

**RATE SCHEDULE FOR:**

**SECURUS TECHNOLOGIES, INC.**  
**14651 Dallas Parkway, Suite 600**  
**Dallas, Texas 75254**  
**(972) 277-0300**

Applying to Intrastate

Services Between Points

In the State of Arkansas

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By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: August 30, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Rates**

**Automated Basic Collect Call Service Rates**

**Local Flat Rate:** \$3.95  
(no per minute rate applies)

**IntraLATA Calls**  
\$0.69 per minute  
\$3.95 per call surcharge

**InterLATA Calls**  
\$0.69 per minute  
\$4.42 per call surcharge

**Standardized Intrastate Inmate Rates** – the following standardized rate options are available to facilities. Surcharges and per minute rates apply regardless of time of day or type of call.

	<b>Per Call Surcharge</b>	<b>Per Minute Rate</b>
1	\$3.00	\$0.50
2	\$3.50	\$0.40
3	\$3.50	\$0.50
4	\$3.50	\$0.55
5	\$3.75	\$0.55
6	\$3.95	\$0.8910
7	\$3.00	\$0.25

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By:

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Dallas, Texas 75254

Effective: August 30, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service**

Prepaid Calling Cards and Debit Accounts

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

Prepaid Calling Cards

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number with automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
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Effective: August 30, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

Prepaid Calling Cards and Debit Accounts, Continued.

Prepaid Debit Accounts

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account, in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with their release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

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Effective: August 30, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

Wireless Administration Fee – a monthly fee of up to \$3.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the *Wireless Administration Fee* will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the *Wireless Administration Fee* will apply going forward.

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Inmate Debit

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
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Effective: October 3, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

Prepaid Calling Cards and Debit Accounts

**Option 1**

PER MINUTE USAGE CHARGE \$0.50

An additional per call service charge of up to \$3.00 may apply to all completed prepaid calling card IntraLATA and InterLATA telephone calls.

**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

PER MINUTE USAGE CHARGE \$0.60  
PER MINUTE USAGE CHARGE \$0.75

**Option 4**

Rates and charges for prepaid calling card services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

**Option 5**

PER MINUTE USAGE CHARGE \$0.60  
PER CALL SURCHARGE \$0.60

AdvanceConnect Accounts

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Miscellaneous Fees and Charges**

**Voice Biometrics**

Voice Biometrics provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of Voice Biometrics is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

**Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an end user's local exchange carrier bill in each month in which collect calls from confinement facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the company's expenses associated with calls from confinement facilities served by the company and that are billed through local exchange carriers. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on end users that prepay for their services or those that are directly billed by the company.

**Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Arkansas law.

**Transaction Processing Fee**

A convenience fee of up to \$9.95 is applicable to credit and debit card payments submitted to the Company via the Securus automated system or the Securus call center. A convenience fee of up to \$7.95 is applicable to credit and debit card payments submitted to the Company via the Securus website. These fees do not apply to payments mailed to the company or submitted via a customer's online banking service.

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**Universal Connectivity Charges**

Except for Prepaid Card and Prepaid Debit Account calls, non-coin payphone service provided pursuant to this rate schedule is subject to an undiscountable Universal Connectivity Charge, which is a recurring monthly charge equal to a percentage of the total new intrastate charges, after applicable of all applicable discounts and credits, as determined by the APSC.

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
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Effective: October 2, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Miscellaneous Fees and Charges, Continued**

**Location Validation Fee**

At facilities where applicable, a four percent (4%) per-call surcharge will be applied to the base rate of all call types. The base rate of a call is set forth above and does not include any applicable taxes that may apply to the call. The Location Validation Fee is applied to calls originating from facilities that have elected to utilize Securus' Location Based Services technology and recovers the cost of verifying the geographic location of the called party for security purposes pursuant to Correctional Institution contracts. The Location Validation Fee will not be assessed on End Users who are billed for services through their LECs.

**State Cost Recovery Fee**

Securus reserves the right to impose a State Cost Recovery Fee of up to five percent (5%) administered as a per-call surcharge applied to the base rate of all intrastate calls originating from facilities in order to partially recover expenses incurred with regard to operating as a regulated entity within the state. The base rate of a call is set forth above and does not include any applicable taxes that may apply to the call. Costs include, but are not limited to, such items as expenses associated with billing, collecting and remitting state USF as applicable, complying with mandatory state filings and reporting obligations, state regulatory fees, expenses for state regulatory proceedings and compliance, portions of local and state property taxes associated with intrastate calling and other non-income-tax related tax costs associated with intrastate calling and compensating other carriers for terminating calls within the state using their facilities. The State Cost Recovery Fee will not be assessed on End Users who are billed for services through their LECs.

**Pay Telephone Use Charge**

An undiscountable per call charge of \$0.60 is applicable to all intrastate, interstate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard usage charges and any applicable service charges and surcharges associated with the Company's services, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone. This charge does not apply to calls placed from pay telephones which the caller pays for the call by inserting coins during the progress of the call.

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
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Effective: August 30, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Contract Services**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this rate schedule. The terms of each contract shall be mutually agreed upon between the Customer and the Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of service or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed contract Customer as specified in each individual contract.

**Contract Location 1**

Non-Sent Paid Local Calls:	Flat Rate	-	\$4.00
Prepaid Calling Cards Local Calls:	Flat Rate	-	\$3.65

**Contract Location 2**

The following rates are applicable to Collect, AdvanceConnect, Prepaid Card and Inmate Debit calls at the contracting facility. Surcharges and per minute rates apply regardless of mileage or time of day.

Call Type	Surcharge	Per Minute Rate
Local	\$3.65	N/A
IntraLATA	\$3.65	\$0.1911
InterLATA	\$2.80	\$0.4700

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: August 30, 2013

Securus Technologies, Inc.

Illinois C.C. Tariff No. 1

Original Sheet No. 1

Cancels Evercom Systems, Inc. Illinois C.C. Tariff No. 1 in its entirety.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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TITLE SHEET

ILLINOIS CUSTOMER OWNED PAY TELEPHONE SERVICE TARIFF

OF

SECURUS TECHNOLOGIES, INC.

This tariff is filed in accordance with the Illinois Public Utilities Act of 1985 Illinois Rev. Stat. Chapter 111 2/3 paragraph 13-502(b). All services contained in this tariff are competitive.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of resold local exchange and interexchange services from public locations by Securus Technologies, Inc. ("Securus") within the State of Illinois. This tariff is on file with the Illinois Commerce Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

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Issued: November 3, 2010

Effective: November 4, 2010

Issued by: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**CHECK SHEET**

Sheets 1 through 30, inclusive, of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<b>SHEET</b>	<b>REVISION</b>
<b>1</b>	<b>Original</b>
<b>2</b>	<b>Original</b>
<b>3</b>	<b>Eighth*</b>
<b>4</b>	<b>Original</b>
<b>5</b>	<b>Original</b>
<b>6</b>	<b>Original</b>
<b>7</b>	<b>Original</b>
<b>8</b>	<b>Original</b>
<b>9</b>	<b>Original</b>
<b>10</b>	<b>Original</b>
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<b>18</b>	<b>Original</b>
<b>19</b>	<b>Original</b>
<b>20</b>	<b>Original</b>
<b>21</b>	<b>Original</b>
<b>22</b>	<b>Original</b>
<b>23</b>	<b>Original</b>
<b>24</b>	<b>Seventh*</b>
<b>25</b>	<b>Original</b>
<b>26</b>	<b>Original</b>
<b>27</b>	<b>First</b>
<b>28</b>	<b>Third</b>
<b>29</b>	<b>First</b>
<b>30</b>	<b>Original</b>

\* **Denotes changes made with this filing**

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**TARIFF FORMAT**

- A. Sheet Numbering** – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I
  - 2.1.1.A.1.(a).I.(i)
  - 2.1.1.A.1.(a).I.(i).(1).
- C. Check Sheets** – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets).
- D. Explanation of Symbols** – When changes are made in any tariff sheet, a revised sheet will be issued replacing the tariff sheet affected. Changes will be identified on the revised sheet(s) through the use of the following symbols:
- (C) - Identifies a changed regulation.
  - (D) - Identifies a discontinued rate or regulation.
  - (I) - Identifies an increase in rate.
  - (M) - Moved from another tariff location without change.
  - (N) - Identifies a new rate or regulation.
  - (R) - Identifies a reduction in rate.
  - (T) - Identifies a change in text only.
  - (Z) - Identifies a correction in text only.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**Application of Tariff**

This tariff contains the regulations and rates applicable to the provision of intrastate sale telecommunications services provided by Securus Technologies, Inc. between points within the State of Illinois to Inmates at Confinement Facilities at which the Company's Pay Telephones are located, and at certain Confinement Facilities or other locations within the State of Illinois, to users of the Company's publicly-accessible Pay Telephones.

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Issued: November 3, 2010

Effective: November 4, 2010

Issued by: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS**

**Authorization Code** – A pre-defined series of numbers to be dialed by the Inmate User or Authorized User upon access to the Company’s system to identify the caller and validate the caller’s authorization to use the services provided.

**Automated Collect Call** – Calls made by dialing “0” or “1” and the Called Station number and completed through an automated call processing system that prompts the call originator and End User. The End User accepts responsibility for payment of the charges for use of the Company’s services.

**Authorized User** – A person, firm, partnership, corporation or other entity who is authorized by the Confinement Facility to be connected to and utilize the Company’s services under the terms and regulations of this tariff.

**Called Party** – The person, individual, corporation or other entity whose telephone number is called by the Inmate User or Authorized User. The Called Party accepts responsibility for payment of the charges for use of the Company’s services.

**Called Station** – The terminating point (i.e. called number) for a call.

**Coin Pay Customer** – A person, firm, partnership, corporation or other entity that uses the Company’s coin operated pay phones.

**Commission** – The Illinois Commerce Commission.

**Company or Carrier** – Securus Technologies, Inc. unless otherwise clearly indicated by the context.

**Confinement Facility** – Used throughout this tariff to refer to any place designated by law for the confinement of persons held in custody under process of law, under lawful arrest or under mental treatment, including a facility for the detention of juveniles.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS**

**Customer** – A non-inmate person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company’s telecommunications services; all under the provision and terms of this tariff.

**Day** – From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

**Evening** – From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

**End User** – The person, individual, corporation, or other entity whose telephone number is called by the Inmate User. Other than for Prepaid Service, the End User accepts responsibility for payment of the charges for use of the Company’s services.

**Holidays** – The Company observes the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**Inmates** – Persons incarcerated in a Confinement Facility.

**Inmate Called Party** – (End-User, for Inmate Automated Collect Calls) – The person, individual, corporation or other entity whose telephone number is called by the Inmate. The Inmate Called Party accepts responsibility for payment of the charges for use of Securus’s service.

**Inmate User** – A person incarcerated in a facility serviced by the Company who is authorized by the Confinement Facility to be connected to and utilize the Company’s services under the terms and regulations of this tariff.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, CONTINUED**

**LEC** – Local Exchange Company or other company authorized to provide local telephone service.

**Night/Weekend** – From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

**Pay Telephone** – Any pay station instrument through which the Company’s services may be accessed.

**Prepaid Balance** – A balance that is established with an initial payment by an Inmate User or Authorized User for Prepaid Service. Charges are deducted from the Prepaid Balance on a per minute, real time basis.

**Prepaid Card** – A card issued by the Company which provides the Inmate User or Authorized User with a Prepaid Balance, an Authorization Code, and instruction for accessing the Company’s services. The Inmate User or Authorized User purchases usage on a set prepaid basis.

**Prepaid Service** – A service whereby the Inmate User or Authorized User accepts responsibility for payment of the charges for the use of the Company’s service. Service is accessed via a toll-free access number or other access dialing sequence.

**Public Location** – Used throughout this tariff to refer to locations accessible to the general public as defined in Orders entered in Dockets 84-0464 and 84-0442 by the Illinois Commerce Commission.

**Securus** – Securus Technologies, Inc.

**Subscriber** – The Confinement Facilities to which the Company provides the Services specified in this tariff.

**V & H Coordinates** – Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS**

**2.1 Undertaking of Securus Technologies, Inc.**

Securus's services and facilities are furnished for communications originating at Public Locations within the State of Illinois under terms of this tariff.

Securus installs, operates, and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this tariff. Securus may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Subscriber, to allow connection to the Securus network.

The Company's services and facilities are provided on a monthly basis unless otherwise provided.

**2.2 Limitations**

**2.2.1** Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.

**2.2.2** Securus reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Subscriber or End User is using service in violation of provisions of this tariff, or in violation of the law.

**2.2.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED**

**2.2 Limitations, con't**

- 2.2.4** All facilities provided under this tariff are directly controlled by Securus Technologies, Inc. and the Subscriber may not transfer or assign the use of service for facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.5** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.6** Service may otherwise be limited at the request of the Subscriber or by rules of the Commission to decrease fraud.

**2.3 Use**

Service provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of the tariff.

**2.4 Liabilities of the Company**

- 2.4.1** Securus's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the party that paid for the call for the period during which the faults in transmission occur.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED****2.4 Liabilities of Company, con't.**

- 2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Subscriber, Inmate User or Authorized User, and End Users against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Subscriber, Inmate User or Authorized User, or End User; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4** The Company shall not be liable for any defacement of or damage to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED****2.5 Deposits**

The Company does not require deposits or advance payments from Subscribers or End Users.

**2.6 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.7 Installation and Termination**

Service is installed upon mutual agreement between the Subscriber and the Company. Unless such agreement is filed pursuant to Sec. 13-509 of the Illinois Public Utilities Act, the service agreement does not alter rates specified in this tariff.

**2.8 Payment for Service**

Except for Prepaid Service, responsibility for payment of all charges for services furnished must be accepted by the End User (i.e. collect calls). All charges due by the End User are payable to the Company or the Company's authorized billing agent (such as local exchange telephone company). Terms of payment shall be according to the rules and regulations of the billing agent and subject to the rules of regulatory agencies, such as the Illinois Commerce Commission. Any objections to billed charges must be reported to the Company or its billing agent within thirty days after receipt of bill. Adjustments to bills shall be made to the extent that circumstances exist which reasonable indicate that such changes are appropriate.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED****2.9 Interconnection**

Service furnished by Securus may be connected with the service or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier.

**2.10 Refusal or Discontinuance by Company**

Securus may refuse or discontinue service under the following conditions. Unless otherwise stated, the Subscriber or End User may be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- (a) For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- (b) For the use of telephone service for any other property or purpose other than that described in the application.
- (c) For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- (d) For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission.
- (e) Without notice in the event of use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED**

**2.11 Refusal or Discontinuance by Company (Continued)**

- (f) Without notice in the event of tampering with the equipment furnished and owned by the Company.
- (g) Without notice in the event of unauthorized or fraudulent use of service.
- (h) For Subscriber's breach of the contract for service between the Company and the Subscriber.
- (i) When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

**2.12 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.13 Tests, Pilots, Promotional Campaigns and Contests**

The Carrier may conduct special tests, pilot programs, and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED****2.14 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Carrier's testing or adjusting, to the negligence of the Subscriber or End User, or to the failure of channels, equipment or communications systems provided by the Subscriber, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the End User or Subscriber to notify Carrier immediately of any interruption in service for which a credit allowance is desired.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 3 – DESCRIPTION OF SERVICE****3.1 General**

Securus Technologies, Inc. provides automated operator assisted calling for collect calls from Inmates at Confinement Facilities. With the exception of Prepaid Service, responsibility for payment of charges for calls must be accepted by the End User. Service is available 24 hours per day, seven days a week.

**3.2 Timing of Calls**

- 3.2.1** Long distance usage charges are based on actual usage of Securus's network. Timing of a call begins when the End User makes a positive acceptance of the charges for the call.
- 3.2.2** Chargeable time for a call ends upon disconnection by either party.
- 3.2.3** The minimum call duration and initial period for billing purposes is one minute.
- 3.2.4** Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.
- 3.2.5** No charges apply for incomplete calls or for calls to End Users who do not make a positive acceptance of the charges for the call (calls are terminated upon the End User's refusal to accept responsibility for charges).

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 COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF
 

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**SECTION 3 – DESCRIPTION OF SERVICE, CONTINUED****3.3 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by BellCore (Bell Communications Research), in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the serving wire center of the originating and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the wire centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 4 – RATES****4.1 General**

Charges for calls on Securus's service are computed and billed individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.3 of this tariff.

Rates vary by mileage band, time of day, and day of week. Charges also vary based on call duration.

Calls are billed based on usage of Securus Technologies, Inc.'s service. No installation charges or fixed monthly recurring charges apply.

**4.1.1 Pay Telephone Use Charge**

An undiscountable per call charge of \$0.60 is applicable to all intrastate, interstate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard usage charges and any applicable service charges and surcharges associated with the Company's services, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone. This charge does not apply to calls placed from pay telephones which the caller pays for the call by inserting coins during the progress of the call.

**4.1.2 SECUREvoice™**

This charge may apply to automated calls place by inmates of confinement facilities when such calls are provided through Securus Technologies, Inc.'s own processing equipment. SECUREvoice™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of SECUREvoice™ is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

**4.1.3 Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

**4.1.4 Credit Card/Check-by-Phone Payment Processing Fee**

A payment processing fee in the amount of \$6.95 is applicable to credit card payments and check-by-phone payments submitted to the Company. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 4 – RATES, CONTINUED**

**4.1 General (Continued)**

4.1.5 Automated Information Services

Automated Information Services (AIS) allows outside callers the ability to get inmate specific information through an interactive voice response (IVR) system. AIS is also available to inmates by using any standard inmate telephone. Where installation of AIS is requested by confinement facilities, a per call service charge of up to \$0.60 applies to all calls in addition to all applicable message charges, operator service charges and any other miscellaneous per call service charges.

COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

**SECTION 4 – RATES, CONTINUED**

**4.2 Time of Day Rate Periods**

The appropriate rates apply for day, evening and night/weekend calls based on the following charge:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

\* up to, but not including

**4.3 Holiday Rates**

The evening rate applies to the following holidays unless a lower rate would normally apply.

- New Year’s Day – January 1
- Independence Day – July 4
- Labor Day – As nationally observed
- Thanksgiving Day – As nationally observed
- Christmas Day – December 25

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 4 – RATES, CONTINUED**

**4.4 Contractual Offerings**

In accordance with Sec. 13-509 of the Illinois Public Utilities Act, Securus may negotiate with Subscribers or prospective Subscribers for the provision of any competitive telecommunications service and may offer or agree to provide such service on such terms and for such rates and charges as it deems reasonable, without regard to this tariff. Within ten (10) days of concluding such agreement, the Company shall file with the ICC any contract or memorandum of understanding which will include the rates, charges, practices, rules or regulations applicable to the service.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**


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**SECTION 4 – RATES, CONTINUED****4.5 Automated Collect-Only**

<u>Call Type</u>	<u>Mileage</u>	<u>1<sup>st</sup> Minute</u>	<u>Additional Minute</u>
<b><u>Local (DAY)</u></b>			
	1-10	\$0.1445	\$0.1275
	11-16	\$0.1530	\$0.1445
	17-22	\$0.1530	\$0.1445
	23-40	\$0.1615	\$0.1530
	41+	\$0.1615	\$0.1530
<b><u>Local (EVENING)</u></b>			
	1-10	\$0.1105	\$0.1020
	11-16	\$0.1190	\$0.1105
	17-22	\$0.1190	\$0.1190
	23-40	\$0.1275	\$0.1190
	41+	\$0.1275	\$0.1190
<b><u>Local (NIGHT)</u></b>			
	1-10	\$0.0935	\$0.0765
	11-16	\$0.0935	\$0.0935
	17-22	\$0.0935	\$0.0935
	23-40	\$0.1020	\$0.0935
	41+	\$0.1020	\$0.0935
<b><u>IntraLATA (ALL PERIODS)</u></b>			
	1-10	\$0.2000	\$0.2000
	11-22	\$0.2000	\$0.2000
	23-55	\$0.2400	\$0.2400
	56-124	\$0.2400	\$0.2400
	125-292	\$0.2900	\$0.2900
	293-430	\$0.2900	\$0.2900

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 Issued by: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
 14651 Dallas Parkway, Suite 600  
 Dallas, Texas 75254

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 COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF
 

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**SECTION 4 – RATES, CONTINUED****InterLATA (ALL PERIODS)**

1-10	\$0.2000	\$0.2000
11-22	0.2000	0.2000
23-55	0.2400	0.2400
56-124	0.2400	0.2400
125-292	0.2900	0.2900
293-430	0.2900	0.2900

**Surcharges:**

Local	\$2.50
IntraLATA	*\$2.81
Intrastate	*\$2.81
InterLATA	*\$2.81

\*Includes \$0.30 public Payphone Surcharge.

**Correctional Facility – Collect Only****Local, IntraLATA, InterLATA rates:**

1-10	\$0.2508	\$0.2214
11-22	0.2655	0.2508
23-55	0.2805	0.2655
56-124	0.3100	0.2951
125-292	0.3391	0.3245
293-430	0.3541	0.3394

**Surcharges:**

Local	\$3.35
IntraLATA	\$3.35
InterLATA	\$3.35

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14651 Dallas Parkway, Suite 600  
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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF****SECTION 4 – RATES, CONTINUED.****Correctional Facility – Collect Only**

**Standardized Instate Inmate Rates** – the following standardized rate options are available to facilities. Surcharges and per minute rates apply regardless of time of day or type of call.

	<b>Per Call Surcharge</b>	<b>Per Minute Rate</b>
1	\$3.50	\$0.3010
2	\$3.50	\$0.5010
3	\$2.75	\$0.2750
4	\$3.25	\$0.2010
5	\$3.35	\$0.3000
6	\$3.50	\$0.3200
7	\$2.90	\$0.3000
8	\$3.00	\$0.1800

(N)

**Instate Inmate Rates** – the following rate options are available to facilities. Surcharges and per minute rates apply regardless of time of day.

	<b>Per Call Surcharge</b>	<b>Per Minute Local</b>	<b>Per Minute Instate</b>
1	\$3.50	\$0.2500	\$0.3000

**Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an End User's LEC bill in each month in which collect calls from Confinement Facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the Company's expenses associated with calls from Confinement Facilities served by the Company and that are billed through LECs. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on End Users that prepay for their services or those that are directly billed by the Company.

**Public Pay Telephone Rates**

Sent paid (i.e., coin) calls – Local: This charge has been deregulated by the Federal Communications Commission.

Sent paid (i.e., coin) calls – Long Distance: The rate is \$0.25 per minute, with a four minute minimum.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 5 – PREPAID SERVICE****5.0 Prepaid Service****5.1 Prepaid Calling Cards and Debit Accounts**

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day an usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

**5.1.1 Prepaid Calling Cards**

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number which automatically connects the call to

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 5 – PREPAID SERVICE, CONTINUED****5.0 Prepaid Service (Continued)****5.1 Prepaid Calling Cards and Debit Accounts, Continued****5.1.1 Prepaid Calling Cards, Continued**

the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

**5.1.2 Prepaid Debit Accounts**

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account, in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with their release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

**5.2 AdvanceConnect Accounts**

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 5 – PREPAID SERVICE, CONTINUED****5.0 Prepaid Service (Continued)****5.2 AdvanceConnect Accounts, Con't**

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

**Wireless Administration Fee** – a monthly fee of up to \$2.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the Wireless Administration Fee will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the Wireless Administration Fee will apply going forward. (I)

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 5 – PREPAID SERVICE, CONTINUED.****5.0 Prepaid Service (Continued)****5.3 Inmate Debit**

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 5 – PREPAID SERVICE, CONTINUED.****5.0 Prepaid Service (Continued)**5.4 Rates5.4.1 Prepaid Calling Cards and Debit Accounts**Option 1**

PER MINUTE USAGE CHARGE	\$0.50
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**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

Facilities may select one of the following per minute rates. No per call surcharge applies.

PER MINUTE USAGE CHARGE	\$0.60
PER MINUTE USAGE CHARGE	\$0.75

**Option 4**

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

**Option 5**

Local:	\$0.25 per minute
Intra/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$3.50

**Option 6**

Local/IntraLATA/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$3.35

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(D)

COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**5.0 Prepaid Service (Continued)**

5.4 Rates

5.4.1 Prepaid Calling Cards and Debit Accounts (Continued)

**Option 7**

Local:	\$0.50 per minute
Per call surcharge applicable to local calls:	\$1.00
Intra/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$3.35

**Option 8**

Local/IntraLATA/InterLATA:	\$0.32 per minute
Per call surcharge applicable to all call types:	\$3.50

**Option 9**

Local/IntraLATA/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$2.90

5.4.2 AdvanceConnect Accounts

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

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(M)

(M)

Tariff Schedule Applicable to  
Intrastate Institutional Telecommunications Services Furnished by  
**Securus Technologies, Inc.**  
Between Points within the State of Maryland

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Issued: November 4, 2010  
By:

Effective: December 4, 2010

Curtis Hopfinger  
Director, Government & Regulatory Affairs  
Securus Technologies, Inc.  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

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TARIFF FORMAT

- A. **Page Numbering** – Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.
- B. **Page Revision Numbers** – Revision numbers also appear in the upper right corner of each Page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14.
- C. **Paragraph Numbering Sequence** – There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
  - 2.1
  - 2.1.1
  - 2.1.1.1
- D. **Check Sheets** – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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Dallas, Texas 75254

## CHECK SHEET

Sheets 1 through 44 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

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\*indicates those pages included with this filing.

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SECTION 1.0 – GENERAL

1.1 **Explanation of Symbols**

- (C) - To signify a changed regulation
- (D) - To signify a discontinued rate or regulation
- (I) - To signify an increase in a rate
- (M) - To signify text or rates relocated without change
- (N) - To signify a new rate or regulation or other text
- (R) - To signify a reduction in a rate
- (S) - To signify reissued regulations
- (T) - To signify a change in text but no change in rate
- (Z) - To signify a correction

1.2 **Application of the Tariff**

- 1.2.1 This tariff governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this tariff.
- 1.2.2 The Company's services are available to Confinement Facilities.
- 1.2.3 The Company's service territory is statewide.

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SECTION 1.0 – GENERAL (CONTINUED)

1.3 **Definitions**

- 1.3.1 **“Authorization Code”** is a pre-defined series of numbers to be dialed by the Inmate User or Authorized User upon access to the Company’s system to identify the caller and validate the caller’s authorization to use the services provided.
- 1.3.2 **“Authorized User”** is a person who is authorized by the Confinement Facility to be connected to and utilize the Company’s services under the terms and regulations of this tariff.
- 1.3.3 **“Called Station”** is the terminating point (i.e. called number) for a call.
- 1.3.4 **“Carrier”, “Company”, or “Utility”** refers to Securus Technologies, Inc.
- 1.3.5 **“Collect Call”** is a call which is charged to the Called Station with the approval of an End User who accepts the call at the Called Station by a key-entered positive response.
- 1.3.6 **“Commission”** means the Maryland Public Service Commission.
- 1.3.7 **“Completed Call”** is a call which the Company’s system has determined has been answered by the End User who accepts the call at the Called Station by a key-entered positive response.
- 1.3.8 **“Confinement Facility”** is used throughout this tariff to refer to any place designated by law for the confinement of persons held in custody under process of law, under lawful arrest or under mental treatment, including a facility for the detention of juveniles.

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**SECTION 1.0 – GENERAL (CONTINUED)****1.3 Definitions (Continued)**

- 1.3.9 **“Customer”** means the Confinement Facilities to which the Company provides the services specified in this tariff under contract.
- 1.3.10 **“End User”** is the person, individual, corporation, or other entity whose telephone number is called by the Inmate User. Other than for Prepaid Service calls, the End User accepts responsibility for payment of the charges for use of the Company’s services.
- 1.3.11 **“Inmates”** are persons incarcerated in a Confinement Facility.
- 1.3.12 **“Inmate Operator Assisted Service”** is an automated system which prompts the call originator and the End User on how to complete a call, without the use of a live operator.
- 1.3.13 **“Inmate User”** is a person incarcerated in a facility serviced by the Company who is authorized by the Confinement Facility to be connected to and utilize the Company’s services under the terms and regulations of this tariff.
- 1.3.14 **“Pay Telephone”** means any pay station instrument through which the Company’s services may be accessed.
- 1.3.15 **“Prepaid Balance”** means a balance that is established with an initial payment by an Inmate User for Prepaid Service. Charges are deducted from the Prepaid Balance on a per minute, real time basis.
- 1.3.16 **“Prepaid Card”** means a card issued by the Company which provides the Inmate User or Authorized User with a Prepaid Balance, an Authorization Code and instruction for accessing the Company’s services. The Inmate User or Authorized User purchases usage on a set prepaid basis.

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## SECTION 1.0 – GENERAL (CONTINUED)

- 1.3.17 **“Prepaid Debit Account”** means an account that is established with an initial payment by an Inmate User for Prepaid Service without the use of a card. The Inmate User is provided with a Prepaid Balance, an Authorization Code, and instruction for accessing the Company’s services.
- 1.3.18 **“Prepaid Service”** means a service whereby the Inmate User or Authorized User accepts responsibility for payment of the charges for use of the Company’s service. Service is accessed via a toll-free access number or other access dialing sequence.
- 1.3.19 **“Service”** means any telecommunications service(s) provided by the Carrier under this tariff.
- 1.3.20 **“Station”** means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
- 1.3.21 **“Time Period”** means the interval of hours that distinguish day, evening, night, and weekend rate periods as indicated below:

Rate Periods	From	To, but not including	Days
Weekdays	8:00 a.m.	5:00 p.m.	Monday - Friday
Evenings	5:00 p.m.	11:00 p.m.	Monday - Friday
	5:00 p.m.	11:00 p.m.	Sunday
Night/Weekends	11:00 p.m.	8:00 a.m.	Monday - Friday
	All day		Saturday & Sunday*
*exception	5:00 p.m.	11:00 p.m.	Sunday

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**SECTION 2 – RULES AND REGULATIONS****2.1 Undertaking of the Company**

The Company's services consist of furnishing interstate and intrastate telecommunications services to Inmate Users and Authorized Users of Confinement Facilities who use a Company Pay Telephone on the premises thereof. Such services are available through Company's Pay Telephones and via resold transmission facilities procured from interexchange carriers and local exchange carriers, and are furnished in accordance with the provisions of this tariff.

Services are available twenty-four (24) hours per day, seven (7) days per week.

**2.2 Obligations of the Customer**

2.2.1 The customer shall be responsible for:

2.2.1.2 Reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the customer; or the noncompliance by the customer, with these regulations, or by fire or theft or other casualty on the customer's premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.

2.2.1.3 Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's facilities and equipment installed on the customer's premises.

2.2.1.4 Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

- 2.2.1.5 Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.
- 2.2.1.6 Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.
- 2.2.2 With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:
- 2.2.2.1 Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the customer, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives or invitees; or
- 2.2.2.2 Any claim, loss, damage expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer.

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

- 2.2.3 The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the customer's expense.
- 2.2.4 The Company's services (as detailed in this tariff) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs or contracts which are applicable to such connections.
- 2.2.5 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in this tariff for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)****2.3 Liability of the Company**

2.3.1 In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions, and limitations herein specified:

**2.3.2 Service Irregularities**

2.3.2.1 The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to End Users, Inmate Users, or Authorized Users, for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to Company.

2.3.2.2 The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the customer or failure of equipment, facilities or connection provided by the customer.

**2.3.3 Claims of Misuse of Service**

2.3.3.1 The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the Subscriber with facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)**

2.3.3.2 The Company does not require indemnification from the customer where the action for which it is seeking indemnification is based on a claim of negligence by the Company.

**2.3.4 Defacement of Premises**

2.3.4.1 The Company is not liable for any defacement of, or damage to, the customer's premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.

**2.3.5 Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations**

2.3.5.1 The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. Company shall be indemnified, defended and held harmless by the customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service and not due to the gross negligence or willful misconduct of the Company.

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

**2.3.6 Service at Outdoor Locations**

2.3.6.1 The Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save the Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Company at such locations. The customer shall likewise indemnify and save the Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

**2.3.7 Warranties**

2.3.7.1 The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.

2.3.7.2 Acceptance of the provisions of Section 2.3 by the Commission does not constitute its determination that any disclaimer of warranties or representations imposed by the Company should be upheld in a court of law.

**2.3.8 Limitation of Liability**

2.3.8.1 Nothing in this tariff shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

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## SECTION 2 – RULES AND REGULATIONS (CONTINUED)

2.4 **Application for Service**2.4.1 **Minimum Contract Period**

The End User does not contract directly with the Company for service. No minimum service period applies to End Users. No notice is required by End Users to initiate use of Company's service. Service is installed upon contractual agreement between the Confinement Facility and the Company. The contractual agreement specifies the terms and conditions of installation, termination of service, commission structure, and commission payment schedule. The contract does not alter the obligations of the Company to the End User, as described in this tariff.

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

2.4.2 **Cancellation of Service**

2.4.2.1 Where the customer cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.

2.4.2.2 Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies:

2.4.2.2.A The total cost of installing and removing such facilities; or

2.4.2.2.B The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this tariff plus the full amount of any applicable installation and termination charges.

2.4.2.3 Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)****2.5 Payment for Service**

2.5.1 All charges due from the End User are payable to the billing agency duly authorized to receive such payments. Customers are not responsible for End User billing and are, therefore, not subject to disconnection for nonpayment of End User bills. Disconnection of End Users for nonpayment of bills will not occur since End Users do not contract directly with the Company for service. All bills will be rendered within sixty (60) days of the provision of service and are due and payable upon receipt or as specified on the End User's bill.

The billing agency will follow the rules and regulations of the appropriate regulatory agency and the billing agency's applicable tariff provisions concerning payment, billing, timely payment, treatment of delinquent amounts, late payment charges, and payment and collection efforts, except as otherwise provided by the regulatory agency (e.g. by waiver of rules). In those instances where the Company has no means to bill the End User through a billing agency, Company may offer to direct bill the End User or require End User to pay make prepayment for service. Should End User no longer desire to utilize Company's service and a credit balance exists, such amount will be refunded at the End User's request.

