

Walton County Department Agenda Request

Department Name: **Walton County Sheriff's Office**

Department Head/Representative: **Kim McCord**

Meeting Date Request: **09/02/2025**

Has this topic been discussed at past meetings? **Yes**

If so, When? **2022**

TOPIC: **PayTel Communications, Inc.**

Wording For Agenda: **Agreement with PayTel Communications, Inc.**

This Request: Informational Purposes Only Needs Action by Commissioners* **Yes**

*What action are you seeking from the Commissioners? **Acceptance**

Department Comments/Recommendation:

Additional Documentation Attached? **Copy of Agreement**

Is review of this request or accompanying documentation by the County Attorney required? **Yes**

If so, has a copy of the documentation been forwarded to County Attorney? **Yes**

Date forwarded to County Attorney: **07/30/2025**

Has the County Attorney review been completed? **No, agreement is currently being reviewed as of 08/25/2025 - Agreement subject to attorney's final review and approval**

If this request involves the expenditure of county funds, please answer the following:

Approved in current budget?

Budget information attached?

Comments:

Purchasing Department Comments:

County Attorney Comments:

Chairman's Comments:

MASTER SERVICES AGREEMENT

This Master Services Agreement (hereinafter "Agreement") is made and entered into this _____ day of _____, 2025 by and between Walton County Sheriff's Office, Georgia ("Customer") of the one part and Pay Tel Communications, Inc., a North Carolina Corporation ("Pay Tel") of the other part,

WHEREAS, Customer and Pay Tel desire to enter into a long term relationship pursuant to which Pay Tel will act as the exclusive provider of enabled and secured inmate communications services to inmates as outlined in Exhibit A (hereinafter sometimes "Services"), such services generally originate or relate to communications within Customer Premises Facility (hereinafter sometimes "Premises") as identified in Exhibit B; and

WHEREAS, Customer understands the cost to Pay Tel associated with providing such Services and Customer agrees to cooperate and assist Pay Tel as set forth below.

NOW THEREFORE, in consideration of the mutual promises and obligations hereunder, the parties to this Agreement do hereby agree as follows:

1.0 AUTHORITY TO CONTRACT

Customer, acting in its governmental capacity, warrants by its/their signature that the requisite approval has been obtained to bind any authority having jurisdiction over the Premises including the requisite authority sufficient to bind Customer to agreements of the size, nature and term covered by this Agreement.

2.0 LOCATION

2.1 This Agreement is for Services at or connected to the premises at the location or locations described in Exhibit B attached hereto (the "Premises") except as set forth below.

2.2 Customer acknowledges and agrees during the original or any renewed term of this Agreement that if Customer commences inmate communications operations at any location other than the Premises described herein, and to the extent allowed by state purchasing law, Pay Tel shall have the exclusive right to provide Services at such new location(s) in accordance with the terms and conditions of this Agreement.

3.0 TERM

3.1 The term of the Agreement shall commence upon August 1, 2025. The term of the Agreement will continue for a period of four (4) years from the date upon which Pay Tel services commence. Thereafter, this Agreement shall be automatically renewed for successive terms unless written notice of intent to terminate is given by either party no more than 120 days and not less than 60 days prior to the expiration of the then current term. Such notice shall be given in strict conformance with Paragraph 9.1 below.

3.2 Unless specifically exempted in Exhibit A, Customer shall not allow any other party the right to supply the same or similar Services at the Premises during the original or any renewed term of this Agreement.

4.0 COMPENSATION

4.1 Customer agrees reasonably to assist Pay Tel in its efforts to prevent losses and fraud and further agrees to aid in the prosecution of any perpetrators of fraudulent activity whether such perpetrators are located inside or outside the Premises.

4.2 The parties acknowledge and understand that this Agreement is subject to the provisions of state and federal laws and regulations, and Pay Tel can only provide Services in compliance with all applicable

rules and regulations, including those rules and regulations promulgated by the Federal Communications Commission ("FCC") and state Public Utility Commissions ("PUCs"). If there are any changes or new interpretations of existing laws or regulations by the FCC, PUCs or any other governmental body that conflict with the terms of this Agreement, the parties hereto understand and agree that Pay Tel will take all necessary steps to fully comply with the applicable laws and/or regulations. Parties further agree that this Agreement will be amended to document those changes as necessary.

