




Innovative corrections technologies that empower facilities and increase inmate well-being.



TRANSFORMING INMATE COMMUNICATIONS



Transforming Inmate Communications

The image features a blue-tinted photograph of a modern building interior. Large windows on the right side offer a view of a snowy outdoor landscape with evergreen trees. A circular inset in the center-left shows two men walking away from the camera in a brightly lit hallway. The overall scene is clean and professional, suggesting a corporate or institutional environment.

Empowering hundreds of facilities in nearly every U.S. state and many Canadian provinces.

Telmate offers the fastest growing and most secure inmate communications, education, entertainment and self-improvement solution in corrections today.

Empowering Facilities

Telmate's primary mission is to provide the finest and most innovative corrections products that increase security and control, maximize operating efficiencies, and lower recidivism.

Innovative Technologies

Custom built from the ground up on one unified software platform by our U.S. based in-house engineers, the Telmate Ecosystem features the industry's only 100% VOIP, distributed, and cloud based solution on the market today.

Unmatched Customer Service

The Telmate edge is our personal touch. From our dedicated account representatives, to our locally based technicians and trainers, to our 24/7 bi-lingual phone support, Telmate is simply the best.

Inmate Communications

- Deposits
- Phone Calls
- Voicemail
- Video Visits
- Email & Status
- Photo Sharing
- Commissary Ordering
- Education & Entertainment
- Secure Web
- Grievances

Facility Features

- Investigator Tools
- Identity Verification
- Real-Time Controls
- Reporting
- Booking and so much more ...

