

Subject: Turning off Recording for Certain DIDs
From: Phillip Presnell <ppresnell@madisoncountync.gov>
Date: 3/26/2015 2:19 PM
To: support@oaisys.com

Hi,

I am trying to turn off recording for certain DIDs with no success. I have made a list of the DIDs and changed the rules to be never record, but the calls are still being recorded. Is there a simple way to make sure that the software does not record conversations made over certain lines? Thank you.

--

Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

Could not get through to Support

Subject: Could not get through to Support

From: Phillip Presnell <ppresnell@madisoncountync.gov>

Date: 3/26/2015 2:25 PM

To: contact@oaisys.com

Hello,

My email to support was rejected, so I'm trying here. Sorry about that.

We are using an Oaisys system in our county and I am trying to turn off recording for certain DIDs with no success. I have made a list of the DIDs and changed the rules to be never record, but the calls are still being recorded. Is there a simple way to make sure that the software does not record conversations made over certain lines? Is there any documentation for this available? Thank you.

--

Thanks,

Phillip Presnell

Madison County NC Government

Director of Information Technology

828.380.9332

Subject: RE: Extensions for Finance Office

From: "Kary Ledford" <kledford@madisoncountync.gov>

Date: 3/27/2015 11:16 AM

To: "Phillip Presnell" <ppresnell@madisoncountync.gov>, "Darlyne Rhinehart" <drhinehart@madisoncountync.gov>, "Marla Gouge" <mgouge@madisoncountync.gov>

Marla-1221
Darlyne-1222
Forrest-1229
Kary-1228

-----Original Message-----

From: Phillip Presnell [<mailto:ppresnell@madisoncountync.gov>]
Sent: Friday, March 27, 2015 11:06 AM
To: Darlyne Rhinehart; Marla Gouge; Kary Ledford
Subject: Extensions for Finance Office

Hi all,

I'm working on this call recorder issue, and I'll need the extensions of all of the finance phones. Thanks!

--

Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

Subject: Extensions for Finance Office

From: Phillip Presnell <ppresnell@madisoncountync.gov>

Date: 3/27/2015 11:06 AM

To: Darlyne Rhinehart <drhinehart@madisoncountync.gov>, Marla Gouge
<mgouge@madisoncountync.gov>, Kary Ledford <kledford@madisoncountync.gov>

Hi all,

I'm working on this call recorder issue, and I'll need the extensions of all of the finance phones. Thanks!

--

Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

Subject: FW: Extensions for Finance Office
From: "Marla Gouge" <mgouge@madisoncountync.gov>
Date: 3/27/2015 11:43 AM
To: "Phillip Presnell" <ppresnell@madisoncountync.gov>
CC: "Kary Ledford" <kledford@madisoncountync.gov>, <drhinehart@madisoncountync.gov>

Also, 1223 - Forrest's old extension, we now have that set up as a general mailbox.

Marla Gouge
Payroll & Benefits Coordinator
Madison County
828-649-2854, ext 5

PLEASE NOTE THAT MY EMAIL ADDRESS HAS CHANGED TO mgouge@madisoncountync.gov.
PLEASE UPDATE YOUR CONTACT INFORMATION.

-----Original Message-----

From: Kary Ledford [<mailto:kledford@madisoncountync.gov>]
Sent: Friday, March 27, 2015 11:16 AM
To: 'Phillip Presnell'; 'Darlyne Rhinehart'; 'Marla Gouge'
Subject: RE: Extensions for Finance Office

Marla-1221
Darlyne-1222
Forrest-1229
Kary-1228

-----Original Message-----

From: Phillip Presnell [<mailto:ppresnell@madisoncountync.gov>]
Sent: Friday, March 27, 2015 11:06 AM
To: Darlyne Rhinehart; Marla Gouge; Kary Ledford
Subject: Extensions for Finance Office

Hi all,

I'm working on this call recorder issue, and I'll need the extensions of all of the finance phones. Thanks!

--

Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

Forrest Gilliam

From: Forrest Gilliam <fgilliam@madisoncountync.gov>
Sent: Friday, March 27, 2015 1:06 PM
To: 'Phillip Presnell'
Subject: RE: Extensions

Marla - 1221
Darlyne - 1222
General line (my old line) - 1223
Kary - 1228
Forrest - 1229

Total numbers coming in: 2854, 2521, 9065, 0654

-----Original Message-----

From: Phillip Presnell [<mailto:ppresnell@madisoncountync.gov>]
Sent: Friday, March 27, 2015 10:37 AM
To: Forrest Gilliam
Subject: Extensions

Hi Forrest,

What are the extensions of the phones in your office? It looks like the setup I tried did not work, but OAISYS recommended we try with to block via extensions. I'll program that as soon as I get your extension numbers.