4.3 If applicable, Pay Tel will make compensation payments as set forth in Exhibit C. This Exhibit C will be modified in the event of a material change in the operation of the facility as further described in Section 4.4

4.4 Any compensation required to be paid under this Agreement is based on information provided by Customer and contingent on the cooperation of Customer as well as Customer's vendors whose services affect Pay Tel's ability to earn revenue. Customer understands and agrees that any material change to this cooperation or events as set forth in this section may constitute a material change to the information upon which Pay Tel reasonably relied to set the compensation rates set forth in this Agreement. If there is a material change in cooperation or regulations that affect this Agreement, Pay Tel and Customer will work together to modify the terms of this Agreement in light of both the Customer's and Pay Tel's respective interests.

The following list provides examples of items that will affect the generation of revenue,

1. A sustained reduction in inmate population.
2. Unreasonable restriction of inmate access to Pay Tel Services during normal awake hours (even restrictions imposed for security or disciplinary purposes.)
3. Other restriction of Pay Tel's ability to provide comprehensive inmate communications Services defined in Exhibit A.
4. Interference or lack of cooperation by Customer-selected vendors such as the provider of Jail Management Software and/or Commissary companies whose lack of cooperation, for example, would inhibit Pay Tel's ability to commence or fully implement the installation of its equipment or provision of services to enable real-time transfer of money for the purpose of debit calling and/or messaging,
5. Lack of availability of products or services anticipated by this Agreement.
6. Any other action by Customer or Customer-selected vendors that unreasonably impede the use of Pay Tel equipment and Services by Inmates.
7. Regulatory changes that prohibit Services anticipated by this Agreement.

5.0 EQUIPMENT AND SERVICES PROVIDED BY PAY TEL

5.1 Pay Tel will provide, install and operate equipment at the Premises necessary to provide the Services set forth in Exhibit A attached hereto.

5.2 The placement of any equipment to be provided at the Premises will be determined by Pay Tel in consultation with the Customer and may be adjusted as necessary.

5.3 In the event that Pay Tel has agreed to provide limited free services, such services are understood to be provided only as set forth in Exhibit D. Paragraph 4.4 is incorporated into this paragraph by reference.

5.4 Unless otherwise provided in Exhibit C, all Services will be provided by Pay Tel at its expense.

5.5 Customer will provide space and necessary utilities to support the provision of Services.

5.6 Pay Tel will charge rates for all Services that are compliant with the FCC and any applicable PUC.

5.7 Any equipment provided by Pay Tel hereunder associated with the operation of the Services is

agreed by Customer to be the personal property of Pay Tel and is not intended to be a permanent fixture. It is the express intention of both Customer and Pay Tel that such equipment is and shall continue to be personal property of Pay Tel. All equipment provided by Pay Tel in connection with its services will be removed by Pay Tel at the end of the term of this Agreement, including termination of this Agreement pursuant to Paragraph 7.1 hereof. Following termination for whatever reason, Pay Tel shall have the absolute right to recover its Equipment at any reasonable time wherever it is then located. Customer agrees to provide access and to facilitate such removal. Pay Tel shall repair any and all damage to the Premises by reason of removal of Pay Tel's equipment.

5.8 Pay Tel agrees to maintain its equipment in good operating condition, as further described in Exhibit E herein. In order to do so, Pay Tel shall have the right during normal business hours to enter the Premises to perform necessary maintenance and repairs and for purposes of inventory control. In order to trigger a service event, Customer must promptly notify Pay Tel of any malfunctions or loss of service.

5.10 Nothing herein shall require or obligate Pay Tel to perform maintenance or repairs to equipment that Pay Tel did not install or separately agree in writing to repair or maintain.

5.11 Pay Tel agrees that its equipment will conform with all applicable local, state and federal requirements concerning the provision of Services to those with disabilities as defined by the Americans With Disabilities Act (hereinafter the "ADA"). Customer shall cooperate with Pay Tel to ensure compliance with all access requirements contained in applicable local, state and federal regulations relating to those with disabilities as defined in the ADA.

