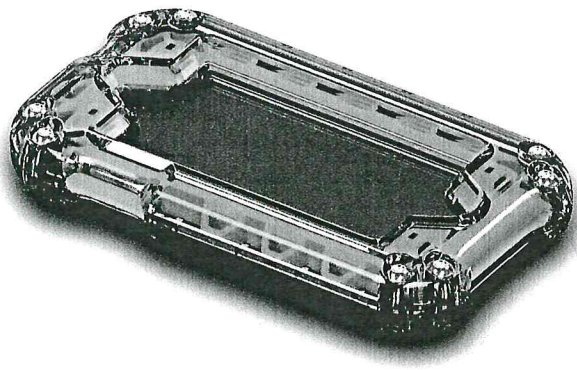


## How do I pay for it?

Funds may be added to the inmate's account at anytime using the [inmatesales.com](http://inmatesales.com) website.

## Direct funding

When the inmate gets the device they may send 5 free automated messages each day for the first three days of possession of the Chirping device. These automated messages will inform the person the inmate Chirped who is sending the Chirps and the facility they are Chirping from. It will then ask them to go to a direct link to the inmate's account on the [inmatesales.com](http://inmatesales.com) website. The [inmatesales.com](http://inmatesales.com) website will instruct them to use a credit card to put money on the inmate's account. If the inmate has not been successful on obtaining money in three days, they will have to return the device to facility staff.



U.S. Patent Nos. 10,082,835 and 10,085,126. Used under license from Hank Technology LLC.

## Rates

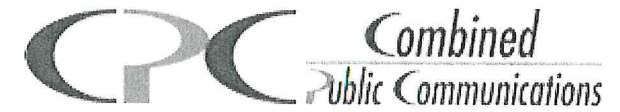
### Message fees

Outbound messages up to 160 characters are a flat rate.

Inbound messages up to 160 characters that you accept are a flat rate. Long messages sent will be split up and billed as individual messages. If you don't view an inbound message or if you block that contact, you do not pay for messages they send.

Support messages you send are a flat rate. Incoming support messages are free.

| Month                | Message Type            | Count    | Amount  |
|----------------------|-------------------------|----------|---------|
| July 2016            | Text Message - Outbound | 4 texts  | \$0.36  |
| July 2016            | Text Message - Inbound  | 7 texts  | \$0.45  |
| June 2016            | Text Message - Outbound | 39 texts | \$3.51  |
| June 2016            | Text Message - Inbound  | 31 texts | \$2.79  |
| 06/28/2016, 9:18 PM  | Phonecard Load          |          | \$10.00 |
| 06/27/2016, 10:15 PM | Rental Fee              |          | \$4.00  |