--

Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

Subject: Court House Radio Signal

From: Phillip Presnell <ppresnell@madisoncountync.gov>

Date: 4/1/2015 3:05 PM

To: Forrest Gilliam <fgilliam@madisoncountync.gov>

Hi Forrest,

I wanted to update you on the status of radio signal that is being picked up by the court's sound system. We had a sound engineer come out and take a look at the courthouse's P.A. equipment. He isolated the rogue radio station to the speaker wiring. He suggested replacing the wiring with shielded wiring and will be giving us a quote for that project.

Also, I had an opportunity to check the Oaysis voice recording software again and am happy to report that the Finance department's lines are no longer being recorded.

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Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

— Attachments: —

2015-04-01 12.00.pdf

39.2 KB

Subject: Madison Cty LEC

From: Alecia Knight <aknight@tsachoice.com>

Date: 6/24/2015 2:04 PM

To: "ppresnell@madisoncountync.gov" <ppresnell@madisoncountync.gov>

Hey Phillip, Have not talked to you in a bit, hope things are well out your way.

We received an alert that your Oaysis server is off line, which means it is not recording any calls. If it is off it cannot connect to the Oaysis Service center for its licensing update. Would you like for me to send a tech out to check it or can you?

Thanks!

Alecia Knight

Voice Division Manager

aknight@tsachoice.com

Direct 828.225.3330

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Forrest Gilliam

From: mgarrison@madisoncountync.gov
Sent: Wednesday, July 1, 2015 10:08 AM
To: fgilliam@madisoncountync.gov
Subject: Record Lines

Forrest, I previously asked a question of the county manager's office regarding our recorded phone lines and I am still concerned with how it relates to inmates and my staff. The issues arises in the fact that almost all county landlines are recorded. I am in full support of this initiative but I am concerned about the possible legal ramifications as a Sheriff's Office Administrator. The problem arises in the fact that sometimes we allow inmates to use one of our booking telephones to call a bail bondsman or to call a family member to let them know they are in jail. Our trustees also use the booking phone. The phone in our front lobby is also used by the public on limited occasions. There is no verbal notification to the person using the phone that it is a recorded line. The same is true for all employees using county landlines.

This week I had a request from the FBI to hear all phone calls made by a federal inmate we are currently housing. My concern arose when the inmate used a recorded booking phone line that does not inform the inmate the lines is recorded. We have since posted a written notification on the phone that the line is recorded.

There may be some legal standard that states this is ok based on the fact it is understood this phone conversation like most emails is public information because the phone and email system belong to county government and as such they are subject to being recorded or monitored. I just want to make sure we are in compliance with federal regulations. Any legal input would be greatly appreciated.

Thanks,

*Chief Deputy Michael L. Garrison
Madison County Sheriff's Office
Office: 828-649-1827
Cell: 828-231-9928
Fax: 828-649-1554*

Subject: Madison County Jail Oaisys

From: Phillip Presnell <ppresnell@madisoncountync.gov>

Date: 7/7/2015 10:15 AM

To: Alecia Knight <aknight@tsachoice.com>

Hi Alecia,

Just getting back into the swing of things after the 4th. I hope yours was pleasant.

I went to the jail to check on the Oaisys Voice Recorder and did not see any evidence that it shouldn't be able to connect for licensing. The network ports were all showing activity. If you need me to analyze anything further, I'd be more than happy to. Just let me know. Thank you.

Also, this may or may not be a related problem, but we have had reports of our County Manager's phone skipping his voice mail box recently and ringing the Sheriff's Office. Is there anything we can do here to prevent this. Thanks for everything.

--

Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

Subject: RE: Madison County Jail Oaisys
From: Alecia Knight <aknight@tsachoice.com>
Date: 7/9/2015 8:00 AM
To: Phillip Presnell <ppresnell@madisoncountync.gov>

Hey Phillip,
That is weird about the Oaisys server, they are saying it has lost internet connectivity. Let me follow up on it.
Not sure what is going on with County Managers phone unless it is forwarded somehow. Check the display, sometimes if a feature is activated it will show in display. The other way maybe the caller is pressing something out of voicemail, do you know if they reach the mailbox greeting?
Thank you,

Alecia Knight
Voice Division Manager
aknight@tsachoice.com
Direct 828.225.3330

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Website | Facebook | LinkedIn

-----Original Message-----

From: Phillip Presnell [<mailto:ppresnell@madisoncountync.gov>]
Sent: Tuesday, July 07, 2015 10:15 AM
To: Alecia Knight
Subject: Madison County Jail Oaisys

Hi Alecia,

Just getting back into the swing of things after the 4th. I hope yours was pleasant.

I went to the jail to check on the Oaisys Voice Recorder and did not see any evidence that it shouldn't be able to connect for licensing. The network ports were all showing activity. If you need me to analyze anything further, I'd be more than happy to. Just let me know. Thank you.

Also, this may or may not be a related problem, but we have had reports of our County Manager's phone skipping his voice mail box recently and ringing the Sheriff's Office. Is there anything we can do here to prevent this. Thanks for everything.