6.0 LIMITED LICENSE

In order to allow Services, Customer hereby grants to Pay Tel's employees and to the company a limited license to act under its law enforcement authority to record and manage inmate communications. Call recordings, emails or other electronic information ("Electronic Data") may be in Pay Tel's custody or control for periods of time and such custody and/or control shall be deemed under the authority of Customer's law enforcement personnel and any direction from Customer to Pay Tel and its employees with respect to such Electronic Data shall be deemed to be under a limited license to provide such data to law enforcement officials or to use for legitimate business purposes. Pursuant to this Agreement, Customer grants to Pay Tel a perpetual limited license to a) comply with requests submitted to Pay Tel by any representative of Customer; b) disclose electronic data or physical forms of such data to Customer's representatives; c) utilize such data in order to perform functions necessary to provide Services; d) monitor such data to prevent fraud; e) monitor such data for equipment quality control and maintenance purposes; f) use the data in connection with legitimate business purposes; and g) Pay Tel will notify Customer's designated administrative contact of any requests to Pay Tel from Law enforcement or other authorities as soon as is practically possible.

7.0 TERMINATION

7.1 Customer may terminate this Agreement in the event of an uncured material breach. Customer shall be required to give written notice to Pay Tel of any alleged material breach in strict conformance with Paragraph 9.1. Pay Tel shall have a right to cure any such breach within thirty (30) business days of receipt of written notice. This thirty (30) day cure period will be suspended and must be extended for an additional ninety (90) business days if such cure has begun, is being diligently pursued but cannot reasonably be effected within the initial thirty (30) day period. Additional extensions may be granted by mutual agreement.

7.2 If compliance with any state or federal legislative, regulatory, judicial or other legal action as further described in Section 4.2, herein (a) materially affects the ability of Pay Tel to perform any terms of this Agreement, or (b) would make Pay Tel's compliance with its obligations under this Agreement, in Pay Tel's reasonable judgment, no longer economical or feasible, Pay Tel may provide written notice of

such facts to Customer and the parties shall renegotiate in good faith such mutually acceptable new terms as may be required. In the event negotiations are not resolved within forty-five (45) days of notice, either party may submit the dispute for resolution pursuant to section 9.6 of this Agreement or alternatively, Pay Tel may terminate this agreement on thirty (30) days' notice to Customer.

8.0 SUCCESSORS IN INTEREST

8.1 Customer agrees that Pay Tel shall have the right to assign this Agreement and that Pay Tel shall have the right to grant a security interest in this Agreement and in any of Pay Tel's equipment for use in providing Services. This Agreement shall be binding upon the successors and assignees of both Customer and Pay Tel, including, without limitation, any financial institution providing financial accommodations to Customer or Pay Tel.

9.0 MISCELLANEOUS PROVISIONS

9.1 All notices required to be given under this Agreement and the attached exhibits shall be sent to Pay Tel and to Customer addressed as shown on the signature page of this Agreement. Notices shall be sent by certified mail, return receipt requested or via commercial tracked overnight delivery service. The date of receipt shall be deemed to be the date of giving such notice.

9.2 This written document, including Exhibit A, Exhibit B, Exhibit C, Exhibit D, and Exhibit E shall constitute the entire understanding of the parties and all prior agreements and understandings are merged herein. This Agreement shall not be modified, changed or altered in any respect except in writing signed by Customer and Pay Tel.

9.3 This Agreement shall be construed in accordance with the laws of the State of North Carolina.

9.4 In the event that any paragraph or part of the agreement is held to be void or unenforceable under any law or regulation, all other paragraphs and subparagraphs hereof shall be deemed severable and remain in full force and effect.

9.5 The plural number as used herein shall equally include the singular and the masculine, feminine, and neuter genders are interchangeable as required by context.

9.6 Any and all claims or disputes arising out of or relating to this Agreement or the breach thereof shall be decided by binding arbitration in accordance with the commercial rules governing arbitration of the American Arbitration Association. The exclusive venue for such arbitration shall be North Carolina unless otherwise agreed by the parties. At the conclusion of this arbitration, the award may be confirmed and judgment entered by any court having jurisdiction over the parties.