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

- 2.5.2 The End User is responsible for payment of all charges for service furnished to the End User, except in the provision of Prepaid Service where the Inmate is responsible for payment. End User bills will include, where applicable, the amount of the net charge, stated by category, for local transmission service, ancillary services and equipment, toll service, information service, sales and excise tax and of any late payment charge together with the gross amount of the bill, with separate entries for total amounts current or in arrears.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)**

- 2.5.3 The Company reserves the right to require from an End User advance payments of charges. The advance payment will not exceed an amount equal to one month's estimated charges for the service.
- 2.5.4 For Prepaid Service, the Inmate may either purchase a Prepaid Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User, which may be offered at the discretion of Confinement Facilities. Prepaid Service provides an alternative method to make calls and is designed for those who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. When the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Service is available 24 hours a day, seven days per week to all terminating locations serviced. Access to telephone service by an Inmate User may be subject to time of day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis. Prepaid Balances are not charged for incomplete calls. Prepaid Card service is not distance or time of day sensitive. Holiday discounts do not apply. Unused Prepaid Balances are not refundable nor may Prepaid Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility. For a Prepaid Debit Account, upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the account via the facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for 180 days. Inactive accounts will be removed from the database. Following their release from the Confinement Facility, the Inmate may request a refund from the facility administrator.

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

2.6 **Customer Deposits**

2.6.1 Securus Technologies, Inc. does not collect End User deposits.

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SECTION 2 – RATES AND REGULATIONS (CONTINUED)

**2.7 Late Payment Charges**

- 2.7.1 The Company agrees to abide by the regulations governing late payment charges as specified by COMAR Sections 20.30.03 as amended from time to time.
- 2.7.2 Any charges that are disputed by an End User shall not be subject to late payment charges regardless of the outcome of the dispute.
- 2.7.3 The Company will consider delinquent and may apply late payment charges on bills not paid within 30 days of the invoice billing date.
- 2.7.4 Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with COMAR 20.30.03.01A(1).

**2.8 Customer Complaints and Billing Disputes**

- 2.8.1 End Users may notify the Company of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.
- 2.8.2 End User complaints and billing disputes that are not satisfactorily resolved may be presented by the End User to:

Office of External Relations  
Maryland Public Service Commission  
6 St. Paul Street  
Baltimore, MD 21202

410.767.8028 (Office of External Relations)  
410.767.8000 (Main PSC number)  
1.800.492.0474 (Toll-free PSC number)

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)**

2.8.3 The Company provides the following toll free number (1.800.844.6591) for End Users to contact the Company in accordance with COMAR 20.45.04.02.B.

2.8.4 The Company will not collect attorney fees or court costs from End Users.

**2.9 Allowance for Interruptions in Service**

2.9.1 Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company. The Company agrees to abide by the regulations associated with interruptions in services as specified by Code of Maryland Regulations 20.45.05.09 as amended from time to time.

**2.10 Taxes and Fees**

2.10.1 All state and local taxes and fees shall be listed as separate line items on the End User's bill.

2.10.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the End User receiving service from the Company within the territorial limits of such municipality, other political sub-division or local agency of government.

2.10.3 Service shall not be subject to taxes for a given taxing jurisdiction if the End User provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the End User has been granted a tax exemption.

**2.11 Additional Fees****2.11.1 Returned Check Charge**

The charge for a returned check is \$25.00.

**2.11.2 Credit Card/Check-by-Phone Payment Processing Fee**

A payment processing fee of up to \$6.95 is applicable to credit card payments and check-by-phone payments submitted to the Company. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)****2.12 Directory Assistance Call Allowance**

This section is not applicable to Company's service.

**2.13 Special Customer Arrangements**

In cases where a customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this tariff, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the customer for the provisioning of such arrangements.

**2.14 Termination of Service:****2.14.1 Denial of Service Without Notice**

The Company may discontinue service without notice for any of the following reasons:

- 2.14.1.1 Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.
- 2.14.1.2 Adverse affects on Service. Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- 2.14.1.3 Tampering with Company Property. Customer's tampering with equipment furnished and owned by the Company.
- 2.14.1.4 Unauthorized Use of Service. Customer's unauthorized use of service by any method which causes hazardous signals over the Company's network.
- 2.14.1.5 Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)****2.14.2 Denial of Service Requiring Notice**

2.14.2.1 The Company may deny service for any of the following reasons provided it has notified the customer of its intent, in writing, to deny service and has allowed the customer a reasonable time of not less than 10 days in which to remove the cause for denial:

2.14.2.1.A Non-compliance with Regulations. For violation of or non-compliance with regulations contained in Code of Maryland Regulations 20.45.04, or for violation of or non-compliance with the Company's tariffs on file with the Commission.

2.14.2.1.B Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Maryland Public Service Commission.

2.14.2.1.C Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment.

2.14.2.1.D Non-payment of Bill

2.14.2.1.D.1 For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice of its intent to deny service if settlement of his account is not made and provided the customer has at least 5 days, excluding Sundays and holidays in which to make settlement before his service is denied.

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

- 2.14.2.1.D.2 In cases of bankruptcy, receivership, abandonment of service, or abnormal toll usage not covered adequately by a security deposit, less than 5 days notice may be given if necessary to protect the Company's revenues.
- 2.14.2.1.D.3 Except in cases where a prior promise to pay has not been kept or bankruptcy, receivership, abandoned service, or abnormal toll usage is involved, the Company may not deny service on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect service.
- 2.14.2.1.D.4 Failure to Comply with Service Conditions. For failure of the customer to furnish the permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.
- 2.14.2.1.D.5 Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)****2.14.3 Insufficient Reasons for Denial of Service**

2.14.3.1 The following may not constitute cause for refusal of service to a present or prospective customer:

2.14.3.1.A Failure of a prior customer to pay for service at the Called Station;

2.14.3.1.B Failure to pay for a different class of service for a different customer;

2.14.3.1.C Failure to pay the bill of another customer as guarantor of that bill;

2.14.3.1.D Failure to pay directory advertising charges;

2.14.3.1.E Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or

2.14.3.1.F Failure to pay an outstanding bill that is over 7 years old, unless the:

2.14.3.1.F.1 Customer signed an agreement to pay the outstanding bill before the expiration of this period;

2.14.3.1.F.2 Outstanding bill is for service obtained by the customer by means of tampering with equipment furnished and owned by the Company or by unauthorized use of service by any method; or

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SECTION 2 – RULES AND REGULATIONS (CONTINUED)

2.14.3.1.F.3 Outstanding bill is for service obtained by the customer by means of an application made:

- (i) In a fictitious name,
- (ii) In the name of an individual who is not an occupant at the Called Station, without disclosure of the individual's actual address,
- (iii) In the name of a third party without disclosing that fact or without bonafide authority from the third party, or
- (iv) Without disclosure of a material fact or by misrepresentations of a material fact.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)****2.15 Unlawful Use of Service**

2.15.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer or End User has not obtained all required governmental approvals, authorizations, licenses, consents, and permits, including the policies and procedures established by the customer for the use of the service. The Company shall refuse to furnish service to an End User or shall disconnect the service without notice of an End User when:

2.15.1.1 An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or

2.15.1.2 The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.15.2 If service has been physically disconnected by law enforcement officials at the End User's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the End User, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

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**SECTION 2 – RULES AND REGULATIONS (CONTINUED)****2.16 Interference with or Impairment of Service**

Service shall not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to End Users. The Company may require a customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

**2.17 Telephone Solicitation by Use of Recorded Messages**

2.17.1 Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or calling party controlled, are expressly prohibited.

**2.18 Incomplete Calls**

2.18.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. End Users will receive credit for calls to a wrong number if the End User notifies the Company of the error.

**2.19 Overcharge/Undercharge**

2.19.1 Overcharge/Undercharge provisions will be in accordance with COMAR 20.45.04.01.

2.19.2 When an End User has been overcharged, the amount shall be refunded or credited to the End User.

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**SECTION 3 – DESCRIPTION OF SERVICES****3.1 Trial Services**

3.1.1 The Company may offer new services, not otherwise tariffed, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

**3.2 Promotional Offerings**

3.2.1 The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval.

**3.3 Individual Case Basis (“ICB”) Offerings**

3.3.1 The tariff may not specify the price of a service in the tariff as “ICB”. The Company may or may not have an equivalent service in its tariff on file with the Commission, and the quoted ICB rates may be different than the tariffed rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

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**SECTION 3 – DESCRIPTION OF SERVICES (CONTINUED)****3.4 Institutional Operator Assisted Calling**

The services offered by the Company allow Inmate Users and Authorized Users of Confinement Facilities to place Collect Calls through an automated call processing system incorporating an automated operator and the resale of transmission services of other carriers. The call processing system prompts the Inmate User or Authorized User and the End User such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the End User, with exception of Prepaid Service, as provided in Sections 3.4.1.1 and 3.4.1.2.

Because the services offered hereunder are provided to Inmate Users and Authorized Users of Confinement Facilities or similar institutions, special stipulations may apply. These stipulations are designed to preserve the integrity and security of the facility, the safety of the public and to reduce fraud and harassment. When deemed appropriate by the facility administration, these include: providing outward only calls; providing 0+Collect Calls only for local, intraLATA toll and interLATA toll calls and blocking access to all other types or forms of calls; blocking access to local Directory Assistance (411), long distance Directory Assistance (555-1212), 911 calls, toll free numbers including 1-800, 700, 900, 950, 10XXX and any other telephone numbers the facility administration directs; limiting hours during which telephone service is available to Inmate Users and Authorized Users; and/or limiting call duration to a time interval established by the facility administration.

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SECTION 3 – DESCRIPTION OF SERVICES (CONTINUED)

3.4.1 Prepaid Calling Cards and Debit Accounts

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day an usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

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SECTION 3 – DESCRIPTION OF SERVICES (CONTINUED)

3.4.1 Prepaid Calling Cards and Debit Accounts (Cont'd)

A. Prepaid Calling Cards

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number with automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

B. Prepaid Debit Accounts

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account, in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with their release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

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## SECTION 3 – DESCRIPTION OF SERVICES (CONTINUED)

3.4.2 AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

**Wireless Administration Fee** – a monthly fee of up to \$2.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the Wireless Administration Fee will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the Wireless Administration Fee will apply going forward. (I)

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## SECTION 3 – DESCRIPTION OF SERVICES (CONTINUED)

3.4.3 Inmate Debit

(D)(N)

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

(D)(N)

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## SECTION 4 – RATES AND CHARGES

**4.1 Calculation of Rates**

- 4.1.1 Rates for service are based on airline mileage between rate centers of the calling and Called Stations. The location of rate centers is based on information provided by Verizon - Maryland, Inc. Mileage is calculated using the Vertical and Horizontal (V&H) coordinate system from the National Exchange Carriers Association Tariff F.C.C. No.4.
- 4.1.2 Timing of calls begins when the call is positively accepted by the End User at the called station. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.
- 4.1.3 Different rates apply based on time of day or day of week as described in the following rate table:

<b>Rate Periods</b>	<b>From</b>	<b>To, but not including</b>	<b>Days</b>	<b>Rate</b>
Weekdays	8:00 a.m.	5:00 p.m.	Mon - Fri	see Sec. 4.3
Evenings	5:00 p.m.	11:00 p.m.	Mon – Fri	see Sec. 4.3
	5:00 p.m.	11:00 p.m.	Sunday	see Sec. 4.3
Night/Weekend	11:00 p.m.	8:00 a.m.	Mon – Fri	see Sec. 4.3
	8:00 a.m.	5:00 p.m.	Sat – Sun	see Sec. 4.3
	5:00 p.m.	11:00 p.m.	Saturday	see Sec. 4.3

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## SECTION 4 – RATES AND CHARGES (CONTINUED)

4.2 **Dial-Around Compensation Surcharge for Payphones**

A Dial-Around Compensation Surcharge applies to all completed End User intrastate long distance calls placed from a public/semi-public payphone which are not paid on a sent paid basis.

4.2.1 The Surcharge applies to:

- A. Calling card service
- B. Collect calls
- C. Third party billed
- D. Directory Assistance calls
- E. Pre-paid card service, except for calls using the Company's Prepaid Service.

4.2.2 The Surcharge does not apply to:

- A. Calls paid for by inserting coins
- B. Calls placed from stations other than public/semi-public payphones
- C. Calls places to the Maryland Telecommunications Relay Service for the hearing impaired
- D. Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.
- E. Calls placed by an Inmate from a Company Pay Telephone.

4.2.3 The Dial Around Compensation Surcharge rate is \$0.50 per call.

## SECTION 4 – RATES AND CHARGES (CONTINUED)

4.3 **Institutional Operator Assisted Calling**4.3.1 **Local Rates and Charges for Collect Calls**

Service is billed as an operator service charge applied to each local call placed by the Inmate User or Authorized User plus a local message charge for each local collect-only operator assisted call.

- |    |                                 |        |
|----|---------------------------------|--------|
| A. | Operator Service Charge:        | \$1.70 |
| B. | Local message charge, per call: | \$0.25 |

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## SECTION 4 – RATES AND CHARGES (CONTINUED)

4.3.2 **IntraLATA Rates and Charges for Collect Calls**

Service is billed in one (1) minute increments following an initial one (1) minute billing period based on the distance in mileage between station points and time of day that the call is placed.

- A. Operator Service Charge, per call: \$2.25
- B. Usage rate, per minute:

**INTRALATA STATION TO STATION**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	INITIAL PERIOD	EACH ADD'L PERIOD	INITIAL PERIOD	EACH ADD'L PERIOD	INITIAL PERIOD	EACH ADD'L PERIOD
0-10	0.2100	0.1000	0.1500	0.0700	0.1000	0.0600
11-16	0.2200	0.1500	0.1800	0.0900	0.1200	0.0700
17-22	0.2500	0.1700	0.2000	0.1000	0.1300	0.0800
23-30	0.2700	0.2100	0.2400	0.1400	0.1600	0.0900
31-40	0.2800	0.2200	0.2500	0.1700	0.1800	0.1100
41-55	0.2900	0.2300	0.2600	0.1900	0.1900	0.1200
56-70	0.3000	0.2400	0.2700	0.2000	0.2000	0.1300
71-9999	0.3100	0.2500	0.2800	0.2100	0.2100	0.1400

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SECTION 4 – RATES AND CHARGES (CONTINUED)

**4.3 Institutional Operator Assisted Calling for Collect Calls**

**InterLATA Rates and Charges**

Service is billed in one (1) minute increments following an initial one (1) minute billing period.

- A. Operator Service Charge, per call: \$3.00
- B. Usage rate, per minute: \$0.45

**Simplified Intrastate Inmate Rates**

The following simplified rate option is available to facilities. Surcharges and per minute rates apply regardless of time of day or type of call.

Per Call Surcharge	Initial Per Minute Rate	Additional Per Minute Rate
\$0.90	\$0.10	\$0.05

(N)  
 |  
 (N)

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## SECTION 4 – RATES AND CHARGES (CONTINUED)

**4.4 Prepaid Service Charges**

(M)

**4.4.1 Option 1**

PER MINUTE USAGE CHARGE	\$0.50
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An additional per call service charge of \$1.50 will apply to all completed prepaid calling card IntraLATA and InterLATA telephone calls.

**4.4.2 Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**4.4.3 Option 3**

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

**4.4.4 AdvanceConnect Accounts**

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

**4.5 Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an End User's local exchange carrier bill in each month in which Collect Calls from Confinement Facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the Company's expenses associated with calls from Confinement Facilities served by the Company and that are billed through local exchange carriers. No fee will be assessed in any month if no Collect Calls are accepted. This fee will not be assessed on End Users that prepay for their services or those that are directly billed by the Company.

(M)

**4.6 SECUREvoice™**

This charge may apply to automated calls place by inmates of confinement facilities when such calls are provided through Securus Technologies, Inc.'s own processing equipment. SECUREvoice™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of SECUREvoice™ is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

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The Company does not offer pre-subscribed services.

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Pursuant to New Hampshire Chapter Puc 400 Rules for Telephone Utilities, Rule 404.06(a), Securus Technologies, Inc. will no longer file this Rate Schedule with the Public Utilities Commission. Securus Technologies, Inc. will update this information on its internet site so that the information is kept current.

**RATE SCHEDULE FOR:**

**Securus Technologies, Inc.  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254  
(972) 277-0300**

Regulatory Contact  
Curtis Hopfinger, Director – Government & Regulatory Affairs  
(972) 277-0319      [chopfinger@securustech.net](mailto:chopfinger@securustech.net)

Applying to Intrastate

Services Between Points

In the State of New Hampshire

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By:

Curtis Hopfinger, Director – Government & Regulatory Affairs  
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Effective: November 8, 2010

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**SERVICES AND RATE SCHEDULE**

**General**

Service is offered to Inmates of Correctional Institutions in New Hampshire. Securus Technologies, Inc.'s ("Securus") service provides automated operator assisted calling for collect calls. Responsibility for payment of charges for calls must be accepted by the Called Party. At the discretion of the institution's administration, service may be limited or restricted for reasons of fraud prevention, security or control.

Charges for calls on Securus's service are computed and billed individually for each call placed through the Company. Rates vary by time of day and day of week. Charges also vary based on call duration. Calls are billed based on usage of Securus's service. No installation charges or fixed monthly recurring charges apply.

**Timing of Calls**

- Long distance usage charges are based on actual usage of Securus's network. Timing of a call begins when the Called Party accepts the charges for the call.
- Chargeable time for a call ends upon disconnection by either party.
- The minimum call duration and initial period for billing purposes is one minute.
- Unless otherwise specified in this Rate Schedule, for billing purposes usage is measured and rounded to the next higher full minute.
- No charges apply for incomplete calls or for calls to called parties who do not accept charges for the call (calls are terminated upon the Called Party's refusal to accept responsibility for charges.)

**Time of Day Rate Periods**

The appropriate rates apply for day, evening and night/weekend calls based on the following chart.

