Chad - Embassy in Washington DC	223 #		Chile - Consulate in New Orleans	385 #
	Chile - Consulate in New York	224 #		China - Consulate in Houston ext 314	770 #
	China - Consulate in New York	1443 #		China - Embassy in Washington DC	586 #
	Colombia - Consulate General in New York	226 #		Colombia - Consulate in Atlanta	1699 #
	Colombia - Consulate in Atlanta	1698 #		Colombia - Consulate in Washington DC	884 #
	Comoros - Consulate in New York	2006 #		Congo, Democratic Republic - Embassy in Washington, DC	229 #
	Congo, Democratic Republic of - Embassy in Washington, DC	1873 #		Costa Rica - Consulate in Atlanta	1065 #
	Cote d'Ivoire - Embassy in Washington DC	231 #		Cote d'Ivoire - Embassy in Washington DC	128 #
	Croatia - Embassy in Washington DC	592 #		Cuba - Permanent Mission in NY	521 #
	Cyprus - Consulate in New York	233 #		Cyprus - Embassy in Washington DC	707 #
	Czech Republic - Consulate in Houston	777 #		Czech Republic - Embassy in Washington DC	1901 #
	Denmark - Consulate in Dallas	1342 #		Denmark - Consulate in New York	235 #
	Djibouti - Embassy in Washington DC	236 #		Dominica Commonwealth - Consulate in New York	237 #
	Dominica Commonwealth - Consulate in New York	596 #		Dominican Republic - Consulate in New Orleans	390 #
	Ecuador - Consulate in Houston	783 #		Ecuador - Consulate in San Francisco	133 #

	Egypt - Consulate in Houston	709 #		Egypt - Consulate in New York	240 #
	Egypt - Embassy in Washington DC	1475 #		El Salvador - Consulate in Atlanta	1786 #
	El Salvador - Consulate in Houston	785 #		Equatorial Guinea - Embassy in Washington DC	242 #
	Eritrea - Consulate in Washington DC	243 #		Estonia - Consulate in New York	244 #
	Estonia - Consulate in Seattle	1006 #		Estonia - Embassy in Washington DC	603 #
	Ethiopia - Embassy in Washington DC	604 #		Fiji - Consulate of Los Angeles	832 #
	Fiji - Embassy in Washington DC	605 #		Finland - Consulate in New York	247 #
	Finland - Embassy in Washington, DC	1840 #		France - Consulate in Atlanta	1071 #
	Gabon - Embassy in Washington DC	610 #		Gambia - Embassy in Washington, DC	250 #
	Georgia - Embassy in Washington, DC	251 #		Germany - Consulate in Atlanta	1072 #
	Ghana - Embassy in Washington DC	614 #		Greece - Consulate in FL	1074 #
	Greece - Embassy in Washington DC	899 #		Grenada - Embassy in Washington DC	712 #
	Guatemala - Consulate in Baltimore	794 #		Guinea - Embassy in Washington DC	713 #
	Guyana - Consulate in Washington, DC	834 #		Guyana - Embassy in Washington DC	259 #
	Haiti - Consulate General in Miami	714 #		Haiti - Consulate in New York	260 #
	Haiti - Embassy in Washington, DC	462 #		Honduras - Consulate in New York	1789 #
	Hungary - Consulate in New York	1212 #		Iceland - Embassy in Washington DC	263 #
	India - Consulate in Houston	836 #		India - Consulate in New York	264 #
	Indonesia - Consulate in Houston	715 #		Indonesia - Embassy in Washington DC	627 #
	Iran - Consulate in Washington DC	266 #		Iran - Interest Section in Washington DC	716 #

	Iraq - Consulate in Washington DC	267 #		Ireland - Consulate in Chicago	545 #
	Ireland - Consulate in New York	268 #		Israel - Consulate in Atlanta	1080 #
	Italy - Consulate in Houston	1345 #		Italy - Consulate in Miami	630 #
	Ivory Coast - Consulate(LA Rep de Cote D'Ivoire)	718 #		Jamaica - Consulate in Miami	720 #
	Jamaica - Consulate in New York	1215 #		Japan - Consulate in Atlanta	1430 #
	Japan - Consulate in Houston	1267 #		Jordan - Embassy in Washington DC	721 #
	Jordan - Embassy in Washington, DC	1733 #		Kazakhstan - Consulate in New York	274 #
	Kazakhstan - Embassy in Washington DC	637 #		Kenya - Embassy in Washington DC	727 #
	Korea - Consulate in Atlanta	1082 #		Korea - Consulate in Houston	1463 #
	Kuwait - Embassy in Washington DC	278 #		Kyrgyz - Embassy in Washington DC	639 #
	Laos - Embassy in Washington DC	728 #		Latvia - Embassy in Washington DC	281 #
	Lebanon - Consulate in New York	282 #		Lebanon - Embassy in Washington DC	729 #
	Lesotho - Embassy in Washington DC	283 #		Liberia - Embassy in Washington DC	641 #
	Libya - Mission in New York, NY	522 #		Liechtenstein - Consulate in New York	642 #
	Lithuania - Embassy in Washington DC	730 #		Luxembourg - Embassy in Washington DC	1502 #
	Macedonia - Consulate in New York	731 #		Macedonia - Embassy in Washington DC	645 #
	Malawi - Consulate in Washington DC	289 #		Malaysia - Embassy in Washington DC	647 #
	Mali - Embassy in Washington DC	292 #		Malta - Embassy in Washington DC	293 #
	Malta - Embassy in Washington DC	914 #		Marshall Islands - Embassy in Washington DC	294 #
	Mauritania - Embassy in Washington DC ext 14	295 #		Mauritius - Embassy in Washington DC	296 #