10.0 COOPERATIVE PURCHASING

To the extent other County Boards, Sheriff's Offices, Regional Jail Authorities or Corrections Departments within the state of Georgia ("Similar Parties") may desire to obtain services as generally described in this Agreement, that such Similar Parties may elect to enter into an agreement with Pay Tel for similar services. Exact terms may be adjusted as necessary to meet the unique requirements of each organization.

11.0 LIMITATION OF LIABILITY

ANYTHING HEREIN TO THE CONTRARY NOTWITHSTANDING, PAY TEL SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF ANY CAUSE OR CIRCUMSTANCE INCLUDING WITHOUT LIMITATION, LOSS OR CORRUPTION OF ELECTRONIC INFORMATION DUE TO BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER FAULT OR CIRCUMSTANCE. FURTHERMORE, PAY TEL'S LIABILITY FOR DIRECT DAMAGES SHALL NOT EXCEED THE AMOUNT OF COMPENSATION OTHERWISE DUE CUSTOMER DURING THE PERIOD IN QUESTION OR THE PRECEDING ONE YEAR PERIOD, WHICHEVER IS SHORTER.

This Agreement entered into as of the day and year first written above.

WALTON COUNTY, GEORGIA SHERIFF'S OFFICE:

PAY TEL COMMUNICATIONS, INC.:

By: _____

By: _____ Seal)

By: _____ (Printed)
Authorized Agent for Customer

By: Amanda Jarrell (Printed)
Chief Operating Officer

Date: _____

Date: _____

Address: 350 George Avenue
Monroe, Georgia 30655

Address: Post Office Box 8179
Greensboro, NC 27419

Phone: _____

Phone: 866-729-8352

Account Representative: Jordan Strong

EXHIBIT A

SERVICES & EQUIPMENT

The following equipment and services are provided for use at no cost to Customer in consideration for the exclusive right to provide inmate communications services to the Facility including, but not limited to phone calls throughout the duration of this Agreement.

Services Included:

- CenturionITS™ Inmate calling via phone, tablet
 - Direct Billed Collect
 - Prepaid Collect
 - Debit (and/or Debit Card)
- InteleVOICE™ Pre-call voice verification
- Rise4Me™ Reentry Resource Web Page

Equipment and Service Summary

- Fully Automated Collect, Prepaid Collect and Debit Calling
- Stainless Steel Inmate Telephone Instruments (Standard Wall Mount with 18" handset cord)
- 1 TRS Tablet Device (Hearing/ Speech Impaired Communication Device)
- Pay Tel Phone Application to be accessible via Customer's selected tablet provider (with cooperation from tablet provider)
- Secure Access to ITS from County PCs and/or Laptops
- Integration with Commissary
- Sufficient redundant storage capacity to support 5 years of call detail records and phone call recording storage as further defined in Exhibit C.

EXHIBIT B

PROPERTY DESCRIPTION

The Premises which is the subject of this Agreement:

Walton County Detention Center
350 George Avenue
Monroe, GA 30655

EXHIBIT C
RATES & COMPENSATION

The following terms are effective from start of service:

RATES & COMPENSATION APPLICABLE UNDER CURRENT REGULATIONS

Regulated Services - Phone Calls

Call Type	Per Minute Rate	Compensation
Local Phone Calls	\$.18	50%
Intrastate Long Distance Phone Calls	\$.19	50%
Interstate Long Distance Phone Calls	\$.21	50%
International Phone Calls	\$.21	50%

**Applicable local, state and federal taxes, mandatory regulatory fees (i.e. USF) will be applied in addition to the above rate per minute without markup or additive. These taxes and mandatory fees are a pass-through and therefore not eligible for commissions.*

Safety, Security & Optional Features

Service	Cost to Customer
Basic Safety & Security features	Included at no charge
Phone Call Recording Storage -1 Year	Included at no charge

Regulatory Notice: The Parties hereby acknowledge that the above terms are based on the FCC Regulations for phone service and video visitation in effect as of the date of signing. Significant changes are under way which will substantially reduce the rates for regulated services (phone calls and video visits) and are expected to eliminate commissions. Per the FCC Order dated June 30, 2025, the compliance date for the rules adopted on July 18, 2024 has been delayed until April 1, 2027.