TIMES	MON	TUES	WED	THURS	FRI	SAT	SUN
8:00 AM to 4:59 PM	Daytime Period						
5:00 PM to 11:00 PM	Evening Period						
11:01 PM to 7:59 AM	Night/Weekend Period						

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Institutional Collect-Only Calling Service**

Institutional operator assisted service allows Inmates to place collect calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by Securus's system.

A number of special blocking and screening capabilities are available with institutional operator services provided by Securus. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided to Inmates of Institutions, the following special conditions apply:

- Calls to "900", "976" or other pay-per-call services are blocked by Securus.
- At the request of the Institution, Securus may block Inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- At the request of the Institution, Securus may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- At the request of the Institution, Securus may block Inmate access to specific telephone numbers.
- Availability of Securus's services may be restricted by the Institution to certain hours and/or days of the week.
- At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning Securus's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- At the request of the Institution, Securus may impose time limits on local and long distance calls placed using its services.
- At the request of the Institution, equipment may be provided which permits monitoring of Inmate calls by legally authorized government officials.

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By:

Curtis Hopfinger, Director – Government & Regulatory Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: November 8, 2010

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Automated Operator Service Charges**

All automated operator assisted calls are subject to operator service charges. These charges apply on a per call basis and will be added to the usage charges on the bill for service.

**Institutional Collect-Only Calling Service**

**Securus Local Service – Option 1**

- A. Usage Charges:**
  - Local Message Charge: \$0.50
- B. Per Call Service Charge:**
  - Station to Station Coinless Collect: \$1.05

**Securus Intra & InterLATA Service – Option 1**

- A. Usage Charges:**
  - Prison Collect Per Minute Rate: \$0.69
- B. Per Call Service Charge:**
  - Operator Station Collect: \$3.95

**Securus Local, Intra & InterLATA Service – Option 2**

- A. Usage Charges, Per Minute:**
  - Day \$0.21
  - Evening \$0.15
  - Night/Weekend \$0.10
- B. Per Call Service Charge:**
  - Operator Station Collect: \$1.31

**Securus Local, Intra & InterLATA Service – Option 3**

- A. Local Charges:**
  - Per call \$1.55
  - Initial minute \$0.50
  - Additional minutes \$0.07
- B. InterLATA/IntraLATA Charges:**
  - Per call \$1.95
  - Initial minute \$0.32
  - Additional minutes \$0.30

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Automated Operator Service Charges (Continued)**

**Institutional Collect-Only Calling Service**

**Securus Local, Intra & InterLATA Service – Option 4**

All call types regardless of time of day: \$2.80 per call

**Securus Local, Intra & InterLATA Service – Option 5**

All call types regardless of time of day: \$0.13 per minute  
\$1.13 per call

**Securus Local, Intra & InterLATA Service – Option 6**

The following rates are applicable to collect calling services:

**Usage Charges, Per Minute:**

Day	\$0.21
Evening	\$0.15
Night/Weekend	\$0.10

**Per Call Service Charge:**

Operator Station Collect:	\$1.31
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The following rates are applicable to AdvanceConnect and Debit calling services:

**Usage Charges, Per Minute:**

Day	\$0.17
Evening	\$0.12
Night/Weekend	\$0.08

**Per Call Service Charge:**

Operator Station Collect:	\$1.25
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By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
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Effective: December 18, 2012

**SERVICES AND RATE SCHEDULE, CONTINUED**

**Automated Operator Service Charges (Continued)**

**Institutional Collect-Only Calling Service**

**Securus Local, Intra & InterLATA Service – Option 7**

The following rates are applicable to collect calling, AdvanceConnect and Debit calling services. Call charges apply regardless of time of day.

**Local Charges:**

Per call \$1.95

**InterLATA/IntraLATA Charges:**

Per call \$1.95

Initial minute \$0.32

Additional minutes \$0.30

**Securus Local, Intra & InterLATA Service – Option 8**

Call charges apply regardless of time of day.

<b>Collect, AdvanceConnect, Prepaid Calling Card Calling Services</b>			
	Per Call	Initial Minute	Additional Minute
Local Charges	\$1.55	\$0.50	\$0.07
IntraLATA	\$1.95	\$0.32	\$.30
InterLATA	\$3.90	\$0.69	\$0.69
<b>Debit Calling Services</b>			
	Per Call	Initial Minute	Additional Minute
Local Charges	\$1.30	\$0.50	\$0.07
IntraLATA	\$1.60	\$0.32	\$.30
InterLATA	\$3.90	\$0.69	\$0.69

**Securus Local, Intra & InterLATA Service – Option 9**

Call charges apply regardless of time of day.

<b>Collect, AdvanceConnect, Debit Calling Services</b>			
	Per Call	Initial Minute	Additional Minute
Local Charges	\$1.50	\$0.15	\$0.15
IntraLATA	\$1.50	\$0.15	\$0.15
InterLATA	\$1.50	\$0.15	\$0.15

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**SECUREvoice™**

SECUREvoice™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of SECUREvoice™ is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

**Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an end user's local exchange carrier bill in each month in which collect calls from confinement facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the company's expenses associated with calls from confinement facilities served by the company and that are billed through local exchange carriers. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on end users that prepay for their services or those that are directly billed by the company.

**Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to New Hampshire law.

**Transaction Processing Fee**

A convenience fee of up to \$9.95 is applicable to credit and debit card payments submitted to the Company via the Securus automated system or via the Securus call center. A convenience fee in the amount of \$7.95 is applicable to credit and debit card payments submitted to the Company via the Securus website. These fees do not apply to payments mailed to the company or submitted via a customer's online banking service. (N)(I)  
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**Location Validation Fee**

At facilities where applicable, a four percent (4%) per-call surcharge will be applied to the base rate of all call types. The base rate of a call is set forth herein and does not include any applicable taxes that may apply to the call. The Location Validation Fee is applied to calls originating from facilities that have elected to utilize Securus' Location Based Services technology and recovers the cost of verifying the geographic location of the called party for security purposes pursuant to Correctional Institution contracts. The Location Validation Fee will not be assessed on End Users who are billed for services through their LECs.

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: January 10, 2014

**SERVICES AND RATE SCHEDULE, CONTINUED**

(N)

**State Cost Recovery Fee**

Securus reserves the right to impose a State Cost Recovery Fee of up to five percent (5%) administered as a per-call surcharge applied to the base rate of all intrastate calls originating from facilities in order to partially recover expenses incurred with regard to operating as a regulated entity within the state. The base rate of a call is set forth herein and does not include any applicable taxes that may apply to the call. Costs include, but are not limited to, such items as expenses associated with billing, collecting and remitting state USF as applicable, complying with mandatory state filings and reporting obligations, state regulatory fees, expenses for state regulatory proceedings and compliance, portions of local and state property taxes associated with intrastate calling and other non-income-tax related tax costs associated with intrastate calling and compensating other carriers for terminating calls within the state using their facilities. The State Cost Recovery Fee will not be assessed on End Users who are billed for services through their LECs.

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By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: June 17, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service**

Prepaid Calling Cards and Debit Accounts

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

Prepaid Calling Cards

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number with automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

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By:

Curtis Hopfinger, Director – Government & Regulatory Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: November 8, 2010

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

Prepaid Calling Cards and Debit Accounts, Continued

Prepaid Debit Accounts

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account, in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with their release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

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By: Curtis Hopfinger, Director – Government & Regulatory Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: November 8, 2010

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

**Wireless Administration Fee** – a monthly fee of up to \$3.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the Wireless Administration Fee will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the Wireless Administration Fee will apply going forward.

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Inmate Debit

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: January 10, 2014

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

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Prepaid Services Rates

The rates listed below are applicable to the Company's Prepaid Services. For billing purposes, call timing is rounded up to the next full minute increment after a minimum initial period of one (1) minute. No time of day, holiday or volume discounts apply.

Prepaid Calling Cards and Debit Accounts

**Option 1**

PER MINUTE USAGE CHARGE \$0.50

**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

AdvanceConnect Accounts

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

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By:

Effective: February 23, 2012  
Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

**REGULATIONS AND SCHEDULE OF CHARGES**  
**APPLICABLE TO INTEREXCHANGE RESELLER SERVICES**  
**WITHIN THE COMMONWEALTH OF PENNSYLVANIA**

**PROVIDED BY**

**SECURUS TECHNOLOGIES, INC.**

This tariff contains the descriptions, regulations and rates applicable to intrastate telecommunications services furnished by Securus Technologies, Inc. to Correctional Institutions for use by Inmates within the Commonwealth of Pennsylvania. This tariff is on file with the Pennsylvania Public Utility Commission. Copies may be inspected, during normal business hours, at the Company's principal place of business at 14651 Dallas Parkway, Suite 600, Dallas, Texas 75254, telephone number (972) 277-0300.

Securus Technologies, Inc.

PA P.U.C. Tariff No. 1

Canceling Evercom Systems, Inc. PA P.U.C. Tariff No. 3 in its entirety.

Third Revised Page No. 1

Supplement No. 3

Cancels Second Revised Page No. 1

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**SUPPLEMENT NO. 1 – PA P.U.C. TARIFF NO. 1**

**LIST OF MODIFICATIONS**

**Changes:**

Remove AdvanceConnect Language  
Introduce Inmate Debit Accounts  
Relocate AdvanceConnect Language

First Revised Page No. 18  
Original Page No. 18.1  
First Revised Page No. 19

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Issued: June 11, 2012

Effective: June 12, 2012

BY: Curtis Hopfinger  
Director, Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

**CHECK SHEET**

This tariff contains a Title Page and pages 1 through 21, inclusive, each of which is effective on the date shown thereon.

<b><u>Page No.</u></b>	<b><u>Revision No.</u></b>	
Title Page	Third	*
1	Third	*
2	Third	*
3	Original	
4	Original	
5	Original	
6	Original	
7	Original	
8	Original	
9	Original	
10	Original	
11	Original	
12	Original	
13	Original	
14	Original	
15	Original	
16	Original	
17	Original	
18	First	*
18.1	Original	*
19	First	*
20	Original	
21	Second	

\* Indicates pages modified in the current filing.

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**TARIFF FORMAT**

Sheet Numbering: Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 11 and 12 would be Sheet 11.1.

Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current sheet version on file with the Pennsylvania Public Utility Commission (“Commission”). For example, 4<sup>th</sup> Revised Sheet 13 cancels 3<sup>rd</sup> Revised Sheet 13. Consult the check sheet for the sheets currently in effect.

Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i)
- 2.1.1.A.1.(a).I.(i).(1).

Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet is included. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the addition. All revised sheets in a given filing are designated by an asterisk (\*) on the Check Sheet. The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the Commission.

**EXPLANATION OF SYMBOLS – CODING OF TARIFF REVISIONS**

When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised sheet(s) through the use of the following symbols:

C – Change in Regulation, but No Change in Rate or Charge

D – Change Resulting in a Decrease in Rates

I – Change Resulting in an Increase in Rate or Change

**1. DEFINITIONS**

For the purposes of this tariff, the following definitions will apply:

Authorization Code

A pre-defined series of numbers to be dialed by the Inmate User or Authorized User upon access to the Company's system to identify the caller and validate the caller's authorization to use the services provided.

Authorized User

A person, firm partnership, corporation or other entity who is authorized by the Confinement Facility to be connected to and utilize the Company's services under the terms and regulations of this tariff. .

Called Station

The terminating point (i.e. called number) for a call.

Collect Calls

Calls billed not to the originating telephone number, but to the Called Station upon acceptance of the call via an automated interface.

Commission

Used throughout this tariff to mean the Pennsylvania Public Utility Commission.

Common Carrier

A company or entity providing telecommunications services to the public.

Company

Securus Technologies, Inc., a Delaware corporation with its principal place of business in Irving, Texas.

Confinement Facility

Used throughout this tariff to refer to any place designated by law for the confinement of persons held in custody under process of law, under lawful arrest, or under mental treatment including a facility for the detention of juveniles.

Customer or End User

The person or entity whose telephone number is called by the Inmate User. Other than for Debit Service calls, the End User accepts responsibility for the payment of charges for the use of services offered under this tariff.

Debit Account

An account that is established for an Inmate User or Authorized User with an initial payment for Debit Service. The Inmate User or Authorized User is provided with a Debit Balance, Authorization Code, and instructions for accessing the Company's services.

Debit Balance

A balance that is established with an initial payment by an Inmate User or Authorized User for Prepaid Service. Charges are deducted on a per minute, real time basis.

**1. DEFINITIONS (Continued)**

Debit Card

A card issued by the Company which provides the Inmate User or Authorized User with a Debit Account, an Authorization Code, and instructions for accessing the Company's services. Inmate User or Authorized User purchases usage on a set prepaid basis.

Debit Service

A service whereby the Inmate User or Authorized User accepts responsibility for payment of the charges for user of the Company's service. Service is accessed via a toll-free access number or other access dialing sequence.

Inmate User

A person incarcerated in a facility serviced by the Company who is authorized by the Confinement Facility to be connected to and utilize the Company's services under the terms and regulations of this tariff.

Local Access and Transport Area (LATA)

The term Local Access Transport Area denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192.

Measured Charge

A charge assessed on a per minute basis in calculating the charges for a completed call. Measured Charges are specified as a rate per minute which applies to each minute, with fractional minutes of use counted as one full minute.

Service Charge

A non-measured (fixed) charge, which is added to a Measured Charge in calculating the total tariff charges due for a completed call.

Station

Any location from which calls may be placed or received.

Telecommunications

The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

Telephone Use Charge

A flat rate for the use of the telephone. If applicable, notice of the charge will be posted on the telephone or, for collect calls made from a correctional facility, notice of the charge for the use of the telephone shall be provided to the called party through an oral message to the called party prior to acceptance of the call.

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**2. APPLICATION OF TARIFF**

- 2.1 This tariff contains the regulations and rates applicable to intrastate telecommunications services provided by the Company between points within the Commonwealth of Pennsylvania. The Company's services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.
- 2.2 The services offered by the Company subject to this tariff consist of furnishing Collect Calls through store and forward technology incorporating an automated operator and the resale of transmission services of other carriers.
- 2.3 Because the services offered hereunder are provided to inmates of a Confinement Facility or similar institution, special stipulations may apply. These stipulations are designed to preserve the integrity and security of the facility, the safety of the public and to reduce fraud and harassment. When deemed appropriate by the facility administration, these include: providing outward only calls; providing 0+ Collect Calls only for local, IntraLATA toll and InterLATA toll calls, and blocking access to all other types or forms of calls, except those related to a Debit Account; blocking access to local Directory Assistance (411), long distance Directory Assistance (555-1212), 911 calls, toll free numbers including 1-800, 700, 900, 950, 10XXX and any other telephone numbers the facility administration directs, limiting hours during which telephone service is available to inmates, and/or limiting call duration to a time interval established by the facility administration.
- 2.4 Service furnished by the Company may be connected with services or facilities of other authorized Common Carriers and with private systems, subject to the technical limitations established by the Company. The services of the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services, but do involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying Common Carriers who may be subject to the jurisdiction of this Commission.
- 2.5 The rates and regulations contained in this tariff apply only to the services furnished by the Company and do not apply unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other Common Carrier for use in accessing the services of the Company.
- 2.6 The Company's obligation to furnish service hereunder is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and contractual rights necessary for the provision of the service.

### 3. GENERAL REGULATIONS

#### 3.1 Use of Services

- 3.1.1 The Company's Services may be used for any lawful purpose consistent with the transmission and switching parameter of the telecommunications facilities utilized in the provision of services.
- 3.1.2 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use of others is prohibited.
- 3.1.3 The user of the Company's services without payment for service or attempting to avoid payment for service is prohibited.
- 3.1.4 The Company's services are available for use twenty-four hours per day, seven days a week, except as set forth in Section 2.3 of this tariff.
- 3.1.5 The Company does not transmit messages pursuant to this tariff, but its services may be used for that purpose.
- 3.1.6 The Company's services may be denied for nonpayment of charges or for their violation of this tariff.

#### 3.2 Liability of the Company

- 3.2.1 The Company shall not be liable for loss or damage sustained by reason of any failure in or breakdown of facilities associated with the Company's services or for any interruption or delay of services, whatever shall be the cause of such failure, breakdown, or interruption and whether negligent or otherwise and however long it shall last. In no event shall the Company's liability for any services exceed the charges applicable under this tariff for such services.
- 3.2.2 The Company shall be indemnified and saved harmless by any End User or by any other entity against claims for libel, slander, or the infringement of copyright arising from the material transmitted over its services; and against all other claims arising out of any or omission of a End User or of any other entity in connection with services provided by the Company.
- 3.2.3 The Company shall not be liable for any act or omission of any entity furnishing facilities or services connected with or provided in conjunction with the services of the Company.

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### 3. GENERAL REGULATIONS (Continued)

#### 3.2 Liability of the Company (Continued)

- 3.2.4 The Company shall not be liable for any personal injury or death of any person or persons, or for any loss or damage sustained by reason of acts, mistakes, omission, errors or defects in providing it services, whatever shall be the cause and whether negligent or otherwise.
- 3.2.5 The Company shall not be liable for and shall be indemnified and saved harmless by any End User or other entity from any and all loss, claims, demands, suits, or other action or any liability whatever, whether suffered, made, instituted, or any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any End User or any other entity or any other property whether owned or controlled by the End User or others, caused or claimed to have been caused, directly or indirectly, by any act or omission of the End User or others or by any installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of facilities or equipment provided by the Company. No agents or employees of any other entity shall be deemed to be the agents or employees of the Company.
- 3.2.6 The Company shall not be liable for any failure of performance due to causes beyond its control, including, without limitation, acts of God, fires, insurrections, riots or wars, strikes, lockouts, work stoppages or other labor difficulties, and any law, order, regulation or other action of any governing authority or agency thereof.

