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INADVERTENT RECORDING OF ATTORNEY-CLIENT PHONE CALLS BY SECURUS TCSO TELEPHONE CALL PLATFORM FROM MAY 4-7, 2021

TCSO and Securus Technologies, Inc. ("Securus") determined that due to an implementation error by Securus in applying an application tool, calls between inmates and their attorneys were inadvertently recorded by the Securus Telephone Call Platform between the dates of May 4-7, 2021. *Only calls placed by inmates to attorneys registered on the "Do Not Record" list between May 4-7 were affected by this application implementation error. Calls placed before and after those dates were unaffected.* Securus rectified the error that resulted in the recording within 1.5 hours of being notified.

Attorneys whose calls were inadvertently recorded due to the Securus application implementation error have been sent email notifications regarding the error.

What Happened – On May 4, TCSO sent Securus a list of attorney phone numbers that were on the "Do Not Record" list and requested that inmates whose phone privileges were suspended still be able to contact their attorneys (without being recorded). Securus created an application/tool to implement the request. Unfortunately, that tool did not "reactivate" the "do not record" feature for the phone numbers for attorneys on the "do not record" list. This error was rectified within 1.5 hours of being notified. TCSO further requested Securus take steps to ensure the recorded calls were saved by Securus and made inaccessible. Securus has confirmed that all calls recorded between May 4-7 were saved, isolated, and are inaccessible by TCSO or other law enforcement and prosecutorial agencies absent a court order until further noticed. Securus also reactivated the "do not record" feature for all registered attorneys on the TCSO "do not record" list.

Other Preventative Action - To prevent recurrence, Securus disabled the application tool that caused the error. They also enhanced their quality control process to include going forward, if Securus Technical Support makes any changes to private numbers, Securus will have a second person confirm that the numbers are still marked as private after the change.

TCSO regrets this unfortunate error occurred. Working with Securus, TCSO has taken all reasonable measures to ensure that such error will not happen again, and has preserved and isolated the inadvertently recorded calls, making them inaccessible by TCSO or other law enforcement and prosecutorial agencies absent a court order until further noticed.

If you have additional questions or concerns, or if you believe your call[s] with your client[s] may have been recorded, you may contact TCSO Capt. Juan Sandoval, email: Juan.Sandoval@traviscountytx.gov phone: 512-854-4437 or TCSO Lt. Laura Town, email: Laura.Town@traviscountytx.gov phone: 512-854-5351. All reports of suspected recording of attorney-client phone calls will be reviewed.



Safety, Integrity, Tradition of Service