IMPORTANT NOTICE:

The FCC Order issued on June 30, 2025, is subject to appeal, reconsideration, or stay. If a stay is granted, this agreement will instead follow the guidelines of the July 18, 2024 FCC Order, which significantly revised regulations for Incarcerated Persons Communications Services (IPCS), including audio calling and video visitation. That Order substantially reduced allowable rates and prohibited all forms of monetary or non-monetary compensation, including traditional revenue share commissions, for these regulated services.

The proposed rates and compensation outlined below comply with the 2024 Order as written and will apply in lieu of the terms listed above beginning on the compliance date, which is currently April 1, 2027. If the June 30, 2025 Order is stayed or the compliance date is otherwise accelerated by the FCC or Court of competent jurisdiction, the following terms will be implemented on the required date established by that action.

RATES & COMPENSATION UNDER PENDING RULES SCHEDULED FOR COMPLIANCE BY APRIL 1, 2027**Regulated Services - Phone Calls**

Call Type	Per Minute Rate
All Phone Calls	\$.07

**Applicable local, state and federal taxes, mandatory regulatory fees will be applied in addition to the above rate per minute without markup or additive.*

Reimbursement Option

Customer may elect to be reimbursed at the rate of **\$.01 per paid phone call minute of use** for its anticipated expenses considered to be used and useful as defined by the FCC in the provision of Incarcerated Persons Communications Services (IPCS) as permitted by FCC Order dated July 18, 2024. If elected, the signed Reimbursement Option Election Form at the end of this Exhibit will serve as documentation of such activities and anticipated expenses.

Safety, Security & Optional Features

	Service							
X	Basic Safety & Security features – Included at no charge							
X	Phone Call Recording -Purge after 60 days – Included at no charge							
	Advanced Safety & Security Options (Select all that are requested)							
	<table><tr><th>X</th><th>Description</th><th>Charge to Customer if Elected</th></tr><tr><td></td><td>Audio Call Recording Storage for a total of 12 Months</td><td>\$125 per month</td></tr></table>	X	Description	Charge to Customer if Elected		Audio Call Recording Storage for a total of 12 Months	\$125 per month	
X	Description	Charge to Customer if Elected						
	Audio Call Recording Storage for a total of 12 Months	\$125 per month						

Any charges resulting from items selected above will be deducted from optional IPCS Cost Reimbursement. Any amount exceeding the monthly amount payable to the Customer will be invoiced.

EXHIBIT C (Continued)

REIMBURSEMENT OPTION ELECTION FORM

Unless otherwise agreed by the parties, payment of the following reimbursement shall begin on the Compliance Date for the FCC regulations adopted in July, 2024. The Compliance date is currently scheduled for April 1, 2027, but is subject to change by FCC decision or Court Order.

Walton County Sheriff's Office (Customer) hereby confirms that it will perform the following tasks related to the provision of Inmate Audio (Phone) Communications at the Walton County Detention Center and requests reimbursement for such costs at the rate of \$.01 per paid minute.

- Administration of call blocking lists
- Validation and maintenance of privileged numbers
- PIN administration/assignment for newly admitted detainees
- Provision of escorts for repair personnel
- General security for equipment placed in secure detention areas
- Reporting of service issues and inquiries

Upon notice to Customer, Pay Tel reserves the right to modify or discontinue optional IPCS cost reimbursement if Sheriff's Office discontinues or reduces the performance of the required tasks.

Signed: _____

Printed Name: _____

Title: _____

Date: _____

EXHIBIT D

SPECIAL CONFIGURATION SETTINGS

Free Calls

Description	Quantity	Duration Limit
To be determined	To be determined	5 Minutes

Other

Description	Setting
Default Call Duration Limit	30 Minutes
Default Phone Operating Hours	To be determined

EXHIBIT E

SERVICE COMMITMENT

Pay Tel will use its best efforts to satisfy its customer and will operate generally in accordance with the following:

Local Representation

All local technicians utilized for this project will be trained by Pay Tel and certified to perform all potential repairs associated with the proposed inmate telephone service.

