



April 1, 2019

**VIA ELECTRONIC FILING SYSTEM**

Mr. Cecil Wright, Chief Operating Officer  
Iowa Utilities Board  
1375 East Court Avenue, Room 69  
Des Moines, Iowa 50319

Re: Securus Technologies, Inc.  
Complete Tariff Filing

Dear Mr. Wright,

Pursuant to the Iowa Utilities Board ("IUB") Order Terminating Rulemaking issued January 2, 2019 and subsequent order dated March 14, 2019 in Docket No. RMU-2017-0004, Securus Technologies, Inc. ("Securus") hereby submits a complete original set of proposed new tariff pages. Securus notes that the proposed new tariff pages maintain the same substance of its current tariff on file with the IUB. Securus made only administrative changes to the tariff by removing reserved pages, removing symbols, correcting formatting and page numbers, and updating the table of contents. No changes were made to other content, and no rates or fees were changed.

Should you have any questions or comments regarding this filing, please contact the undersigned at (972) 277-0395 or [dconde@securustechnologies.com](mailto:dconde@securustechnologies.com). You may also contact Michael S. J. Lozich, Sr. Corporate Counsel & Director of Regulatory and Governmental Affairs at (972) 277-0565 or [mlozich@securustechnologies.com](mailto:mlozich@securustechnologies.com).

Respectfully submitted,

**/s/ Debbie Conde**  
Senior Regulatory Analyst

**Securus Technologies, Inc.**

**Telephone Tariff**

**Filed with The**

**Iowa Utilities Board**

---

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY:

Michael S. J. Lozich, Sr. Corporate Counsel &  
Director of Regulatory and Governmental Affairs  
4000 International Parkway  
Carrollton, Texas 75007

**CHECK SHEET**

The title page and pages 1 through 34 and attachments, inclusive, of this tariff are effective as of the date shown. Original and revised sheets, as named below, contain all changes from the original tariff that are in effect on the date thereon except as otherwise noted.

SHEET	REVISION NUMBER	SHEET	REVISION NUMBER
Title Sheet	Original	32	Original
1	Original	33	Original
2	Original	34	Original
3	Original		
4	Original		
5	Original		
7	Original		
8	Original		
9	Original		
10	Original		
11	Original		
12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		
18	Original		
19	Original		
20	Original		
21	Original		
22	Original		
23	Original		
24	Original		
25	Original		
26	Original		
27	Original		
28	Original		
29	Original		
30	Original		
31	Original		

\* - indicates new or revised sheet submitted with this filing.

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &  
 Director of Regulatory and Governmental Affairs  
 4000 International Parkway  
 Carrollton, Texas 75007

---

**TARIFF FORMAT**

Sheet Numbering – Sheet numbers appear in the upper right hand corner of the sheet. Sheets are numbered sequentially. From time to time new sheets may be added to the tariff. When a new sheet is added between existing sheets a decimal is added to the preceding sheet number. For example, a new sheet added between Sheet 3 and 4 would be numbered 3.1.

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.

**TABLE OF CONTENTS**

<b>Title Sheet</b>		<b>Cover</b>
Check Sheet		1
Tariff Format		2
Table of Contents		3
0.0 Application of Tariff		5
1.0 Explanation of Terms and Abbreviations		6
1.1 Explanations of Acronyms and Trade Names		8
2.0 Rules and Regulations		9
2.1 Undertaking		9
2.1.1 General		9
2.1.2 Limitations		9
2.2 Use		9
2.3 Liability		10
2.3.1 Inspection, Testing, and Adjustment		11
2.4 Terminal Equipment		11
2.4.1 Interference and Hazard		11
2.4.2 Blocking		11
2.5 Installation and Termination		11
2.6 Deposits		11
2.7 Payment for Service and Credit Allowance		12
2.7.1 Payment for Service		12
2.7.2 Taxes and Fees		13
2.8 Complaint Procedures		13
2.9 Branding		14