#### 3.3 Responsibilities of the End User or Inmate User

- 3.3.1 Except for Prepaid Service, the End User is responsible for payment of applicable charges set forth in this tariff.
- 3.3.2 The End User is responsible for compliance with applicable regulations set forth in this tariff.
- 3.3.3 The Inmate User is responsible for establishing its identity as often as necessary during the course of a call.
- 3.3.4 The Inmate User is responsible for identifying the party or person with whom communication is desired and/or made at the called number.

#### 3.4 Cancellation or Interruption of Services

- 3.4.1 Without incurring liability the Company may immediately discontinue services or may withhold the provision of ordered or contracted services:
- 3.4.1.A For non-payment of any sum due the Company for the services,
- 3.4.1.B For violation of any of the provisions of this tariff,
- 3.4.1.C For violation of any law, rule, regulation or policy of any governing authority having jurisdiction over the Company's services, or

**3. GENERAL REGULATIONS (Continued)**

3.4 Cancellation or Interruption of Services (Continued)

- 3.4.1.D By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.
- 3.4.2 Without incurring liability, the Company may interrupt the provision of services at any time in compliance with tariff regulations and the proper installation and operation of the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.
- 3.4.3 Service may be discontinued by the Company, without notices, by blocking traffic to certain countries, cities, or exchanges, or by blocking calls using certain authorization codes, when the Company deems it necessary to take such action to prevent unlawful use of its services, as set forth in Section 2.3 of this tariff. The Company will restore service as soon as it can be provided without undue risk.
- 3.4.4 The Company may refuse to provide service without prior notice when the called party refuses to accept the charges or has subscribed to billed number screening, prohibiting acceptance of such call.

#### 4. RATE DETERMINATION

##### 4.1 Determination of Mileage

Charges of each call are computed on an airline mileage basis as described below,

(A) Calling distance is measured from the rate center of the Confinement Facility to the rate center of the destination of the call, regardless of Company routing.

(B) The rate centers of a call are determined by the NPA's, or area codes, and exchanges of the origination and destination points, as listed in AT&T FCC Tariff No. 10.

(C) The distance between the rate center's switch used to serve the Confinement Facility and that of the destination point is calculated by using the "V" and "H" coordinates in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the rate centers of Confinement Facility's switch and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the rate centers. Obtain the difference between the "H" coordinates.

Step 3 - Square the difference obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the squares obtained in Step 4 by ten (10). If any, fraction results, round to the next higher whole number.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the rate centers.

**4. RATE DETERMINATION (Continued)**

## 4.1 Determination of Mileage (Continued)

The formula for calculating the distance between rate centers is:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

where (V1, H1) are the coordinates for the originating rate center and (V2, H2) are the coordinates for the terminating rate center.

## 4.2 Call Timing

Timing of each collect call begins when the Called Station accepts responsibility for the charges and ends when either party hangs up, as determined by standard industry methods in use for ascertaining answer and disconnect, including hardware answer supervision in which the industry methods in use for ascertaining answer and disconnect, including hardware answer supervision in which the LEC sends a signal to the switch or the software utilizing audio tone detection, or as determined by industry standards methods generally in use for ascertaining answer and disconnect as determined by the underlying Common Carrier for the Company's services, where answer supervision is available. The Company will not knowingly bill for uncompleted calls.

**5. PAYMENTS AND CHARGES**

5.1 Billing Arrangements

5.1.1 Charges for services hereunder may be:

5.1.1.A billed directly by the Company,

5.1.1.B included on the End User's regular home or business telephone bill, pursuant to billing and collection agreements established by the Company or its intermediary with the applicable telephone company.

5.1.2 When billing functions on behalf of the Company or its intermediary are performed by local exchange telephone companies or others, the payment of charge conditions and regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply.

5.1.3 The Company's bills are due upon receipt. Amounts not paid within 30 days from the due date of the invoice will be considered past due. End Users may be assessed a late fee on past due amounts at the maximum lawful rate under applicable state law. If an End User presents an undue risk of non-payment at any time, the Company may require that the End User pay its bills within a specified number of days and make payments in cash or the equivalent of cash.

5.1.4 If the End User does not pay his bill or exceeds the Payment Verification Point on his account, as set forth in Section 5.2, the Company reserves the right to suspend the End User's ability to receive collect calls from a Confinement Facility.

5.1.5 End Users with questions about invoices may contact the Company directly at its customer service center in Selma, Alabama at 800/844-6591. If written notice of a dispute as to charges is not received by the Company within thirty (30) days of the date a bill is issued, such charges shall be deemed to be correct and binding on the End User.

5.1.6 In the event the Company incurs fees or expenses in collecting or attempting to collect any charges owed the Company, the End User will be liable to the Company for the payment of all such fees and expenses reasonably incurred.

**5. PAYMENTS AND CHARGES (Continued)****5.2 Payment Verification Point**

A Payment Verification Point (PVP) is set for all accounts as a means for the Company to minimize the risk of loss, with an initial amount established for new End Users. This system enables the Company to readily identify situations where high call volumes may indicate fraudulent use of a telephone number unbeknownst to the legitimate End User or where the End User has no intent of paying outstanding charges.

For these reasons, new End Users are assigned an initial PVP until a payment history is developed or contact is made with the End User. Upon reaching 75% of the PVP amount, End Users are automatically notified and requested to contact the Company's Customer Care Center because the line will be automatically blocked once the PVP threshold is exceeded. The End User is notified again when the block is put in place.

Upon contacting the Company, End Users may discuss the limit on the account and solutions to release a block if fraud or intentional End User abuse is not suspected. While End Users are given the opportunity to have blocks removed and their balance restored to zero to allow more calls, the PVP threshold will remain unchanged. For example, End Users may establish a prepay account or pay outstanding charges to remove a call block. The PVP amount is subject to change periodically, depending on an End User's calling patterns, payment history and duration of the End User relationship.

**5.3 Contested Charges**

For consideration of any disputed charge, the End User must submit in writing to the Company, within thirty (30) days of the date the bill is issued, the call details and bases for any requested adjustment. The Company will promptly investigate and advise the End User as to its findings and disposition.

**5. PAYMENTS AND CHARGES (Continued)**

5.4 Returned Check Charge

A charge of \$25, or applicable maximum state returned check charge, may be applied if a check or draft presented for payment of service is not accepted by the institution on which it is written.

5.5 Deposits

No advance deposits are required.

5.6 Taxes

All federal, state, and local taxes for operator assisted calls are billed as separate line items and are not included in the quoted rates, with the exception of Debit Account calls.

5.7 Credit Card/Check-by-Phone Payment Processing Fee

A payment processing fee in the amount of \$6.95 is applicable to credit card payments and check-by-phone payments submitted to the Company. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

## 6. RATES AND CHARGES

This section sets forth the rates and charges applicable to the Company's intrastate telecommunications service offering. Charges consist of a variable measured charge for usage, depending on the distance and time of day of the call, plus a non-measured surcharge.

Rates charged will not exceed the Highest Interexchange Transporter Day Rates (HITDR) or surcharge (HITC) of other carriers operating in the states.

6.1 [Reserved]

6.2 Prepaid Calling Cards and Debit Accounts

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

**6. RATES AND CHARGES (CONTINUED)**

## 6.2 Prepaid Calling Cards and Debit Accounts (Continued)

6.2.1 Prepaid Calling Cards

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number with automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

6.2.2 Prepaid Debit Accounts

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account, in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with their release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

\* Material previously located on this page now appears on page number 19.

(C)

**6. RATES AND CHARGES (CONTINUED)**

(C)

## 6.2 Prepaid Calling Cards and Debit Accounts (Continued)

6.2.3 Inmate Debit Accounts

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

(C)

**6. RATES AND CHARGES (CONTINUED)**

6.3 AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

(C)

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

(C)

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

**6. RATES AND CHARGES (CONTINUED)****6.4 Prepaid Services Rates**

The rates listed below are applicable to the Company's Prepaid Services. For billing purposes, call timing is rounded up to the next full minute increment after a minimum initial period of one (1) minute. No time of day, holiday or volume discounts apply.

**6.4.1 Prepaid Calling Cards and Debit Accounts****Option 1**

PER MINUTE USAGE CHARGE \$0.50

An additional per call service charge of \$1.50 will apply to all completed prepaid calling card IntraLATA and InterLATA telephone calls.

**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

**Option 4**

Due to the limitations of certain billing platforms, Options 2 and 3 above may not be available at all facilities. In such cases an averaged or median rate is available and will be based upon the collect rates charged at the facility. Any such rates will be agreed upon by contract.

**6.4.2 AdvanceConnect Accounts**

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

**6. RATES AND CHARGES (CONTINUED)****6.5 Contract Services**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Confinement Facility not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Confinement Facility and the Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services for other distinguishing features. Service shall be available to all similarly situated Confinement Facilities for a fixed period of time following the initial offering to the first contract Confinement Facility as specified in each individual contract.

**6.6 Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an End User's local exchange carrier bill in each month in which Collect Calls from Confinement Facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the Company's expenses associated with calls from Confinement Facilities served by the Company and that are billed through local exchange carriers. No fee will be assessed in any month if no Collect Calls are accepted. This fee will not be assessed on End Users that prepay for their services or those that are directly billed by the Company.

(I)

**6.7 SECUREvoice™**

This charge may apply to automated calls place by inmates of confinement facilities when such calls are provided through Securus Technologies, Inc.'s own processing equipment. SECUREvoice™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of SECUREvoice™ is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

**REGULATIONS AND SCHEDULE OF CHARGES**  
**APPLICABLE TO INTEREXCHANGE RESELLER SERVICES**  
**WITHIN THE STATE OF PENNSYLVANIA**  
**PROVIDED BY**  
**T-NETIX TELECOMMUNICATIONS SERVICES, INC.**

This tariff contains the descriptions, regulations, and rates applicable to intrastate interexchange telecommunications resale services provided by T-NETIX Telecommunications Services, Inc. ("T-NETIX") to Correctional Institutions for use by Inmates by within the Commonwealth of Pennsylvania. This tariff is on file with the Pennsylvania Public Utility Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

**THIS TARIFF REPLACES PENNSYLVANIA P.U.C. TARIFF NO. 1 OF  
GATEWAY TECHNOLOGIES, INC. IN ITS ENTIRETY.**

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Issued: June 11, 2012  
By:

Effective: June 12, 2012  
Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

**SUPPLEMENT 13 - TELEPHONE - PA P.U.C. NO. 2**

**LIST OF MODIFICATIONS**

**CHANGES:**

Introduce Inmate Debit Accounts

Original Sheet 23.1

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Issued: June 11, 2012

Effective: June 12, 2012

By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

**CHECK SHEET**

The following sheets are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>
Title Sheet 1	Eighth Revised	*	25	Original
1.1	Thirteenth Revised	*	26	Original
2	Fourteenth Revised	*	27	Original
3	Original		28	Original
4	First Revised		29	Ninth Revised
5	Original			
6	Original			
7	Original			
8	Original			
9	Original			
10	Original			
11	Original			
12	Original			
13	Original			
14	Original			
15	Original			
16	First Revised			
17	Original			
18	Original			
19	Original			
20	Original			
21	Third Revised			
22	Second Revised			
23	Second Revised			
23.1	Original	*		
24	Fifth Revised			

Issued: June 11, 2012  
 By:

Effective: June 12, 2012  
 Curtis Hopfinger, Director – Regulatory & Government Affairs  
 14651 Dallas Parkway, Suite 600  
 Dallas, Texas 75254

**CONCURRING, CONNECTING AND OTHER PARTICIPATING CARRIERS**

CONCURRING CARRIERS:

No Concurring Carriers

CONNECTING CARRIERS:

No Connecting Carriers

OTHER PARTICIPATING CARRIERS:

No Participating Carriers

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Issued: 07/09/02

By:

Tom Larkin, President  
1544 Valwood Parkway, Suite 102  
Carrollton, Texas 75006

Effective: 08/08/02

PAn0201

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Issued: December 3, 2002

Effective: December 19, 2002

By:

Tom Larkin, President  
1544 Valwood Parkway, Suite 102  
Carrollton, Texas 75006

PAn0203

**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- (C) To signify any other changes
- (D) To signify a rate decrease
- (I) To signify a rate increase

**ABBREVIATIONS**

- HITDR** Highest Interexchange Transporter Daytime Rate
- HITC** Highest Interexchange Transporter Charge or Surcharge
- LATA** Local Access and Transport Area

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Issued: 07/09/02  
By:

Tom Larkin, President  
1544 Valwood Parkway, Suite 102  
Carrollton, Texas 75006

Effective: 08/08/02

PAn0201

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**TARIFF FORMAT**

- A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets.)

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Issued: 07/09/02

Effective: 08/08/02

By:

Tom Larkin, President  
1544 Valwood Parkway, Suite 102  
Carrollton, Texas 75006

PAn0201

**APPLICATION OF TARIFF**

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications resale services provided by T-NETIX Telecommunications Services, Inc. ("T-NETIX") to Correctional Institutions for use by Inmates by within the Commonwealth of Pennsylvania.

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Issued: 07/09/02

Effective: 08/08/02

By:

Tom Larkin, President  
1544 Valwood Parkway, Suite 102  
Carrollton, Texas 75006

PAn0201

**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Automated Collect Call** - Calls billed to the Called Party and completed through an automated call processing system that prompts the call originator and Called Party. The Called Party must accept charges for the call and is responsible for payment.

**Called Party** - The person, individual, corporation or other entity whose telephone number is called by the Inmate, and who accepts responsibility for payment of the charges for use of T-NETIX's service.

**Commission** - The Pennsylvania Public Utility Commission.

**Company or Carrier** - T-NETIX Telecommunications Services, Inc. unless otherwise clearly indicated by the context.

**Correctional Institutions** - Used throughout this tariff to refer to prisons, jails, penal institutions or other facilities used for penalty purposes. Correctional Institutions enter into an agreement with T-NETIX for the provision of collect-only automated operator assisted telecommunications services for use by Inmates.

**Customer** – See Called Party.

**Day** - From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

**Evening** - From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

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By:

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)**

**Inmates** - the jailed population of Correctional Institutions. Inmates are the users of T-NETIX's service. Responsibility for payment of charges for calls made by Inmates is accepted by the Called Party.

**LEC** - Local Exchange Company.

**Night/Weekend** - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

**T-NETIX** - T-NETIX Telecommunications Services, Inc.

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls.

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of T-NETIX Telecommunications Services, Inc.**

T-NETIX's services and facilities are furnished for communications originating at Correctional Institutions within the Commonwealth of Pennsylvania under terms of this tariff.

T-NETIX installs, operates, and maintains the communications services provided hereinunder in accordance with the terms and conditions set forth under this tariff. T-NETIX may act as the Correctional Institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Correctional Institution, to allow connection to the T-NETIX network.

The Company's services and facilities are provided on a monthly basis unless otherwise provided.

**2.2 Limitations**

**2.2.1** Service is provided only to Inmates of Correctional Institutions.

**2.2.2** Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.

**2.2.3** T-NETIX reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Correctional Institution or Inmate is using service in violation of provisions of this tariff, or in violation of the law.

**2.2.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.2 Limitations, (Cont'd.)**

**2.2.5** All facilities provided under this tariff are directly controlled by T-NETIX Telecommunications Services, Inc. and the Correctional Institution or Inmate may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

**2.2.6** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

**2.2.7** Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the Inmate population.

**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of the tariff.

**2.4 Liabilities of the Company**

**2.4.1** T-NETIX's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Called Party for the period during which the faults in transmission occur.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.4 Liabilities of Company, (Cont'd.)**

- 2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Correctional Institution, Inmates and Called Parties against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, tradename or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to , transmitted, or used by the Company under this tariff; or for any act or omission of the Correctional Institution or Inmate; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4** The Company shall not be liable for any defacement of or damages to the premises of a Correctional Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Taxes and Fees**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

- 2.5.1** State and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this tariff.
- 2.5.2** To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.5.3** The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Such adjustments shall be listed in this tariff.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Taxes and Fees, (Cont'd.)****2.5.1 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call (i.e., using the A#@ symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call, per minute \$0.26

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.6 Installation and Termination**

Service is installed upon mutual agreement between the Correctional Institution and the Company. Unless such agreement is filed pursuant to Pennsylvania Public Utility Commission rules, the service agreement does not alter rates specified in this tariff.

**2.7 Billing and Payment for Service****2.7.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an end user of the Customer by T-NETIX Telecommunications Services. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

**2.7.2 Disputed Charges**

Charges billed directly by the Company are due upon receipt. Amounts not paid within 20 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges should be received orally or in writing by the Company as soon as possible.

The Company will promptly investigate and advise the Customer as to its findings concerning disputed charges. Adjustments to Customer's bills will be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.7 Billing and Payment For Service, (Cont'd.)**

**2.7.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

**2.7.4 Deposits**

The Company does not normally require deposits. However the company reserves the right to collect a deposit from parties who are billed for collect calls from inmates.