On-Site Inventory of Spare Equipment

Pay Tel will provide and maintain on-site inventory of spare phone components to minimize the time to repair. Where possible, rack mounted spares will be pre-installed and ready to be swapped in the event of component failure.

Service Response Commitment

PAY TEL SERVICE ACTION LEVELS

ROUTINE TELEPHONE INSTRUMENT REPAIR COMMITMENT

Level	Definition	Commitment**
Minor Telephone Repair	Less than 20% of the phones in any given living unit or pod are in need of repair	Repair to be performed within three (3) business days.
Major Telephone Repair	20% or more of the phones in any given living unit or pod are in need of repair	Repair to be performed during special scheduled visit as requested by Facility point-of-contact.

*** Pay Tel reserves the option to combine specially scheduled Telephone Repair visits with upcoming preventative maintenance activity planned for later the same month.*

OPERATIONS CENTER PREVENTATIVE MAINTENANCE COMMITMENT

Routine Maintenance is the proactive work to address service enhancements, architecture modifications, infrastructure upgrades, and equipment replacement or reconfiguration.

Pay Tel will make every attempt to perform server maintenance at Pay Tel's corporate data center and disaster recovery site during our normal maintenance window of 1am thru 6am EST. If server maintenance will result in system downtime, facilities will be notified via a bulletin on the Administrator interface with a minimum of 24 hours notice under normal circumstances.

Pay Tel's Inmate Telephone Service System (ITS) has been designed to minimize service interruption and ensure a carrier class level of uptime. Through the use of 24/7 monitoring of all critical systems to the utilization of redundant equipment at every layer Pay Tel strives to provide a 99.999% service level to all of our customers.

Pay Tel commits to a proactive approach to service and support, including preventative maintenance (as further described in the table below) and routine repairs of phone instruments. If a service call is initiated prior to a scheduled site visit, the local technician may opt to perform preventative maintenance while on site following the repair activity.

ON-SITE PREVENTATIVE MAINTENANCE COMMITMENT

Item	Description	Commitment
Preventative Maintenance	Pay Tel will schedule a Preventative Maintenance (PM) Visit to the Site a minimum of once per quarter to complete any open phone repairs and to inspect inmate telephones and related equipment as outlined in Pay Tel's Preventative Maintenance Checklist.	Scheduled PM Visit (minimum) once per quarter

** Pay Tel is not liable for penalties if preventative maintenance visit is cancelled or rescheduled by the Facility.*

ISSUE INTAKE PROCESS/TIMELINE

When a service issue occurs, facility staff should contact Pay Tel's Technical Support to begin the issue intake process. The intake process is complete when a ticket is generated to capture the system issue.

Initial response at the time of intake will include: Assess the issue, determine course of action, assign issue priority level, engage necessary resources.

Intake Type	Definition	Intake Timeline
All Calls	All Calls to Tech Support 1-800-729-0644	<15 minutes
All Tickets	All tickets created through Client Portal or emailed to help@paytel.com	<2 hours

PRIORITY LEVEL ASSIGNMENT/RESPONSE

Following intake and ticket creation, each reported issue will be assigned one of four priority levels. Pay Tel's commitment to every issue, regardless of priority level, is to diagnose the problem, determine the course of action and engage corrective action as quickly as possible. When needed, a local Pay Tel service technician will be dispatched to address the issue onsite at the facility.

Priority Level	Definition	Response Timeline
Low	Less than 10% of system is not responding	No later than next business day
Medium	Between 10% and 30% of system is not responding	<=8 hours, No later than next business day
High	Over 30% of system is not responding	<=4 hours, Same day
Urgent	Full system outage	<=2 hours, Same day

Notes:

- Technical Support Center will continue to monitor and update service tickets until the point of resolution.
- On-site commitments may be adjusted as agreed or required by the designated facility contact.
- Pay Tel reserves the right to elevate the priority level as defined above in order to escalate the response time if the outage impacts key areas or operational needs of the facility.