**TABLE OF CONTENTS (continued)**

3.0	Description of Service Offered	15
3.1	Company Inmate Calling Service	15
3.2	Prepaid Service	15
3.3	Timing of Calls	19
3.4	Determination of Mileage	19
4.0	Rates	21
4.1	General	21
4.2	Automated Collect Operator Assistance	21
4.3	Local Rates	22
4.4	IntraLATA Rates	23
4.5	InterLATA Rates	24
4.6	Calculation of Rates	24
4.7	Directory Assistance	25
4.8	Prepaid Service Rate	25
4.9	Return Check Charge	27
4.10	Payment Fee	27
4.11	Paper Bill/Statement Fees	27
	Forms of Service Contracts	28

**0.0**     **Application of Tariff**

- 0.0**     This tariff contains the regulations and rates applicable to intrastate telecommunications services provided by Securus Technologies, Inc. to Confinement Facilities who use the Company's Pay Telephone on the premises thereof for telecommunications between points within the state of Iowa. Such services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.
- 0.1**     The inmate calling service of Securus Technologies, Inc. is not a part of a joint undertaking with any other entity provided telecommunications channels, facilities or services, but does involve the local services of underlying common carriers subject to the jurisdiction of the Board.
- 0.2**     The rates and regulations contained in this tariff apply only to the calling services furnished by Securus Technologies, Inc. to Confinement Facilities.

---

**1.0 Explanation of Terms and Abbreviations**

**AdvanceConnect Account**

An account that is established with the Company by an initial payment by an End User which permits an Inmate User to access the Company's services to make prepaid Collect Calls.

**Ancillary Service Charge**

Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls.

**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 Fee**

A government authorized, but discretionary, fee which a Provider must remit to a federal, state, or local government, and which a Provider is permitted, but not required, to pass through to Consumers. An Authorized Fee may not include a markup, unless the markup is specifically authorized by a federal, state, or local statute, rule, or regulation.

**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.

**Automated Payment Fees**

Credit card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk.

**Board**

Refers to the Iowa Utilities Board.

**Called Station**

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

**Carrier or Company**

Refers to Securus Technologies, Inc. unless otherwise specified or clearly indicated by the context.

**Collect Call**

A type of call made which is charged to the Called Station with the approval of an End User who accepts the call at the Called Station by either a key-entered or voice-activated positive response.

**Confinement Facility, Correctional Facility or Correctional Institution**

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. A Jail or a Prison.

**End User**

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.



---

**1.0 Explanation of Terms and Abbreviations (continued)**

**Inmates**

Persons incarcerated in a Confinement Facility.

**Inmate Operator Assisted Service**

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.

**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.

**Jail**

A facility of a local, state, or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; or (3) post-conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

**Live Agent Fee**

A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

**Paper Bill/Statement Fees**

Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

**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 instructions 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 use of the Company's service. Service is accessed via a toll-free access number or other access dialing sequence.

---

**1.0 Explanation of Terms and Abbreviations (continued)**

**Prison**

A facility operated by a territorial, state, or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences of longer than one year.

**Rate Center**

A specified geographic point from which the vertical and horizontal coordinate is used to calculate airline mileage.

**Securus**

Refers to Securus Technologies, Inc.

**Subscriber**

Confinement Facilities to which the Company provides the services specified in this tariff through a contractual agreement.

**Terminal Equipment**

Telecommunications services, apparatus and associated wiring on the Premises of the Confinement Facility.

**1.1 Explanation of Acronyms and Trade Names Used in this Tariff**

CPE = Customer Premises Equipment

NPA = Numbering Plan Area

---

**2.0 Rules and Regulations**

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

**2.1.1 General**

The services of Securus consist of furnishing interstate and intrastate telecommunications services to Inmate Users and Authorized Users of Confinement Facilities and who use a Company Pay Telephone on the premises thereof. Such services are available through Securus' 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.

**2.1.2 Limitations**

- (A) Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this tariff in compliance with limitations set forth in the Iowa Utilities Board's rules.
- (B) The Company reserves the right to discontinue service when the Subscriber or End User is using the service in violation of the provisions of this tariff, signed contract, or the law, with notice as required by the rules of the Iowa Utilities Board.
- (C) The Company does not undertake to transmit messages, but offers the use of its facilities, when available, for that purpose.