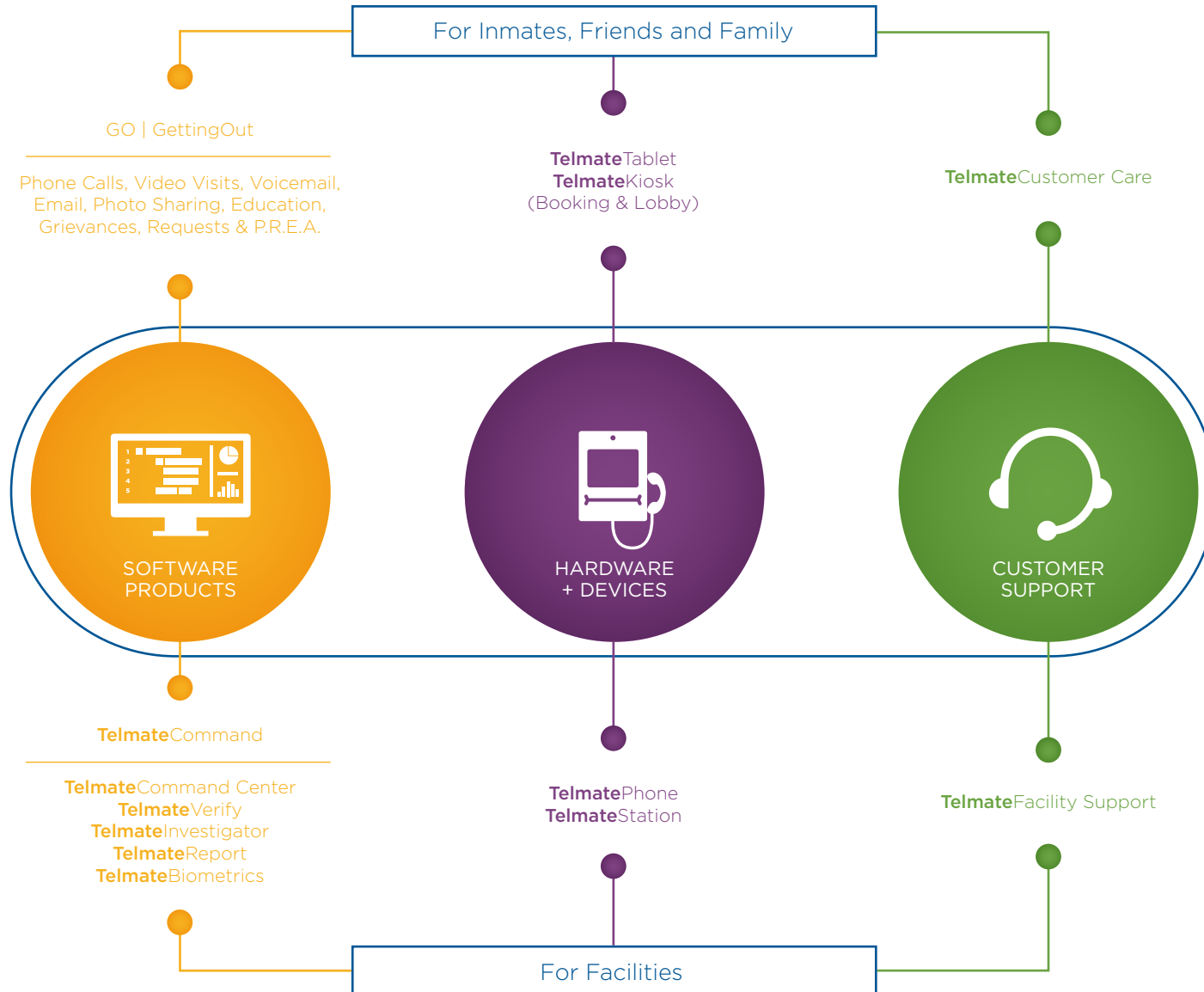
TELMATE ECOSYSTEM

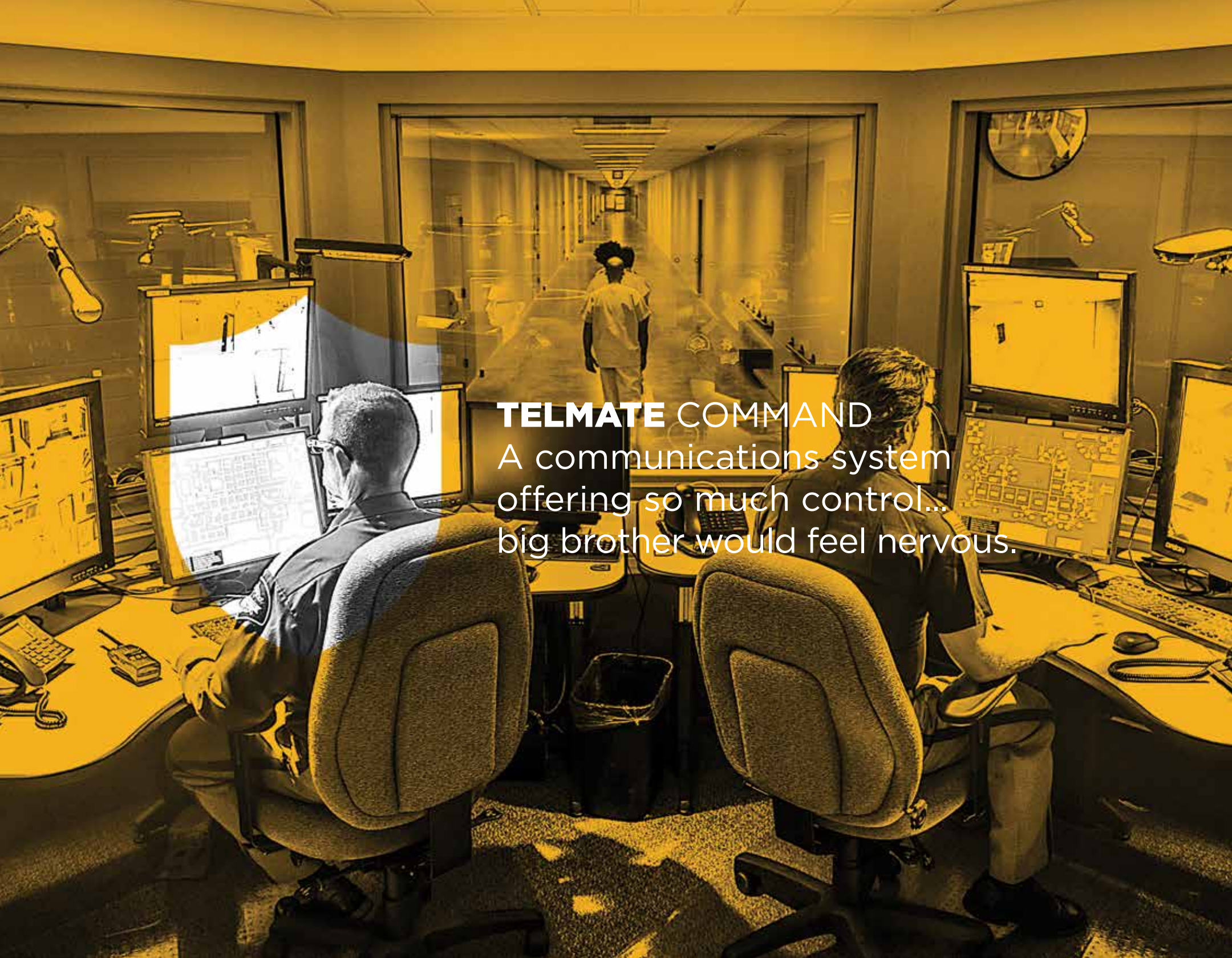
The TelmateEcosystem is a fully integrated communications system, comprised of innovative software services and specialized devices, all backed by the industry's best customer support.