	Mexico - Consulate in Atlanta	1118 #		Mexico - Consulate in New Orleans	2246 #
	Micronesia - Embassy in Washington DC	879 #		Micronesia - Embassy in Washington DC	298 #
	Moldova - Consulate in Washington DC	299 #		Monaco - Embassy in Washington , DC	2082 #
	Mongolia - Embassy in Washington DC	301 #		Morocco - Consulate in New York	302 #
	Morocco - Embassy in Washington DC	1432 #		Mozambique - Embassy in Washington DC	303 #
	Myanmar - Consulate in Washington DC	304 #		Namibia - Embassy in Washington DC	305 #
	Nauru - Embassy in New York	1893 #		Nepal - Embassy in Washington DC	654 #
	Netherlands - Consulate in Miami	2217 #		New Zealand - Embassy in Washington DC	309 #
	Nicaragua - Consulate in Miami	656 #		Niger - Embassy in Washington DC	311 #
	Nigeria - Embassy in Washington DC	312 #		Nigeria - Honorary Consulate in Atlanta	484 #
	Nigerian Consulate - New York	9149 #		Nigerian Consulate - New York	9148 #
	Northern Sudan - Embassy in Washington DC	345 #		Norway - Consulate in Houston	1347 #
	Norway - Embassy in Washington DC	658 #		Oman- Embassy in Washington DC	314 #
	Pakistan - Embassy in Washington DC	725 #		Palau - Embassy in Washington DC	316 #
	Panama - Consulate in Miami	661 #		Panama - Consulate in Tampa	2261 #
	Papua New Guinea - Embassy in Washington DC	318 #		Papua New Guinea - Embassy in Washinton DC	980 #
	Paraguay - Consulate in Miami	662 #		Paraguay - Embassy in Washington DC	1414 #
	Peru - Consulate in Atlanta	1125 #		Peru - Consulate in Houston	415 #
	Peru - Consulate in Houston	1465 #		Philippines - Embassy in Washington DC	664 #
	Poland - Consulate in Chicago	555 #		Poland - Embassy in Washington DC	1433 #



	Portugal - Consulate in Washington DC	323 #		Qatar - Consulate in Houston	977 #
	Qatar - Consulate in Washington DC	324 #		Romania - Consulate in Dallas	1466 #
	Romania - Embassy in Washington DC	667 #		Russia - Consulate in Washington DC	733 #
	Rwanda - Consulate in New York	2211 #		Saint Kitts and Nevis - Embassy in Washington DC	328 #
	Saint Lucia - Embassy in Washington DC	669 #		Saint Vincent And The Grenadines - Consulate in New Orleans	419 #
	Saint Vincent and the Grenadines - Consulate in New York	330 #		Samoa - Mission in New York	670 #
	San Marino - Consulate in New York	1096 #		Sao Tome and Principe - Consulate in Chicago	890 #
	Saudi Arabia - Consulate in Houston	798 #		Saudi Arabia - Embassy in Washington DC	671 #
	Senegal - Consulate in New York	1801 #		Senegal - Consulate in Washington DC	334 #
	Serbia - Embassy in Washington DC	693 #		Seychelles - Consulate in New York	335 #
	Sierra Leone - Embassy in Washington DC	336 #		Singapore - Consulate in Washington DC	676 #
	Slovak Republic - Embassy in Washington DC	677 #		Slovenia - Consulate in Knoxville	1805 #
	Slovenia - Embassy in Washington DC	678 #		Solomon Islands - Consulate in New York	1938 #
	South Africa - Embassy in Washington DC	679 #		Spain - Consulate in Houston	801 #
	Spain - Embassy in Washington DC	420 #		Spain - Embassy in Washington DC	897 #
	Sri Lanka - Consulate in New Orleans	421 #		Sri Lanka - Consulate in New York	681 #
	Sudan - Consulate in New York	735 #		Suriname - Consulate in Miami	346 #
	Swaziland - Embassy in Washington DC	347 #		Sweden - Consulate in New Orleans	423 #
	Sweden - Consulate in New York	348 #		Switzerland - Consulate in Atlanta	1133 #

	Tajikistan - Consulate in Washington DC	352 #		Tanzania - Embassy in Washington DC	353 #
	Thailand - Consulate in Houston	425 #		Thailand - Consulate in New York	354 #
	Togo - Embassy in Washington DC	355 #		Tonga - Consulate in San Francisco	184 #
	Trinidad & Tobago - Consulate in Miami	688 #		Turkey - Consulate in Houston	739 #
	Turkey - Consulate in New York	358 #		Uganda - Consulate in Washington DC	360 #
	Ukraine - Consulate in New York	361 #		Ukraine - Embassy in Washington DC	690 #
	United Arab Emirates - Embassy in Washington DC	362 #		Uruguay - Consulate in Miami	691 #
	Uruguay - Consulate in New Orleans	426 #		Uruguay - Embassy in Washington DC	1000 #
	Uzbekistan - Consulate in New York	740 #		Uzbekistan - Embassy in Washington DC	692 #
	Venezuela - Consulate in New Orleans	427 #		Venezuela - Embassy in Washington DC	1441 #
	Vietnam - Consulate in Washington DC	368 #		Yemen - Consulate in San Francisco	190 #
	Yemen - Embassy in Washington DC	369 #		Zambia - Embassy in Washington DC	371 #
	Zimbabwe - Embassy in Washington DC	372 #			