

## AMENDMENT# 10 TO RESIDENT CALLING PROGRAM AGREEMENT

This Amendment #10 ("Amendment") dated as of the date signed by all the Parties listed in this preamble ("Effective Date"), shall amend and revise that certain Resident (formerly Inmate) Calling Program Agreement, dated November 1, 2003, as amended from time to time, by and between Global Tel\*Link Corporation (through assignment by AT&T) (the "Agreement"), having a place of business at 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042, (the "Company"), and Mecklenburg County Sheriff's Office, North Carolina, with an address of 801 East Fourth Street, Charlotte, North Carolina 28202 (the "Sheriff" or "Premises Provider"). Company and Premises Provider/Sheriff may be referred to herein individually as a "Party" and collectively as the "Parties." All capitalized terms not defined herein shall have the definitions set forth in the Agreement. All references to Inmate Calling Program Agreement shall now be known and referred to as Resident Calling Program Agreement or "Agreement", and all references to Inmate Telephone Services or ITS shall be known and referred to as Resident Telephone Services or "RTS" under the Agreement.

**WHEREAS**, the Parties have previously agreed to certain changes to the Agreement, including adding certain Enhanced IP-Enabled Tablets as provided for in Amendment 9 to the Agreement dated September 5, 2019 ("Amendment 9"); **and**

**WHEREAS**, the Parties have agreed to certain changes to the Agreement, as further provided below.

**NOW THEREFORE**, in consideration of the promises and covenants set forth in this Amendment, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties' signatures, the Parties agree as follows:

1. As soon as reasonably practicable from the Effective Date, Company agrees to provide the following additional Enhanced Services for the IP-Enabled Tablets added to the Agreement in Amendment 9 dated September 5, 2019, namely the following additional Education Content as further provided below:
  - Incentive Points Plugin
  - CRI [Espanol]
  - Breaking Free Substance Abuse Treatment
  - Financial Literacy
  - Curiosity Stream
2. In consideration of the foregoing, the Term of the Agreement is hereby extended from December 1, 2022 by two (2) years to December 1, 2024;

*[Signatures on following page]*

IN WITNESS, WHEREOF, the Parties hereto, intending to be legally bound, have duly executed this Amendment as of the last date provided below.

**Company**  
**Global Tel\*Link Corporation**

By: Janna Peters  
Name: Janna Peters  
Title: Director of Contracts & Procurement  
Date: October 22, 2020

**Premises Provider**  
**Mecklenburg County Sheriff's Office**

By: [Signature]  
Name: Garry L. McFadden  
Title: Sheriff  
Date: 10.23.2020

**Approved as to form:**

**Mecklenburg County Sheriff's Office**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_