**2.7.5 Advance Payments**

The Company does not normally require advance payments for service. However, T-NETIX reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

**2.7.6 Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

**2.7.7 Credit Card/Check-by-Phone Payment Processing Fee**

A payment processing fee in the amount of \$6.95 is applicable to credit card payments and check-by-phone payments submitted to the Company. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.8 Interconnection**

Service furnished by T-NETIX may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier.

**2.9 Refusal or Discontinuance by Company**

T-NETIX may refuse or discontinue service under the following conditions. Unless otherwise stated, the Correctional Institution, Inmate, or Called Party will be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- (a) For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- (b) For the use of telephone service for any other property or purpose other than that described in the application.
- (c) For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- (d) For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission.
- (e) Without notice in the event of use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.9 Refusal or Discontinuance by Company, (Cont'd.)**

- (f) Without notice in the event of tampering with the equipment furnished and owned by the Company.
- (g) Without notice in the event of unauthorized or fraudulent use of service.
- (h) For Correctional Institution's breach of the contract for service between the Company and the Correctional Institution.
- (i) When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

**2.10 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.11 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Carrier's testing or adjusting, to the negligence of the Correctional Institution or Inmate, or to the failure of channels, equipment or communications systems provided by the Institution, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Inmate, Called Party or Correctional Institution to notify Carrier immediately of any interruption in service for which a credit allowance is desired.

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**SECTION 3 - DESCRIPTION OF SERVICE****3.1 General**

Service is offered to Inmates of Correctional Institutions in Pennsylvania. T-NETIX's service provides automated operator assisted calling for collect calls. Responsibility for payment of charges for calls must be accepted by the Called Party. At the discretion of the institution's administration, service may be limited or restricted for reasons of fraud prevention, security or control.

**3.2 Timing of Calls**

- 3.2.1** Long distance usage charges are based on actual usage of T-NETIX's network. Timing of a call begins when the Called Party accepts the charges for the call.
- 3.2.2** Chargeable time for a call ends upon disconnection by either party.
- 3.2.3** The minimum call duration and initial period for billing purposes is one minute.
- 3.2.4** Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.
- 3.2.5** No charges apply for incomplete calls or for calls to called parties who do not accept charges for the call (calls are terminated upon the Called Party's refusal to accept responsibility for charges.)

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)****3.3 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by BellCore (Bell Communications Research), in the following manner:

- Step 1:** Obtain the "V" and "H" coordinates for the serving wire center of the Customer's switch and the destination point.
- Step 2:** Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.
- Step 3:** Square the differences obtained in Step 2.
- Step 4:** Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5:** Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6:** Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

**Formula:**

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.4 Institutional Collect-Only Calling Service**

T-Netix's Institutional Collect-Only Calling Service is offered to customers for calling within the Commonwealth of Pennsylvania. The service is designed for the placement of calls by inmates of prisons or confinement facilities. Calls are routed via automated premises equipment to valid NPA-NXX in the Commonwealth of Pennsylvania by the switching facilities of T-Netix's underlying carrier(s). If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by T-NETIX's system.

Calls are measured as described in Sections 3.3 of this tariff and rated based on time of day, call duration and mileage.

Per-minute usage sensitive charges, as well as a per-call automated operator surcharge apply.

Service may be limited or restricted at the request of the Institution administration. Restrictions include, but are not limited to: call duration limits, call-to number blocking, emergency call blocking, blocked access to a live operator and to alternate carriers, collect or person to person collect only, service availability hours, or other restrictions deemed necessary for the welfare of the institution and safety of the public.

**3.4.1 PIN-LOCK® Service**

PIN-LOCK®: applies to automated calls placed by inmates of correctional facilities when such calls are provided through T-NETIX' own processing equipment. PIN-LOCK® provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and Customer harassment by inmates. Where installation of PIN-LOCK® is requested by correctional facilities, this charge applies in addition to all applicable message charges and operator assistance service charges specified in this tariff.

**3.4.2 Bill Statement Fee**

An undiscountable bill statement fee may be applied to an End User's local exchange carrier bill in each month in which Collect Calls from Confinement Facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the Company's expenses associated with calls from Confinement Facilities served by the Company and that are billed through local exchange carriers. No fee will be assessed in any month if no Collect Calls are accepted. This fee will not be assessed on End Users that prepay for their services or those that are directly billed by the Company.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.5 Prepaid Institutional Calling Services**

**3.5.1 Prepaid Calling Cards and Debit Accounts**

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Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

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By:

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)****3.5 Prepaid Institutional Calling Services, (Cont'd.)****3.5.1 Prepaid Calling Cards and Debit Accounts, (Cont'd.)****(A) Prepaid Calling Cards**

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number with automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

**(B) Prepaid Debit Accounts**

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. All deposits to the Account are paid to and handled by the Facility. The Company receives payment from the Facility; it does not engage in direct monetary transactions with the inmate. In conjunction with release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONTINUED)****(C)****3.5 Prepaid Institutional Calling Services, (Continued)****3.5.1 Prepaid Calling Cards and Debit Accounts, (Continued)****(C) Inmate Debit Accounts**

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.5 Prepaid Institutional Calling Services, (Cont'd.)**

**3.5.2 AdvanceConnect Accounts**

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

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**SECTION 4 - RATES**

**4.1 General**

Charges for calls on T-NETIX's service are computed and billed individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.3 of this tariff.

Rates vary by time of day and day of week. Charges also vary based on call duration.

Calls are billed based on usage of T-NETIX Telecommunications Services, Inc.'s service. No installation charges or fixed monthly recurring charges apply.

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**SECTION 4 – RATES, (CONT'D.)**

**4.2 Time of Day Rate Periods**

The appropriate rates apply for day, evening and night/weekend calls based on the following chart.

TIMES	MON	TUES	WED	THURS	FRI	SAT	SUN
8:00 AM to 5:00 PM*	Daytime Period						
5:00 PM to 11:00 PM*	Evening Period						Eve.
11:00 PM to 8:00 AM*	Night/Weekend Period						

\* - to but not including

**4.3 Contracts**

Services to inmates in Correctional Institutions are provided pursuant to contract between the Company and the Correctional Institution. The rates, terms and conditions of regulated services provided pursuant to such contracts do not vary from those contained in this tariff.

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Effective: 08/08/02

By:

Tom Larkin, President  
1544 Valwood Parkway, Suite 102  
Carrollton, Texas 75006

PAn0201

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**SECTION 4 – RATES, (CONT'D.)****4.4 Automated Collect-Only IntraLATA Long Distance Service****Usage Rates:**

	<u>Min.</u>	<u>Max.</u>
Per Minute Charge	\$0.10	HITDR*

**Per Call Service Charge**

A per call service charge applies to all completed collect-only calls.

	<u>Min.</u>	<u>Max.</u>
Operator Station to Station, Automated	\$1.00	HITC**

\*HITDR – Highest Interexchange Transporter Daytime Rate

\*\*HITC – Highest Interexchange Transporter Charge

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**SECTION 4 – RATES, (CONT'D.)**

**4.5 Automated Collect-Only InterLATA Long Distance Service**

**Usage Rates:**

	<u>Min.</u>	<u>Max.</u>
Per Minute Charge	\$0.10	HITDR*

**Per Call Service Charge**

A per call service charge applies to all completed collect-only calls.

	<u>Min.</u>	<u>Max.</u>
Operator Station to Station, Automated	\$1.00	HITC**

**4.6 Automated Collect-Only Local Service**

For local calls, the following rates apply. In addition to usage charges, a per-call service charge applies to all completed local automated collect call.

<u>Weekday Rate</u>		<u>Night &amp; Weekday Rate</u>	
<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
\$0.05	HITDR*	\$0.02	HITDR*

**Per Call Service Charge:**

A per call service charge applies to all completed collect-only calls.

	<u>Min.</u>	<u>Max.</u>
Mechanized Station to Station	\$1.00	HITC**

\*HITDR – Highest Interexchange Transporter Daytime Rate

\*\*HITC – Highest Interexchange Transporter Charge

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**SECTION 4 – RATES, (CONT'D.)**

**4.7 PIN-LOCK® Rates and Charges**

PIN-LOCK® charge, per call*	<u>Min.</u> \$0.05	<u>Max.</u> HITC**
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\*(where requested by confinement facility)

**4.8 Prepaid Institutional Calling Services - Rates and Charges**

1. Option 1

Rates and charges for Prepaid Institutional Calling Services are provided at a ten percent discount off standard institutional collect rates and charges.

2. Option 2

Rate, per minute of use	<u>Min.</u> \$0.10	<u>Max.</u> HITDR*
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An additional per call service charge will apply to all completed prepaid calling card IntraLATA and InterLATA telephone calls.

Per call surcharge	<u>Min.</u> \$1.00	<u>Max.</u> HITC*
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3. Option 3

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

4. AdvancedConnect

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

**4.9 Bill Statement Fee**

Per month where applicable	\$3.49	(C)
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\*HITDR – Highest Interexchange Transporter Daytime Rate

\*\*HITC – Highest Interexchange Transporter Charge

Issued: January 20, 2012

Effective: January 21, 2012

By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
 14651 Dallas Parkway, Suite 600  
 Dallas, Texas 75254

**TARIFF APPLICABLE TO  
ALTERNATE OPERATOR SERVICES  
WITHIN THE STATE OF RHODE ISLAND  
PROVIDED BY  
SECURUS TECHNOLOGIES, INC.**

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Issued: November 9, 2010

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2010

By: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

**TITLE SHEET**

**RHODE ISLAND TELECOMMUNICATIONS TARIFF**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service or facilities for Telecommunications Services furnished by Securus Technologies, Inc. ("Securus "), with principal offices at 14651 Dallas Parkway, Suite 600, Dallas, Texas 75254. This tariff applies for services furnished within the State of Rhode Island. This tariff is on file with the Rhode Island Public Utilities Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

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14651 Dallas Parkway, Suite 600  
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**CONCURRING, CONNECTING OR  
OTHER PARTICIPATING CARRIERS**

Concurring Carriers - None

Connecting Carriers – None

Other Participating Carriers - None

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14651 Dallas Parkway, Suite 600  
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**CHECK SHEET**

Sheets 1 through 29, inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>	
1	Original		21	Original	
2	Original		22	Original	
3	Original		23	First	
4	Third	*	23.1	Original	*
5	Original		24	First	
6	Original		25	Original	
7	Original		26	Original	
8	Original		27	Original	
9	Original		28	Second	
10	Original				
11	Original				
12	Original				
13	Original				
14	Original				
15	Original				
16	Original				
17	Original				
18	Original				
19	Original				
20	Original				

\* - Indicates New or Revised Page

Issued: May 30, 2012

Effective: June 29, 2012

By:

Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
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### **SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- D** - Delete or Discontinue
- I** - Change Resulting In An Increase to A Customer's Bill
- M** - Moved from Another Tariff Location
- N** - New
- R** - Change Resulting In An Reduction to A Customer's Bill
- T** - Change in text or Regulation but no change in rate or charge

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### TARIFF FORMAT

- A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets.)

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Auto-Collect Call** - A billing arrangement by which the charges for a call may be billed to the called party without the intervention of a live operator, provided the called party agrees to accept the charges. The Called Party is responsible for charges associated with the call.

**Called Party** - The person, individual, corporation or other entity whose telephone number is called. The Called Party is responsible for payment of the charges for use of Securus's automated collect service.

**Commission** – Rhode Island Public Utilities Commission.

**Company or Carrier** - Securus Technologies, Inc. unless otherwise clearly indicated by the context.

**Confinement Facilities** - Prisons, jails, correctional institutions or other places of confinement used for penalty purposes. Confinement Facilities are Subscribers of Securus's services and make the service available to Inmates.

**Consumer or Customer** - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this price list. Includes the inmates of Correctional Institutions and parties who accept charges for calls placed from Correctional Institutions served by the Company.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONTINUED**

**Inmates** - The jailed population of Confinement Facilities. Inmates are users of Securus's system.

**LEC** - Local Exchange Company.

**Securus** - Used throughout this tariff to refer to Securus Technologies, Inc.

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## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

Securus's services and facilities are furnished for communications originating at specified points within the state of Rhode Island under terms of this tariff.

Securus installs, operates, and maintains the communications services provided herein under in accordance with the terms and conditions set forth under this tariff. Service is provided to Confinement Facilities for use by Inmates. Securus may act as the Confinement Facility's agent for ordering access connection facilities provided by other carriers or entities, when authorized, to allow connection of a Confinement Facility's location to the Securus network.

The Company's services and facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four hours per day, seven days per week.

### 2.2 Limitations

**2.2.1** Service is limited to "0+" collect calling for local, intraLATA and interLATA calls.

**2.2.2** Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.

**2.2.3** Securus reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when service is used in violation of provisions of this tariff, or in violation of the law.

**2.2.4** The company does not undertake to transmit messages, but offers the use of facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

**2.2.5** Service provided to Correctional Facilities for use by Inmates may be otherwise limited by the administration of the institution at its discretion.

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**SECTION 2 - RULES AND REGULATIONS, CONTINUED**

**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited subject to limitations imposed by the Correctional Facility.

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**SECTION 2 - RULES AND REGULATIONS, CONTINUED**

**2.4 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.4.1 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the A#@ symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call                      \$0.26

**2.5 Installation and Termination**

Service is installed upon mutual agreement between the Confinement Facility and the Company. The service agreement does not alter rates specified in this tariff.

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**SECTION 2 - RULES AND REGULATIONS, CONTINUED**

**2.6 Billing and Payment for Service**

**A. Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an end user of the Customer by Securus . All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

**B. Disputed Charges**

Charges billed directly by the Company are due upon receipt. Amounts not paid within 15 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges should be received orally or in writing by the Company as soon as possible.

The Company will promptly investigate and advise the Customer as to its findings concerning disputed charges. Adjustments to Customer's bills will be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. Customers may contact the Rhode Island Public Utilities Commission in the event of an unresolved dispute.

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**SECTION 2 - RULES AND REGULATIONS, CONTINUED**

**2.6 Billing and Payment for Service, Continued**

**C. Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

**D. Advance Payments**

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, Securus reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

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**SECTION 2 - RULES AND REGULATIONS, CONTINUED**

**2.6 Billing and Payment for Service, Continued**

**E. Deposits**

The Company does not normally require deposits. However the company reserves the right to collect a deposit from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

**F. Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Rhode Island law.

**G. Credit Card/Check-by-Phone Payment Processing Fee**

A payment processing fee in the amount of \$6.95 is applicable to credit card payments and check-by-phone payments submitted to the Company. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

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## SECTION 2 - RULES AND REGULATIONS, CONTINUED

### 2.7 Refusal or Discontinuance by Company

Securus may refuse or discontinue service under the following conditions. Unless otherwise specified, the Confinement Facility or Inmate will be given five (5) days written notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- (a) For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- (b) For the use of telephone service for any other property or purpose other than that described in the application.
- (c) For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- (d) For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission.
- (e) For non-payment of bills for telephone service.
- (f) Without notice in the event of use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- (g) Without notice in the event of tampering with the equipment furnished and owned by the Company.
- (h) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require that all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- (i) For failure of the Confinement Facility to make proper application for service.
- (j) For Confinement Facility's breach of the contract for service between the Company and the Confinement Facility.
- (k) When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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**SECTION 2 - RULES AND REGULATIONS, CONTINUED**

**2.8 Credit Allowance for Interruption of Service**

Credit allowances for interruptions of service are limited to the initial minimum call charge for re-establishing the interrupted call.

**2.9 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made when the interruption is less than twenty-four consecutive hours.

**2.10 Positive Acceptance of Calls**

No charges shall be incurred by the Called Party unless the Called Party clearly and affirmatively indicates a willingness to accept and pay for the call.

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### SECTION 3 - DESCRIPTION OF SERVICE

#### 3.1 General

Service is offered to Inmates of Confinement Facilities. Inmates may place collect calls using Securus's service.

#### 3.2 Timing of Calls

**3.2.1** Long distance usage charges are based on usage of Securus's network. The Company will determine that a call has been established through industry standard answer detection methods, including hardware answer detection.

**3.2.2** Chargeable time for a call ends upon disconnection by either party.

**3.2.3** The minimum call duration for billing purposes is one minute.

**3.2.4** After the minimum call duration, calls are rounded up to the next higher full minute for billing purposes.

**3.2.5** No charges apply for incomplete calls.

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### SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED

#### 3.3 Securus's Institutional Automated Collect Operator Service

Securus provides Institutional Automated Collect-Only Operator Service. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. A per-call service charge applies to each call, the rate for which varies depending upon the class of the call.

**3.3.1** Institutional automated collect calling service allows inmates to make collect calls to terminating locations anywhere in the state of Delaware. An automated system prompts the caller and the called party through user-friendly instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by Securus's system.

Use of the automated collect calling service is subject to the rules and regulations of the Commission and the institution's administrative restrictions.

**3.3.2** For services provided to Inmates of Institutions, the following special conditions apply:

- A.** Calls to "900", "976" or other pay-per-call services are blocked by Securus .
- B.** At the request of the Institution, Securus may block Inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- C.** At the request of the Institution, Securus may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- D.** At the request of the Institution, Securus may block Inmate access to specific telephone numbers.
- E.** Availability of Securus's services may be restricted by the Institution to certain hours and/or days of the week

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**SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED**

**3.3 Securus's Institutional Automated Collect Operator Service, Continued**

**3.3.2** For services provided to Inmates of Institutions, the following special conditions apply (continued):

- F.** At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning Securus's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- G.** At the request of the Institution, Securus may impose time limits on local and long distance calls placed using its services.
- H.** At the request of the Institution, equipment may be provided which permits monitoring of Inmate calls by legally authorized government officials.