TELMATE ECOSYSTEM

Communications products, custom devices, and the industry's finest customer support, all on one unified platform.





TELMATE COMMAND

A communications system offering so much control... big brother would feel nervous.

Telmate Command is our suite of facility products designed to maximize control and security, increase operating efficiencies, and solve crimes.

TelmateCommand is made up of:

TelmateCommand Center

From any computer with a Web connection and authorization clearance, facility staff have complete control of all inmate communications and account management.

TelmateVerify

Our automated verification system that confirms the identity of all friends and family that will connect with your inmates.

TelmateImage & Voice Biometrics

Eliminating fraud and extortion, our system analyzes “voice prints” and facial images to confirm inmate identity during communications.

TelmateInvestigator

Our system’s crime solving software is a powerful, technologically-advanced suite of tools delivering investigators actionable and predictive data that helps solve criminal cases.

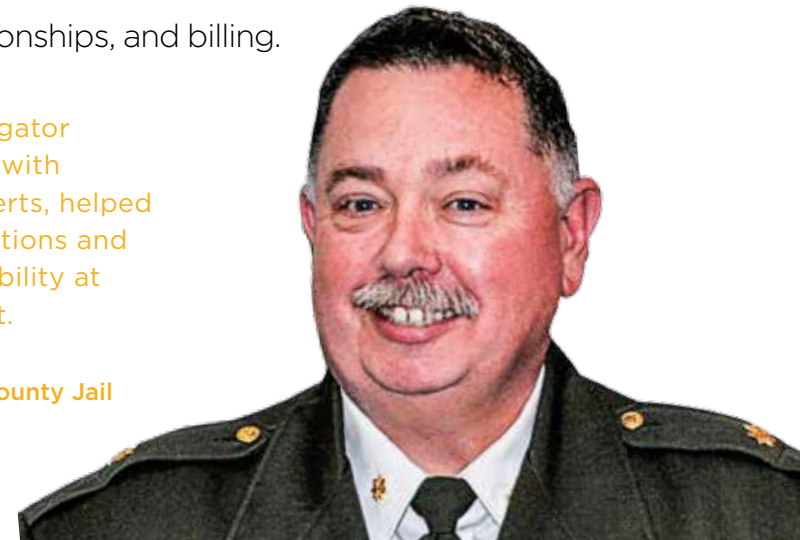
TelmateReports

The Telmate system is fully auditable, so facility staff and investigators can run custom reports on every aspect of inmate communications including calls, visits, deposits, relationships, and billing.



The Telmate Investigator notification system with immediate email alerts, helped us document allegations and reduce potential liability at the point of contact.

Mike Anderson
Commander / Clark County Jail





Making Connections & Rebuilding Lives





go

GettingOut is our suite of innovative communications, education, entertainment, self-improvement and financial management products designed to improve the lives of inmates and help them stay connected to their friends and family.

The GO platform includes

Phone Calls

Video Visits

Deposits

Account Management

Voicemail

Email

Status

Photo Sharing

Continuing Education Content

Paperless Grievances & Requests

Secure Web



We make
technical, personal.

Our biggest edge is our personal touch. Telmate's top-rated account representatives, customer service team, on-location tech team, and training staff are all renowned for providing outstanding "in-house" support to facility, inmate, and friends & family requests.

Telmate Facility Support

Live Customer Service Phone Support

All facility inquiries are handled, in real-time by live, bi-lingual, U.S. based customer service representatives.

Dedicated Account Representative

Telmate assigns a dedicated account representative as a single point of contact to handle all facility requests.

Locally Based Support

Telmate assigns a full time employee to your facility and employs other full time support in close proximity to the facility,

Free Training

Telmate provides on-site training of facility personnel both before and after system installation.

Our Service Guarantee

Telmate guarantees on-site service within a 2-hour response time, 24 hours a day, 7 days a week.

Telmate Customer Care for Inmates, Friends and Family

Live Customer Service Phone Support

All friends and family inquiries are handled, in real-time by live, bi-lingual, U.S. based customer service representatives.

Instant Deposit Notification

Inmates are automatically notified when deposits are made and when account balances dip below pre-defined thresholds.

