EXHIBIT 9 - SERVICE LEVEL AGREEMENT

Keefe Group

TRINITY SERVICES GROUP

To: Keefe Group Customers

From: Support Services Management Team

Re: Support Services Incident Handling - Service Level Agreement

To better serve our customers, the Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling. The goal of this approach is an improved line of communication with our customers and to provide superior customer service in meeting their expectations. All incidents logged will be categorized using the following levels:

Level 1 – Urgent
- *PLEASE NOTE: A phone call to the Support Services department is generally the quickest way to reach someone and explain the severity of the problem you are reporting. Since Urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately. See contact info below for more information.*
- Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:
  - Sending/Ordering/Processing Commissary orders
  - Sending/Ordering/Processing Trinity Take Out (TTO) orders
  - Deposit Services – anything preventing a deposit or bail transaction from being applied onto the resident financial account for all inmates at an agency.
  - Lobby Kiosks – hardware issues preventing family/friends from depositing funds (including bail) onto the resident financial account
  - Inmate phone time availability
  - Direct Link Trust – anything preventing resident outbound calls
  - Inmate Booking – hardware or software issues that interrupt the booking process and/or depositing funds
  - Inmate Release
  - Facility server/hardware offline, database failure
  - Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.

Level 2 – Escalated
- Any issue not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:
  - Billing issues related to commissary sales/refunds
  - Non-critical resident account related issues
  - Bank reconciliation/check/deposit issues not immediately affecting business

Level 3 – Standard
- Any longer term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and may have potential resolution of 5 days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.
- The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include, but are not limited to:
- Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
- Report creations/modifications

There are two ways to contact the Support Services Department:

- KCNHelpdesk@keefegroup.com
  - The Support Services email address is actively monitored Monday through Friday, 8am – 5pm CST, excluding holidays. If the mailbox is not being monitored, an Out of Office message will be on and sent back to the sender of the original message, indicating that a phone call should be made if the request is urgent. Otherwise emails will be handled in the order received the next business day.

- Toll free: 1.800.864.5986
  - This number is available 24 / 7
  - During business hours, Analysts are available to assist customers Monday through Friday, 6am – 7pm CST.
  - On weekends, holidays, or outside of above mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

Escalation Path: If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to the Support Services escalation address escalations@keefegroup.com. A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll free number 1.800.864.5986 to engage the support team, and if needed ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

Tier 1 Support - Shohn Lorenz (slorenz@keefegroup.com) - IT Manager for the Tier 1 support team
- Tier 1 team handles all incoming phone and email submissions for Keefe and Trinity customers.

Tier 2 Support:
- Rob Sanders (rsanders@keefegroup.com) – Senior IT Manager for the Access Corrections/Inmate Enablement support team
  - Deposit services, email, release, media, and oversight of the Hardware and Edge Kiosk support team.
- Michael Johndrow (mjohndrow@keefegroup.com) - IT Manager for the Hardware and Edge Kiosk support team
  - Servers, client workstations, printers, scanners, inmate edge kiosks, network/communication, etc.
- Joe Hight (jhight@keefegroup.com) – IT Manager for Vending support team
  - Support and maintenance of all equipment and software associated with Vending Machines.
- Justin Perry (juperry@keefegroup.com) - IT Manager for the Commissary/Integration support team
  - Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.
- Christina Stuckey (christina.stuckey@trinityservicesgroup.com) – IT Manager for the Cobra Banker/Canteen Manager support team
  - Software, hardware, inmate POD kiosks, various integrations, etc.
- Hannah Wickers (hwickers@keefegroup.com) – Senior Financial Services Manager for the Customer Accounting team
  - Banking software deployment, upgrades, accounting review, and oversight of the Fiduciary and Banking support teams.
- Keri Doolittle (kdoolittle@keefegroup.com) - Financial Services Manager of the Fiduciary and Accounting support teams.
  - Banking software support, Daily work flows, cash drawers, balancing, reconciliations, Fiduciary support etc.

Senior Management:
- Dan Delmore - IT Director for the Support Services Management Team - ddelmore@keefegroup.com
- Tricia Boucher – Vice President of Information Technology - tboucher@keefegroup.com