**3.3.3 Voice Biometrics Service**

Voice Biometrics applies to automated calls placed by inmates of correctional facilities when such calls are provided through Securus's own processing equipment. Voice Biometrics provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and Customer harassment by inmates. Where installation of Voice Biometrics is requested by correctional facilities, this charge applies in addition to all applicable message charges and operator assistance service charges specified in this tariff.

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### SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED

#### 3.4 Prepaid Institutional Calling Services

##### 3.4.1 Prepaid Calling Cards and Debit Accounts

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED**

**3.4 Prepaid Institutional Calling Services, (Continued)**

**3.4.1 Prepaid Calling Cards and Debit Accounts, (Continued)**

**(A) Prepaid Calling Cards**

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number with automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

**(B) Prepaid Debit Accounts**

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED**

**3.4 Prepaid Institutional Calling Services, (Continued)**

**3.4.2 AdvanceConnect Accounts**

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after May 11, 2010. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

**Wireless Administration Fee** – a monthly fee of up to \$2.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the Wireless Administration Fee will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the Wireless Administration Fee will (I)

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apply going forward.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED**

(N)

**3.4 Prepaid Institutional Calling Services, (Continued)**

**3.4.3 Inmate Debit**

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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### SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED

#### 3.5 Bill Statement Fee

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In order to partially offset increased expenses associated with billing calls via local exchange carriers, an undiscountable bill statement fee will apply each billing period in which local or long distance collect calls are billed to a Customer's local exchange carrier. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no collect calls are billed via the Customer's local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire, or for services billed directly to the Customer by the Company.

(T)

#### 3.6 Bill Processing Charge

An undiscountable bill processing charge may be applied to an End User's direct bill in each month in which collect calls from Confinement Facilities are billed, regardless of the number of calls accepted. The bill processing charge is a monthly fee to recover some of the Company's billing expenses associated with calls from Confinement Facilities served by the Company. No charge will be assessed in any month if no collect calls are accepted. This charge will not be assessed on End User's who prepay for their services.

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## SECTION 4 - RATES

### 4.1 General

Each call is billed individually to the party responsible for the charges. The Called Party is billed based on their use of Securus's long distance service.

The charges for Securus services are determined by the:

- duration of the call
- class of call
- jurisdictional nature of the call (intra v. interLATA)

### 4.2 Automated Operator Service Charges

All automated operator assisted calls are subject to operator service charges. These charges apply on a per call basis and will be added to the usage charges on the bill for service.

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**SECTION 4 - RATES, CONTINUED**

**4.3 Securus Institutional Automated Operator Local Service**

**4.3.1 Usage Charges:**

MILES	DAY		EVENING		NIGHT	
	Initial Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
	\$0.15	\$0.15	\$0.10	\$0.10	\$0.05	\$0.05

**4.3.2 Per Call Service Charge:**

Operator Dialed Collect: \$2.50

**4.4 Securus Institutional Automated Operator IntraLATA Service**

**4.4.1 Usage Charges:**

MILES	DAY		EVENING		NIGHT	
	Initial Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
	\$0.15	\$0.15	\$0.10	\$0.10	\$0.05	\$0.05

**4.4.2 Per Call Service Charge:**

Operator Dialed Collect: \$2.50

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**SECTION 4 - RATES, CONTINUED**

**4.5 Securus Institutional Automated Operator InterLATA Service**

**4.5.1 Usage Charges:**

Prison Collect Per Minute Rates: \$0.69

**4.5.2 Per Call Service Charge:**

Operator Station Collect: \$3.95

**4.6 Rate Periods**

Rate Periods: Time-of-Day

The following time of day periods apply to all rate schedules.

Day:	Monday through Friday, 8AM to 4:59 PM
Evening:	Sunday through Friday, 5PM to 10:59PM;
Night:	11PM to 7:59 AM every day
	All day Saturday
	Sunday 8AM to 4:59PM

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**SECURUS TECHNOLOGIES, INC.  
RATE SHEET**

Pursuant to Texas S.B. No. 980, Section 52.007 (c), Securus Technologies, Inc. will no longer file this Price List with the Public Utilities Commission. However, as required by the rule, Securus Technologies, Inc. will update this information on its internet site so that the information is kept current.

**Rates – Operator Assisted Collect Calls**  
**Option 1**

Call Type	Rate Mileage	Day		Evening		Night		
		1 <sup>st</sup> Minute	Additional Minute	1 <sup>st</sup> Minute	Additional Minute	1 <sup>st</sup> Minute	Additional Minute	
Local	N/A	0.5000						\$0.50 - 15 Min.
IntraLATA	0-10	0.2975	0.2625	0.2975	0.2625	0.2975	0.2625	
	11-22	0.3150	0.2975	0.3150	0.2975	0.3150	0.2975	
	23-55	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150	
	56-124	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500	\$3.67-\$5.67-15 Min.
	125-292	0.4025	0.3850	0.4025	0.3850	0.4025	0.3850	
	293-Over	0.4200	0.4025	0.4200	0.4025	0.4200	0.4025	
InterLATA	1-17	0.2975	0.2625	0.2975	0.2625	0.2975	0.2625	
	18-22	0.3150	0.2975	0.3150	0.2975	0.3150	0.2975	
	23-28	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150	
	29-34	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150	
	35-41	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150	\$3.97-\$6.05-15 Min
	42-51	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150	
	52-66	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150	
	67-81	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500	
	82-105	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500	
	106-124	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500	
	125-292	0.4025	0.3850	0.4025	0.3850	0.4025	0.3850	
	293+	0.4200	0.4025	0.4200	0.4025	0.4200	0.4025	

**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**  
**Option 1 (Continued)**

Local:		<b>\$4.15</b>
IntraLATA:		
Operator-Dialed Station Service Charge		\$3.75
Long Distance Access Fee		\$1.00
Additional Inmate Surcharge		\$0.20
	Total	<b>\$4.95</b>
InterLATA:		
Operator-Dialed Station Service Charge		\$2.30
Long Distance Access Fee		\$1.00
Additional Inmate Surcharge		\$0.20
	Total	<b>\$3.50</b>

**Operator Assisted Collect Calls – Rates and Charges**  
**Option 2**

**Call Type**

<u>Local:</u>		
Service charge:		<b>\$2.95 per call</b>
<u>IntraLATA:</u>		
Service charge:	\$2.00 per call	\$8.00 - 15 min.
Call rate:	\$0.40 per minute	
<u>InterLATA:</u>		
Service charge:	\$2.00 per call	\$8.00 - 15 min.
Call rate:	\$0.40 per minute	

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls – Rates and Charges**

**Option 3**

Local - **\$5.65 per call surcharge**  
(No per minute charges apply.)

IntraLATA/InterLATA - **\$4.95 per call surcharge**

Rate Mileage	Initial Minute	Additional Minutes
0-10	\$0.2975	\$0.2625
11-22	\$0.3150	\$0.2975
23-55	\$0.3325	\$0.3150
56-124	\$0.3675	\$0.3500
125-292	\$0.4025	\$0.3850
293+	\$0.4200	\$0.4025

\$4.04-\$6.05 - 15 min.

**Operator Assisted Collect Calls – Rates and Charges**

**Option 4**

Local - **\$3.75 per call surcharge**  
(No per minute charges apply.)

IntraLATA/InterLATA:

Per call surcharge: **\$4.10**  
Per minute rate: **\$0.25**

\$7.85 - 15 min.

**Operator Assisted Collect Calls – Rates and Charges**

**Option 5**

Local - **\$4.65 per call surcharge**  
(No per minute charges apply.)

IntraLATA/InterLATA:

Per call surcharge: **\$4.10**  
Per minute rate: **\$0.25**

\$7.85 - 15 min.

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls – Rates and Charges**

**Option 6**

Local - **\$4.65 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**

Per call surcharge:	\$4.95	\$7.20 - 15 min.
Per minute rate:	\$0.15	

**InterLATA:**

Per call surcharge:	\$3.50	
Per minute rate:	\$0.30	\$8.00 - 15 min.

**Operator Assisted Collect Calls – Rates and Charges**

**Option 7**

Local - **\$5.65 per call surcharge**  
(No per minute charges apply.)

**IntraLATA/InterLATA:**

Per call surcharge:	\$4.50	\$8.25 - 15 min.
Per minute rate:	\$0.25	

**Operator Assisted Collect Calls – Rates and Charges**

**Option 8**

Local - **\$4.65 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**

Per call surcharge:	\$4.95	\$6.87 - 15 min.
Per minute rate:	\$0.128	

**InterLATA:**

Per call surcharge:	\$3.50	\$8.82 - 15 min.
Per minute rate:	\$0.355	

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls – Rates and Charges**

**Option 9**

**Local - \$3.50 per call surcharge**

(No per minute charges apply.)

**IntraLATA/InterLATA - \$3.00 per call surcharge**

(No per minute charges apply.)

**Operator Assisted Collect Calls – Rates and Charges**

**Option 10**

**Local - \$3.25 per call surcharge**

(No per minute charges apply.)

**IntraLATA/InterLATA - \$3.25 per call surcharge**

(No per minute charges apply.)

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls – Rates and Charges**

**Option 11**

**Local - \$4.75 per call surcharge**

(No per minute charges apply.)

**IntraLATA:**

**Per call surcharge: \$4.95**

**Per minute rates: \$5.68-\$9.90 - 15 min.**

Rate Mileage	Day		Evening		Night/Weekend	
	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.1000	0.0800	0.0750	0.0600	0.0600	0.0480
18-22	0.1500	0.1200	0.1125	0.0900	0.0900	0.0720
23-28	0.2100	0.1800	0.1575	0.1350	0.1260	0.1080
29-34	0.2400	0.2400	0.1800	0.1800	0.1440	0.1440
35-51	0.3100	0.3100	0.2325	0.2325	0.1860	0.1860
52-99999	0.3300	0.3300	0.2475	0.2475	0.1980	0.1980

**InterLATA:**

**Per call surcharge: \$3.50**

**Per minute rates: \$7.47 - \$9.95 - 15 min.**

Rate Mileage	Day		Evening		Night/Weekend	
	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.2975	0.2625	0.2975	0.2625	0.2975	0.2625
18-22	0.3150	0.2975	0.3150	0.2975	0.3150	0.2975
23-66	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150
67-124	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500
125-292	0.4025	0.3850	0.4025	0.3850	0.4025	0.3850
293-99999	0.4200	0.4025	0.4200	0.4025	0.4200	0.4025

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges**  
**Option 12**

Local - **\$4.65 per call surcharge**  
(No per minute charges apply.)

IntraLATA/InterLATA:  
Per call surcharge:     **\$4.65**                                     \$8.40 - 15 min.  
Per minute rate:       **\$0.25**

\* These rates also apply to pre-paid collect and pre-paid calling cards.

**Operator Assisted Collect Calls\* – Rates and Charges**  
**Option 13**

Local - **\$5.15 per call surcharge**  
(No per minute charges apply.)

IntraLATA/InterLATA:  
Per call surcharge:     **\$3.50**                                     \$8.90 - 15 min.  
Per minute rate:       **\$0.36**

\* These rates also apply to pre-paid debit.

**Operator Assisted Collect Calls\* – Rates and Charges**  
**Option 14**

Local/IntraLATA/InterLATA - **\$3.50 per call surcharge**  
(No per minute charges apply.)

\* These rates also apply to pre-paid collect and pre-paid debit.

**Operator Assisted Collect Calls – Rates and Charges**  
**Option 15**

Local - **\$3.60 per call surcharge**  
(No per minute charges apply.)

IntraLATA/InterLATA:  
Per call surcharge:     **\$3.60**                                     \$8.10 - 15 min.  
Per minute rate:       **\$0.30**

**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges**

**Option 16**

**Local/IntraLATA/InterLATA - \$4.50 per call surcharge**

(No per minute charges apply.)

\* These rates also apply to pre-paid collect and pre-paid debit.

**Operator Assisted Collect Calls\* – Rates and Charges**

**Option 17**

**Local/IntraLATA/InterLATA - \$2.50 per call surcharge**

(No per minute charges apply. Calls are limited to 15 minutes per call.)

\* These rates also apply to pre-paid collect and pre-paid debit.

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges**  
**Option 18**

**Local - \$4.00 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**

**Per call surcharge: \$4.00** \$4.76 - \$9.76 - 15 min.  
**Per minute rates:**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	<b>Night/Weekend</b>
Rate Mileage	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.1000	0.0900	0.0800	0.0700	0.0600	0.0500
18-22	0.1500	0.1400	0.1100	0.1100	0.0900	0.0800
23-28	0.2200	0.2000	0.1700	0.1500	0.1300	0.1200
29-34	0.2600	0.2500	0.2000	0.1900	0.1600	0.1500
35-66	0.3300	0.3100	0.2500	0.2300	0.2000	0.1900
66-99999	0.3600	0.3500	0.2700	0.2600	0.2200	0.2100

**InterLATA:**

**Per call surcharge: \$3.57** \$7.54 - \$9.63 - 15 min.  
**Per minute rates:**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	<b>Night/Weekend</b>
Rate Mileage	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.2975	0.2625	0.2975	0.2625	0.2975	0.2625
18-22	0.3150	0.2975	0.3150	0.2975	0.3150	0.2975
23-66	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150
67-124	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500
125-292	0.4025	0.3850	0.4025	0.3850	0.4025	0.3850
293-99999	0.4200	0.4025	0.4200	0.4025	0.4200	0.4025

\* These rates also apply to pre-paid collect and pre-paid debit.

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges  
Option 19**

**Local - \$5.65 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**  
**Per call surcharge: \$4.95** \$5.68 - \$9.90 - 15 min.  
**Per minute rates:**

Rate Mileage	Day	Day	Evening	Evening	Night/Weekend	Night/Weekend
	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.1000	0.0800	0.0750	0.0600	0.0600	0.0480
18-22	0.1500	0.1200	0.1125	0.0900	0.0900	0.0720
23-28	0.2100	0.1800	0.1575	0.1350	0.1260	0.1080
29-34	0.2400	0.2400	0.1800	0.1800	0.1440	0.1440
35-51	0.3100	0.3100	0.2325	0.2325	0.1860	0.1860
52-99999	0.3300	0.3300	0.2475	0.2475	0.1980	0.1980

**InterLATA:**  
**Per call surcharge: \$3.60** \$7.57 - \$9.66 - 15 min.  
**Per minute rates:**

Rate Mileage	Day	Day	Evening	Evening	Night/Weekend	Night/Weekend
	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.2975	0.2625	0.2975	0.2625	0.2975	0.2625
18-22	0.3150	0.2975	0.3150	0.2975	0.3150	0.2975
23-66	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150
67-124	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500
125-292	0.4025	0.3850	0.4025	0.3850	0.4025	0.3850
293-99999	0.4200	0.4025	0.4200	0.4025	0.4200	0.4025

The following rates apply to pre-paid collect and pre-paid debit.

**Local - \$4.90 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:** \$5.03 - \$8.52 - 15 min.  
**Per call surcharge: \$4.31**  
**Per minute rates: 15% Discount off of collect IntraLATA rates above**

**InterLATA:** \$7.00 - \$8.22 - 15 min.  
**Per call surcharge: \$3.08**  
**Per minute rates: 15% Discount off of collect InterLATA rates above**

**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges**  
**Option 20**

**Local - \$3.10 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**

**Per call surcharge: \$4.95**  
**Per minute rates: \$5.68 - \$9.90 - 15 min.**

Rate Mileage	Day	Day	Evening	Evening	Night/Weekend	Night/Weekend
	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.1000	0.0800	0.0750	0.0600	0.0600	0.0480
18-22	0.1500	0.1200	0.1125	0.0900	0.0900	0.0720
23-28	0.2100	0.1800	0.1575	0.1350	0.1260	0.1080
29-34	0.2400	0.2400	0.1800	0.1800	0.1440	0.1440
35-51	0.3100	0.3100	0.2325	0.2325	0.1860	0.1860
52-99999	0.3300	0.3300	0.2475	0.2475	0.1980	0.1980

**InterLATA:**

**Per call surcharge: \$3.60**  
**Per minute rates: \$7.57 - \$9.66 - 15 min.**

Rate Mileage	Day	Day	Evening	Evening	Night/Weekend	Night/Weekend
	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.2975	0.2625	0.2975	0.2625	0.2975	0.2625
18-22	0.3150	0.2975	0.3150	0.2975	0.3150	0.2975
23-66	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150
67-124	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500
125-292	0.4025	0.3850	0.4025	0.3850	0.4025	0.3850
293-99999	0.4200	0.4025	0.4200	0.4025	0.4200	0.4025

\* These rates also apply to pre-paid collect.

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges  
Option 21**

**Local - \$4.75 per call surcharge**  
(No per minute charges apply.)

**IntraLATA/InterLATA:**  
**Per call surcharge: \$4.20** \$7.95 - 15 min.  
**Per minute rate: \$0.25**

\* These rates also apply to pre-paid collect and pre-paid debit.