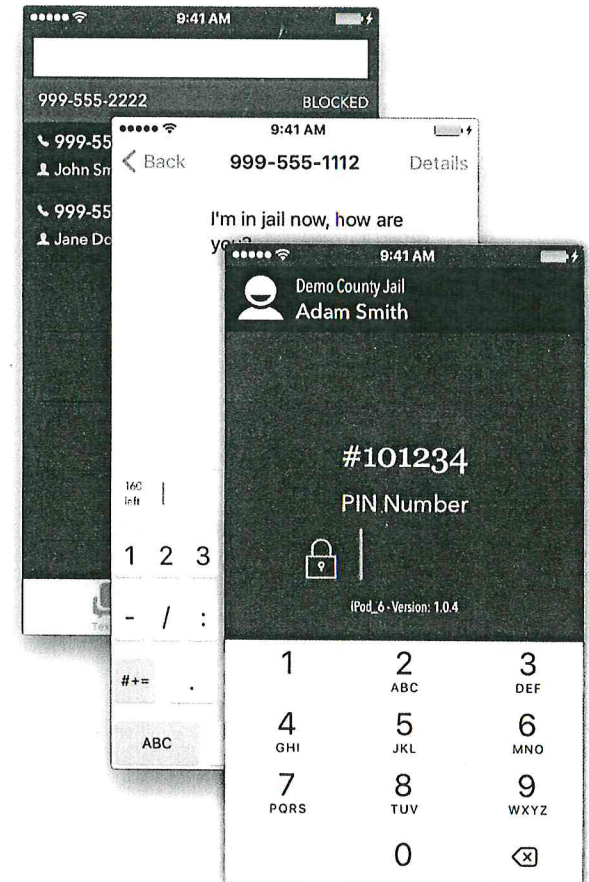


# Inmate Chirping

## A Messaging Device

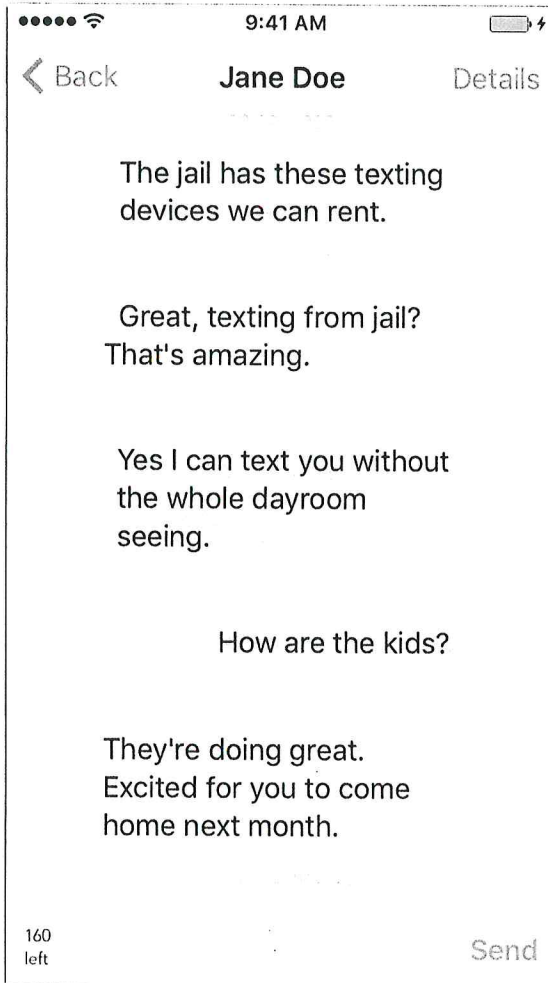
### User Information

Combined Public Communications and your Facility can provide an option to inmates to rent an Inmate Chirping Device. The inmate gets a dedicated phone number and device to directly Chirp friends and family.



# What is the Chirping device?

The device is enclosed in a protective enclosure. The device is locked into use for Chirping, the inmate cannot access any other apps or services. The device is location aware and may not leave the facility. The device is secured with a PIN which must be entered by the inmate anytime they want to wake the screen.



# Using your Chirping device

## Getting started

You will have to request to use this service. If approved by the facility you will be provided with a device to use. Once you receive the device you will be asked to sign the user agreement upon first unlocking your device. You must type your name exactly as it appears in the app. You then need to fund your account within 3 days.

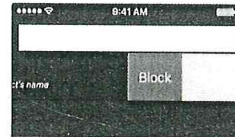
## Sending your first Chirp

Once your account is funded, to start a conversation with a new number enter the complete 10-digit number in the search box at the top of the Chirping list. Tap to start a new conversation. A free Chirp identifying you and the facility will be sent along with your first Chirp.



## What next

You can swipe on a contact row to add a name to the number or to block that number from Chirping you again.



## Charging

Rules for charging the device will be determined by each facility. Devices are normally charged overnight after being turned into an officer. The battery will normally last one day under moderate and heavy use. Extremely heavy use may necessitate charging during the day if the facility allows it.

## Your account

Using the Account view, you can see your phone number, account balance, send fund request messages, review your transactions and access support options.



## Device rules

Tampering with the housing or software security of the device will risk losing device privileges and being charged for the damage. The agreement makes you responsible for the device. If it is broken while it is in your custody you will have to pay \$200.00.

## Facility rules

The facility has complete discretion on the use of the Chirping devices. You will not be able to Chirp other inmates, victims, witnesses, or any other person blocked by the facility. If the facility determines that your behavior is a problem, they can terminate the use at any time. No rental adjustments or refunds are made in these circumstances.

## Returning the device

You will have to return the device when you leave. The balance on your account will remain on the account, unless you contact the InmateSales call center at (877) 998-5678 to request a refund. Otherwise the funds will be available if you come back to this facility. We will try to get you the same telephone number, but if we can't you will be provided a new 10-digit telephone number. You will also have to turn in the device if you run out of monthly rental funds and are unable to get your account funded again.