--

Thanks,
Phillip Presnell
Madison County NC Government
Director of Information Technology
828.380.9332

Subject: FW: Madison County Jail Oaisys
From: Alecia Knight <aknight@tsachoice.com>
Date: 7/16/2015 10:02 AM
To: Phillip Presnell <ppresnell@madisoncountync.gov>

Hey Phillip, just wanted to follow up on email below. Do you want a tech to visit and check the Oaisys server? They are getting the following alert:
DEAD SYSTEM ALARM -- Customer's Oaisys System is not communicating with the Oaisys Service Center.

Customer System Info:

Lock Number: SW1313588525
Last Contact was: 6/11/2015 11:41:43 PM
Dealer Info: TSACHOICE
Dealer Email: info@tsachoice.com
Customer Info: Madison County LEC
Customer Email: fwilliams@madisoncountync.org
Registration Date: 2/14/2012 1:17:01 PM

Tech support said that this means that the system has not checked in to keep licenses viable, it needs internet connectivity. They are also stating that your maintenance has run out since Feb. 2015. Would you like for me to look into it to see what it takes to reinstate it?

Thanks Phillip!

Alecia Knight
Voice Division Manager
aknight@tsachoice.com
Direct 828.225.3330

TSACHoice
Voice | IT | Cabling | A/V | Security

Website | Facebook | LinkedIn

-----Original Message-----

From: Alecia Knight
Sent: Thursday, July 09, 2015 8:01 AM
To: 'Phillip Presnell'
Subject: RE: Madison County Jail Oaisys

Hey Phillip,
That is weird about the Oaisys server, they are saying it has lost internet connectivity. Let me follow up on it.
Not sure what is going on with County Managers phone unless it is forwarded somehow. Check the display, sometimes if a feature is activated it will show in display. The other way maybe the caller is pressing something out of voicemail, do you know if they reach the mailbox greeting?
Thank you,

Alecia Knight
Voice Division Manager
aknight@tsachoice.com
Direct 828.225.3330

Forrest Gilliam

From: Shandra Ramsey <sramseylaw@gmail.com>
Sent: Wednesday, December 9, 2015 4:30 PM
To: Forrest Gilliam
Subject: Re: ATTORNEY CLIENT PRIVILEGE CONFIDENTIAL INFORMATION

Okay, I will have Donny sign and on my way to the DA with it now.

On Wed, Dec 9, 2015 at 4:28 PM, Forrest Gilliam <fgilliam@madisoncountync.gov> wrote:

Shandra,

This looks like what we discussed and is consistent with what I heard last night and from individual commissioners since then.

Forrest

From: Shandra Ramsey [<mailto:sramseylaw@gmail.com>]
Sent: Wednesday, December 9, 2015 4:10 PM
To: fgilliam@madisoncountync.gov
Subject: ATTORNEY CLIENT PRIVILEGE CONFIDENTIAL INFORMATION

Forrest,

Please review and let me know if this looks like what we discussed. Donny would like to get this up to Seth today.!

--

Shandra Y. Ramsey

Legal Assistant to

Donny J. Laws, Attorney

P.O. Box 397

Burnsville, NC 28714

828-682-9645 phone

828-682-4312 fax

*Shandra Y. Ramsey
Legal Assistant to
Donny J. Laws, Attorney
P.O. Box 397
Burnsville, NC 28714
828-682-9645 phone
828-682-4312 fax*

DONNY J. LAWS
ATTORNEY AT LAW
P.O. BOX 397
131 EAST MAIN COURT SUITE D
BURNSVILLE, NC 28714-0397
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FAX (828) 682-4312
E-MAIL donnyjoellawsattorney@gmail.com

9 December, 2015

Seth Banks
District Attorney for 24th Judicial District
Yancey County Courthouse
Burnsville, NC 28714

RE: Request for SBI investigation

Via hand delivery 9 December, 2015

Dear Mr. Banks:

As I reported to you in our personal conference this morning, the Madison County Board of Commissioners requested that I inform you of facts alleging that private telephone conversations of certain persons using telephone lines in the Madison County Commissioners Office may have been listened to, recorded and/or disseminated without the consent or permission of any of the parties to the conversations and/or the owners of the telephone lines, and further, to request that your office investigate the allegations to determine whether any criminal wrong doing has occurred. During the conference, you inquired whether or not the Board would join with your office in any request to refer the matter to the North Carolina State Bureau of Investigation for investigation. Please take this letter as notice that the Madison County Board of County Commissioners will join in any request that you may make to the SBI to investigate the matter.

In our follow up telephone conversation you indicated that any information that could be made available to you to assist the SBI in initiating the investigation would be helpful, including the names of any County employees or officials who may have information regarding the allegations. The names of those persons are as follows: Darlyne Rhinhardt, Forrest Gilliam, Wayne Brigman and Kary Ledford. Contact information regarding those persons may be obtained by calling the Madison County Commissioners Office at 828-649-2854. Also requested was information in timeline form regarding the allegations as recollected by Forrest Gilliam, Madison County Manager. I have requested that information from Mr. Gilliam and will provide that to you upon my receipt.

If any further information is required, please advise.

With best regards,

Donny J. Laws
Madison County Attorney