**Operator Assisted Collect Calls\* – Rates and Charges  
Option 22**

**Local - \$4.64 per call surcharge**  
(No per minute charges apply.)

**IntraLATA/InterLATA - \$4.95 per call surcharge**

<b>Rate Mileage</b>	<b>Initial Minute</b>	<b>Additional Minutes</b>
0-10	\$0.2975	\$0.2625
11-22	\$0.3150	\$0.2975
23-55	\$0.3325	\$0.3150
56-124	\$0.3675	\$0.3500
125-292	\$0.4025	\$0.3850
293+	\$0.4200	\$0.4025

\$8.92 - \$11.00 - 15 min.

\* These rates also apply to pre-paid collect and pre-paid calling cards.

**Operator Assisted Collect Calls\* – Rates and Charges  
Option 23**

**Local - \$4.85 per call surcharge**  
(No per minute charges apply.)

**IntraLATA/InterLATA:**  
**Per call surcharge: \$4.85** \$7.85 - 15 min.  
**Per minute rate: \$0.20**

\* These rates also apply to pre-paid collect and pre-paid debit.

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges  
Option 24**

**Local - \$4.10 per call surcharge**  
(No per minute charges apply.)

**IntraLATA/InterLATA:**  
**Per call surcharge: \$3.25** \$8.50 - 15 min.  
**Per minute rate: \$0.35**

\* These rates also apply to pre-paid collect and pre-paid debit.

**Operator Assisted Collect Calls\* – Rates and Charges  
Option 25**

**Local - \$5.65 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**  
**Per call surcharge: \$4.95** \$8.09 - 15 min.  
**Per minute rate: \$0.2090**

**InterLATA:**  
**Per call surcharge: \$4.95** \$8.89 - 15 min.  
**Per minute rate: \$0.2625**

\* These rates also apply to pre-paid collect

**Prepaid Calling Card:**

**Local - \$1.75 per call surcharge**  
(No per minute charges apply.)

**IntraLATA/InterLATA:**  
**Per call surcharge: \$1.75** \$6.25 - 15 min.  
**Per minute rate: \$0.30**

**SECURUS TECHNOLOGIES, INC.  
RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges**

**Option 26**

**Local - \$4.75 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**

<b>Per call surcharge:</b>	<b>\$4.95</b>	<b>\$7.20 - 15 min.</b>
<b>Per minute rate:</b>	<b>\$0.15</b>	

**InterLATA:**

<b>Per call surcharge:</b>	<b>\$3.60</b>	<b>\$8.10 - 15 min.</b>
<b>Per minute rate:</b>	<b>\$0.30</b>	

\* These rates also apply to pre-paid collect, pre-paid debit and pre-paid calling cards.

**Operator Assisted Collect Calls\* – Rates and Charges**

**Option 27**

**Traditional Collect and Pre-paid Collect - \$0.27 per minute**      **\$4.05 - 15 min.**

**Pre-paid Calling Cards and Pre-paid Debit - \$0.21 per minute**      **\$3.15 - 15 min.**

No per call surcharge applies.  
Rates apply to all call types (local, intraLATA, interLATA)

**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

**Operator Assisted Collect Calls\* – Rates and Charges**  
**Option 28**

**Local - \$4.90 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**

**Per call surcharge: \$4.95** \$6.22 - \$9.90 - 15 min.  
**Per minute rates:**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	<b>Night/Weekend</b>
Rate Mileage	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.1000	0.0800	0.0750	0.0600	0.0600	0.0480
18-22	0.1500	0.1200	0.1125	0.0900	0.0900	0.0720
23-28	0.2100	0.1800	0.1575	0.1350	0.1260	0.1080
29-34	0.2400	0.2400	0.1800	0.1800	0.1440	0.1440
35-51	0.3100	0.3100	0.2325	0.2325	0.1860	0.1860
52-99999	0.3300	0.3300	0.2475	0.2475	0.1980	0.1980

**InterLATA:**

**Per call surcharge: \$3.75** \$7.22 - \$9.80 - 15 min.  
**Per minute rates:**

	<b>Day</b>	<b>Day</b>	<b>Evening</b>	<b>Evening</b>	<b>Night/Weekend</b>	<b>Night/Weekend</b>
Rate Mileage	Initial Period	Additional Period	Initial Period	Additional Period	Initial Period	Additional Period
0-17	0.2975	0.2625	0.2975	0.2625	0.2975	0.2625
18-22	0.3150	0.2975	0.3150	0.2975	0.3150	0.2975
23-66	0.3325	0.3150	0.3325	0.3150	0.3325	0.3150
67-124	0.3675	0.3500	0.3675	0.3500	0.3675	0.3500
125-292	0.4025	0.3850	0.4025	0.3850	0.4025	0.3850
293-99999	0.4200	0.4025	0.4200	0.4025	0.4200	0.4025

\* These rates also apply to pre-paid collect, pre-paid calling cards, and pre-paid debit.



**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Service Charges for Operator Assisted Collect Calls**

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**Operator Assisted Collect Calls\* – Rates and Charges**  
**Option 30**

**Local - \$4.65 per call surcharge**  
(No per minute charges apply.)

**IntraLATA:**

<b>Per call surcharge:</b>	<b>\$4.65</b>	
<b>Per minute rate:</b>	<b>\$0.18</b>	\$7.35 - 15 min.

**InterLATA:**

<b>Per call surcharge:</b>	<b>\$3.50</b>	
<b>Per minute rate:</b>	<b>\$0.18</b>	\$6.20 - 15 min.

\* These rates also apply to pre-paid collect, pre-paid calling cards, and pre-paid debit.

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**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Rates – Prepaid Calls**

**Option 1**

Rates and charges for prepaid calling services are provided at \$0.50 per minute. \$7.10 - \$10.00 - 15 min.

An additional per call service charge of up to \$2.50 may apply to all completed prepaid calling card telephone calls.

**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

Rates and charges for prepaid calling services are provided at \$0.60 per minute. \$9.00 - 15 min.

**Option 4**

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

**Option 5**

Due to the limitations of certain billing platforms, Options 2 and 4 above may not be available at all facilities. In such cases an averaged or median rate is available and will be based upon the collect rates charged at the facility. Any such rate will be agreed upon by contract.

**Option 6**

Rates and charges for prepaid calling services are provided at \$0.60 per minute. \$10.30 - 15 min.

An additional per call service charge of up to \$1.00 may apply to all completed prepaid calling card telephone calls.

**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Rates – Prepaid Calls (Continued)**

**AdvanceConnect**

**Option 1**

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

**Option 2**

Local			
Per Minute	-	\$0.06	\$2.40 - 15 min.
Per Call	-	\$1.50	
Intra/InterLATA			
Per Minute	-	\$0.23	\$4.95 - 15 min.
Per Call	-	\$1.50	

**Option 3**

Local			
Per Call	-	\$4.00	
(No per minute rate applies.)			
Intra/InterLATA			
Per Minute	-	\$0.25	\$7.25 - 15 min.
Per Call	-	\$3.50	

**SECURUS TECHNOLOGIES, INC.**  
**TEXAS RATE SHEET (Continued)**

**Rates – General Information**

The rates stated above are Securus's standard rates throughout Texas and are provided for informational purposes only. The exact price for any specific service at any particular correctional facility may be set on an individual contract basis by agreement between Securus and the government or private entity responsible for the facility. To obtain exact pricing information for any service at a particular correctional facility in either English or Spanish, users must contact Securus at 800-844-6591. The hours during which these services will be available, limits on length and number of calls, and the numbers inmates may call are set by the entity responsible for the facility and not by Securus.

**Rates – Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an end user's local exchange carrier bill in each month in which collect calls from confinement facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the company's expenses associated with calls from confinement facilities served by the company and that are billed through local exchange carriers. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on end users that prepay for their services or those that are directly billed by the company.

**Rates – Pay Telephone Use Charge**

An undiscountable per call charge of \$0.60 is applicable to all intrastate, interstate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard usage charges and any applicable service charges and surcharges associated with the Company's services, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone. This charge does not apply to calls placed from pay telephones which the caller pays for the call by inserting coins during the progress of the call.

**Rates – SECUREvoice™**

SECUREvoice™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of SECUREvoice™ is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

**Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

**Transaction Processing Fee**

A convenience fee of up to \$9.95 is applicable to credit and debit card payments submitted to the Company via the Securus automated system or the Securus call center. A convenience fee of up to \$7.95 is applicable to credit and debit card payments submitted to the Company via the Securus website. These fees do not apply to payments mailed to the company or submitted via a customer's online banking service.

**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Rates – General Information (Continued)**

**Location Validation Fee** - At facilities where applicable, a four percent (4%) per-call surcharge will be applied to the base rate of all call types. The base rate of a call is set forth in the Rates and Service Charges for Operator Assisted Collect Calls Section and does not include any applicable taxes that may apply to the call. The Location Validation Fee is applied to calls originating from facilities that have elected to utilize Securus' Location Based Services technology and recovers the cost of verifying the geographic location of the called party for security purposes pursuant to Correctional Institution contracts. The Location Validation Fee will not be assessed on End Users who are billed for services through their LECs.

**State Cost Recovery Fee** - Securus reserves the right to impose a State Cost Recovery Fee of up to five percent (5%) administered as a per-call surcharge applied to the base rate of all intrastate calls originating from facilities in order to partially recover expenses incurred with regard to operating as a regulated entity within the state. The base rate of a call is set forth in the Rates and Service Charges for Operator Assisted Collect Calls Section and does not include any applicable taxes that may apply to the call. Costs include, but are not limited to, such items as expenses associated with billing, collecting and remitting state USF as applicable, complying with mandatory state filings and reporting obligations, state regulatory fees, expenses for state regulatory proceedings and compliance, portions of local and state property taxes associated with intrastate calling and other non-income-tax related tax costs associated with intrastate calling and compensating other carriers for terminating calls within the state using their facilities. The State Cost Recovery Fee will not be assessed on End Users who are billed for services through their LECs.

**Prepaid Expiration and Refund Policy** - The End User may request a refund of the available balance in an AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this refund policy is applicable only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

**Wireless Administration Fee** – A monthly fee of up to \$3.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the Wireless Administration Fee will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the Wireless Administration Fee will apply going forward.

**SECURUS TECHNOLOGIES, INC.**  
**RATE SHEET (Continued)**

**Rates – General Information (Continued)**

**Inmate Debit** is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

**RATE SCHEDULE FOR:**

**SECURUS TECHNOLOGIES, INC.**  
**14651 Dallas Parkway, Suite 600**  
**Dallas, Texas 75254**  
**(972) 277-0300**

Applying to Intrastate

Services Between Points

In the State of Wyoming

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By:

Effective: November 16, 2010  
Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

**SERVICES AND RATE SCHEDULE**

**General**

Service is offered to Inmates of Correctional Institutions in Wyoming. Securus Technologies, Inc.'s ("Securus ") service provides automated operator assisted calling for collect calls. Responsibility for payment of charges for calls must be accepted by the Called Party. At the discretion of the institution's administration, service may be limited or restricted for reasons of fraud prevention, security or control.

Charges for calls on Securus's service are computed and billed individually for each call placed through the Company. Rates vary by time of day and day of week. Charges also vary based on call duration. Calls are billed based on usage of Securus 's service. No installation charges or fixed monthly recurring charges apply.

**Timing of Calls**

- Long distance usage charges are based on actual usage of Securus 's network. Timing of a call begins when the Called Party accepts the charges for the call.
- Chargeable time for a call ends upon disconnection by either party.
- The minimum call duration and initial period for billing purposes is one minute.
- Unless otherwise specified in this Rate Schedule, for billing purposes usage is measured and rounded to the next higher full minute.
- No charges apply for incomplete calls or for calls to called parties who do not accept charges for the call (calls are terminated upon the Called Party's refusal to accept responsibility for charges.)

**Time of Day Rate Periods**

The appropriate rates apply for day, evening and night/weekend calls based on the following chart.

TIMES	MON	TUES	WED	THURS	FRI	SAT	SUN	
8:00 AM to 4:59 PM	Daytime Period							
5:00 PM to 11:00 PM	Evening Period							
11:01 PM to 7:59 AM	Night/Weekend Period							

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: February 5, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Institutional Collect-Only Calling Service**

Institutional operator assisted service allows Inmates to place collect calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by Securus 's system.

A number of special blocking and screening capabilities are available with institutional operator services provided by Securus. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided to Inmates of Institutions, the following special conditions apply:

- Calls to "900", "976" or other pay-per-call services are blocked by Securus .
- At the request of the Institution, Securus may block Inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- At the request of the Institution, Securus may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- At the request of the Institution, Securus may block Inmate access to specific telephone numbers.
- Availability of Securus's services may be restricted by the Institution to certain hours and/or days of the week.
- At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning Securus's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- At the request of the Institution, Securus may impose time limits on local and long distance calls placed using its services.
- At the request of the Institution, equipment may be provided which permits monitoring of Inmate calls by legally authorized government officials.

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By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: November 16, 2010

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Automated Operator Service Charges**

All automated operator assisted calls are subject to operator service charges. These charges apply on a per call basis and will be added to the usage charges on the bill for service.

**Institutional Collect-Only Calling Service**

**Local Rates and Charges**

Surcharge Local Collect Call:	\$2.75
Per Call Charge:	\$0.35

**IntraLATA Rates and Charges**

Surcharge IntraLATA Collect Call:	\$3.00
First Minute Charge:	\$0.35
Additional Minute Charge:	\$0.35

**InterLATA Rates and Charges**

Surcharge InterLATA Collect Call:	\$3.50
First Minute Charge:	\$0.50
Additional Minute Charge:	\$0.50

**Standardized Intrastate Inmate Rates** - The following standardized rate options are available to facilities. Surcharges and per minute rates apply regardless of time of day or type of call.

Per Call Surcharge	Per Minute Rate
\$1.50	\$0.25
\$2.25	\$0.30
\$2.35	\$0.30
\$2.35	\$0.35
\$2.50	\$0.50
\$2.50	\$0.55
\$2.57	\$0.30
\$3.00	\$0.25

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By:

Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: June 12, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Miscellaneous Fees and Charges**

**SECUREvoice™**

SECUREvoice™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of SECUREvoice™ is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

**Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an end user's local exchange carrier bill in each month in which collect calls from confinement facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the company's expenses associated with calls from confinement facilities served by the company and that are billed through local exchange carriers. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on end users that prepay for their services or those that are directly billed by the company.

**Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Wyoming law.

**Transaction Processing Fee**

A convenience fee of up to \$9.95 is applicable to credit and debit card payments submitted to the Company via the Securus automated system or the Securus call center. A convenience fee of up to \$7.95 is applicable to credit and debit card payments submitted to the Company via the Securus website. These fees do not apply to payments mailed to the company or submitted via a customer's online banking service.

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**Wyoming Universal Service Fund (WYUSF)**

The Company is permitted to pass through Wyoming Universal Service Fund assessments to the end user. These assessments will be billed to end users based on the assessment rate determined by the Commission.

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By:

Effective: September 24, 2013  
Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Miscellaneous Fees and Charges, Continued**

**Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate Per Call                      \$0.26

**Location Validation Fee**

At facilities where applicable, a four percent (4%) per-call surcharge will be applied to the base rate of all call types. The base rate of a call is set forth above and does not include any applicable taxes that may apply to the call. The Location Validation Fee is applied to calls originating from facilities that have elected to utilize Securus' Location Based Services technology and recovers the cost of verifying the geographic location of the called party for security purposes pursuant to Correctional Institution contracts. The Location Validation Fee will not be assessed on End Users who are billed for services through their LECs.

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: June 12, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

(N)

**Miscellaneous Fees and Charges, Continued**

**State Cost Recovery Fee**

Securus reserves the right to impose a State Cost Recovery Fee of up to five percent (5%) administered as a per-call surcharge applied to the base rate of all intrastate calls originating from facilities in order to partially recover expenses incurred with regard to operating as a regulated entity within the state. The base rate of a call is set forth above and does not include any applicable taxes that may apply to the call. Costs include, but are not limited to, such items as expenses associated with billing, collecting and remitting state USF as applicable, complying with mandatory state filings and reporting obligations, state regulatory fees, expenses for state regulatory proceedings and compliance, portions of local and state property taxes associated with intrastate calling and other non-income-tax related tax costs associated with intrastate calling and compensating other carriers for terminating calls within the state using their facilities. The State Cost Recovery Fee will not be assessed on End Users who are billed for services through their LECs.

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By: Curtis Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

Effective: June 12, 2013

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service**

Prepaid Calling Cards and Debit Accounts

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

Prepaid Calling Cards

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number which automatically connects the call to the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

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14651 Dallas Parkway, Suite 600  
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Effective: November 16, 2010

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

Prepaid Calling Cards and Debit Accounts, Continued.

Prepaid Debit Accounts

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account, in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with their release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

AdvanceConnect Accounts

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

Wireless Administration Fee – a monthly fee of up to \$3.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the *Wireless Administration Fee* will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the *Wireless Administration Fee* will apply going forward.

(I)

Inmate Debit

Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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**SERVICES AND RATE SCHEDULE, CONTINUED**

**Prepaid Service, Continued**

Prepaid Calling Cards and Debit Accounts

(M)

**Option 1**

PER MINUTE USAGE CHARGE \$0.50

An additional per call service charge of up to \$3.50 may apply to all completed prepaid calling card IntraLATA and InterLATA telephone calls.

**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

PER MINUTE USAGE CHARGE \$0.60

**Option 4**

Rates and charges for prepaid calling card services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

AdvanceConnect Accounts

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

(M)

**Contract Services**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and the Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of service or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed contract Customer as specified in each individual contract.

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