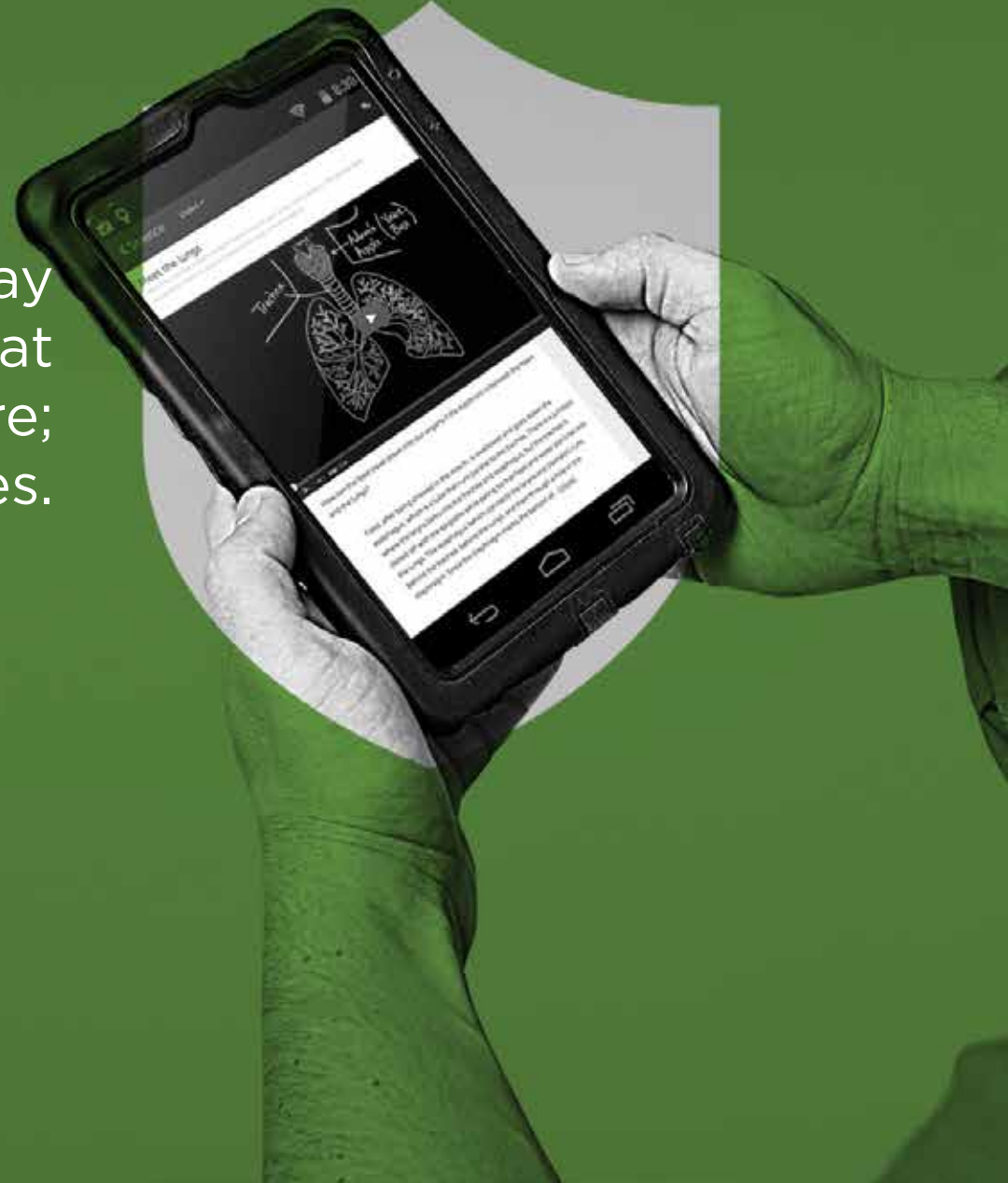
Same-Day Credits

For all valid inmate complaints, Telmate issues a credit for a free call the same day they are reported.

Inmate Customer Service

Telmate provides a secured voicemail system so inmates can directly report issues to customer service.

There was only one way
to offer devices that
would rival our software;
Design them ourselves.



All Telmate Devices are custom pieces of hardware designed in-house and in the U.S. by our engineers specifically to integrate seamlessly with our unified software platform.

Telmate Phones

All Telmate phones are designed specifically for correctional institutions and encased in high security, 14-gauge stainless steel with armored cord steel lanyards.

Telmate Tablets

Telmate is the first to offer corrections-grade wireless tablets that feature communications and messaging services, photo sharing, ebooks and preselected education and entertainment content.

Telmate Stations

Our custom wall-mounted windows to our communications, education and content suite include video visits, email, photo sharing, secure web, commissary ordering, grievances, and education and entertainment content.

Telmate Lobby & Booking Kiosks

Our automated kiosks decrease the time staff spend on administrative tasks like processing inmates, payments and visits. In addition, the kiosks expand payment options to include cash, credit and debit cards.

Telmate Kiosks Handle:

- Visitation Scheduling
- Inmate Trust Deposits
- Restitution, Bond & Bail Payments
- Work Release
- Rules/Information Distribution
- Public Permit/License Payments
- Cash Intake
- PIN and PAN Submission
- JMS/OMS Integration
- Photo Taking
- Video Recording



www.telmate.com