**2.2 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of the service. Service furnished by Company is exclusively arranged for use by Inmate Users or Authorized Users of Confinement Facilities. Other than for Prepaid Service calls, payment for the services provided by the Company is the ultimate responsibility of the End User. Payment arrangements are set forth in Section 2.7.1 of this tariff.

---

**2.0 Rules and Regulations (continued)**

**2.3 Liability**

- (A) The Company shall not be liable for claim or loss, expense or 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 an act of God, fire, war, civil disturbance, or act of government, except as specified in paragraph (E) of this section 2.3.
- (B) The Company shall not be liable for, and shall be fully indemnified and held harmless by End User and Subscriber against, any claim or loss, expense or damage, for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, proprietary or creative right or any other injury to any person, property, or entity arising out of the material, data, or information transmitted.
- (C) No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
- (D) The Company's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for under this tariff for the long distance call, including any applicable surcharges.
- (E) Notwithstanding anything to the contrary in this section 2.3, if the Company's service is interrupted and remains out of service for more than 24 hours after the earlier of being reported to the Company or being found by the Company to be out of order, and if the interruption is not the results of a negligent or willful act by the End User or Subscriber, a malfunction of subscriber-owned equipment, disasters or acts of God, or the Company's inability to gain access to the subscriber's premises, the Company will make appropriate adjustments. Such adjustments in the form of direct payments or bill credits will be the proportionate part of the monthly charge for all services and facilities rendered inoperative during the interruption, beginning with the hour of the report or discovery of the interruption.

---

**2.0 Rules and Regulations (continued)**

**2.3.1 Inspection, Testing, and Adjustment**

Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the requirements of this tariff are being complied with in the installation, operation, or maintenance of the Subscriber's or the Carrier's equipment. Company may interrupt the service at any time, without penalty to itself, unless interruption exceeds 24 hours.

**2.4 Terminal Equipment**

**2.4.1 Interference and Hazard**

The operating characteristics of customer premises equipment or communications systems connected to Company's services must not interfere with, or impair, any of the services offered by Company. In addition, connected CPE must not endanger the safety of Company employees or the public, damage, or interfere with the proper functioning of Company equipment, or otherwise injure the public in its use of Company's services.

**2.4.2 Blocking**

Since all calls will be either automated collect only calls or those made utilizing Company's Prepaid Service, calls to reach a long distance telephone company other than Securus will be blocked.

**2.5 Installation and Termination**

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 or terminate use of Company's service. Service is installed upon contractual agreement between the Subscriber and the Company. The contractual agreement specifies the terms and conditions of installation, termination of service, commission structure, and commission payment schedule. The Subscriber contract does not alter the obligations of the Company to the End User, as described in this tariff, nor does the contract alter the rates contained in this schedule.

**2.6 Deposits**

Deposits are required of neither the End Users nor the Subscribers for establishment of service.

---

**2.0 Rules and Regulations (continued)**

**2.7 Payment for Service and Credit Allowance**

**2.7.1 Payment for Service**

- (A) All charges due from the called party are payable to the billing agency duly authorized to receive such payments. Subscribers are not responsible for called party billing and are, therefore, not subject to disconnection for nonpayment of called party bills. Disconnection of called parties for nonpayment of bills will not occur since called parties do not contract directly with the Company for service. All bills will be rendered within sixty (60) days of the provision of service.
- (B) The billing agency will follow the rules and regulations of the appropriate regulatory agency (i.e. the Iowa Utilities Board) 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).
- (C) Called party 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 together with the gross amount of the bill, with separate entries for total amounts current or in arrears.

---

**2.0 Rules and Regulations (continued)**

**2.7 Payment for Service and Credit Allowance (continued)**

**2.7.2 Taxes and Fees**

Any governmental assessments, fees, license or other similar taxes or fees imposed upon Company on a per call basis shall be added pro rata, insofar as practical, to the rates and charges stated in this tariff. Other than for Prepaid Service calls, such taxes and fees will be separately stated on bills.

