

Inmate Phone Questionnaire

At **AmTel** we care about our customers and are dedicated to providing products and services that will help make their jobs less complicated. Therefore, our job is to provide confinement facilities with state-of-the-art technology that is easy to use and surround that with extraordinary customer service for the families and friends of those that are incarcerated.

AmTel's core business is Inmate Telephones and we value your opinion. **Any participants that provide an idea that is added to AmTel's line of products will be given a \$100.** Thank you, for being so kind to take time out of your busy schedule, and remember to stop by the **AmTel** booth at your next conference.

Facility Name:

Name & Contact Number:

Daily Average Population:

Current Inmate Phone Provider:

Inmate Phone Contract Expiration Date:

Current Jail Management Company

Current Commissary Company:

1. Is your Inmate Phone System interfaced with a JMS or Commissary? Yes or NO
 2. Is your Inmate Phone System easy to use? Yes or No
 3. Does it automatically store the Call Detail Records and Recordings for easy retrieval? Yes or No If yes, how long is the storage? _____
 4. Do you have local and remote Live Monitoring capabilities? Yes or No
 5. Are PINs being used? Yes or No
 6. Are biometrics being used to help eliminate fraud? Yes or No If yes, what type? _____
 7. Does your facility offer Debit Cards to the Inmates? Yes or NO
 8. Does your current Inmate Phone Provider offer PrePaid calling for the families? Yes or No
 9. Do you receive complaints from Inmates or their families because they can't receive phone calls? Yes or NO If yes, how many per week? _____
 10. If you could add features to your Inmate Phone System what would they be?

 11. Are you interested in any of the following services?
 - a. Inmate e-mail? Yes or No Does the facility currently have this service? Yes or No
 - b. Automatic Commissary Deposits? Yes or No Does the facility currently have this service? Yes or No
 - c. Inmate Voice Mail? Yes or No Does the facility currently have this service? Yes or No
 - d. IVR to answer family's calls and questions? Yes or No Does the facility currently have this service? Yes or No
 - e. Video Visitation? Yes or No Does the facility currently have this service? Yes or No
- Cell Phone Detection? Yes or No

Please return completed form to: Sales@atni.net or Fax #: 912.673.6004 or mail to

AmTel Attn: Sales

913 Dilworth Street St. Marys, GA 31558

You may also call 912.510.3512 and provide a verbal response.