**2.8 Inquiry and Resolution of Complaint Procedures**

Parties accepting charges for calls placed using Company's inmate calling service who have inquiries or complaints regarding their bills may call the toll-free number of the billing agent provided on the bill. The billing agent will notify the caller of the Company's toll-free number and direct the caller to call the Company directly. Such calls will be handled informally by service personnel who have authority to adjust bills on behalf of the Company.

Other inquiries, general questions, or complaints may be directed informally to available Company customer service personnel. The Company's customer service department can be reached by dialing 800-844-6591, which is a Company toll-free number, available from outside the Confinement Facility. This number may be obtained by asking the billing agent's customer service person. The Company's customer service department accepts calls on a twenty-four hour a day basis.

---

**2.0 Rules and Regulations (continued)**

**2.8 Inquiry and Resolution of Complaint Procedures (continued)**

Complaints concerning the charges, practices, facilities, or services of the Company will be investigated promptly and thoroughly. The Company and its authorized billing agents will keep records of each complainant, the date and nature of the complaint, which will enable the Company to review and analyze its procedures and actions. The records maintained by the Company under this tariff will be available for inspection by the Board or its staff upon request. Within thirty (30) days of the receipt of a written complaint, the Company will provide written notice to the End User of the status of the complaint. Each End User may file with the Board for resolution of the disputes. Each complainant will be mailed a statement of their right to contact the Board at:

Iowa Utilities Board  
1375 E. Court Avenue, Room 69  
Des Moines, Iowa 50319

**2.9 Branding**

Company shall identify itself as Securus Technologies, Inc. audibly and distinctly, to the Inmate User or Authorized User and to the called party before any charge for the call is incurred.



**3.0 Description of Services****3.1 Company Inmate Calling Service**

Company offers intrastate resale telecommunications service to Confinement Facilities in Iowa and who use a Company Pay Telephone.

Inmate Users may arrange to have calls billed to the called party (collect) according to the terms of the tariff, except where Prepaid Service is used.

The services are activated when the Inmate User or Authorized User dials the called party's telephone number. An affirmative, positive response from the called party must be received by Company in order for the call to begin. A positive response is not the called party staying on the line, but the entering of an acceptance code by the called party. The Company automated operator device will indicate the acceptance of the call or payment responsibility.

**3.2 Prepaid Services****3.2.1 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 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.

**3.0 Description of Services (cont)****3.2.1.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 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.

**3.2.1.B Prepaid Debit Account**

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. No refunds of unused Prepaid Balances will be issued after the expiration date.

**3.2.2 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 LEC does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with an initial 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 AdvanceConnect Balance at the conclusion of the call.

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY:

Michael S. J. Lozich, Sr. Corporate Counsel &  
Director of Regulatory and Governmental Affairs  
4000 International Parkway  
Carrollton, Texas 75007

**3.0 Description of Services (cont)**

**3.2.2 AdvanceConnect Accounts (cont)**

When the AdvanceConnect Balance in an AdvanceConnect Account reaches ten dollars (\$10) 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 AdvanceConnect (Prepaid) Balance reaches zero prior to replenishment of the AdvanceConnect (Prepaid) Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the AdvanceConnect (Prepaid) Balance is replenished.

The End User may request a refund of the available AdvanceConnect (Prepaid) Balance in the AdvanceConnect (Prepaid) 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 information that they are the account holder. Any such unused AdvanceConnect (Prepaid) Balances will expire in one hundred eighty (180) days following the last call made, unless the AdvanceConnect (Prepaid) Balance is either fully depleted or a refund has been requested. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect (Prepaid) 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. AdvanceConnect (Prepaid) Balances are not charged for incomplete calls.

**3.0 Description of Services (cont)****3.2.3 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.

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY:

Michael S. J. Lozich, Sr. Corporate Counsel &  
Director of Regulatory and Governmental Affairs  
4000 International Parkway  
Carrollton, Texas 75007

3.0 **Description of Services Offered (cont)**

3.3 **Timing of Calls**

**General**

(A) The minimum length of a call for billing purposes is sixty (60) seconds for a connected call. Calls are measured and rounded to the next higher full minute.

(B) Correctional Facilities require time limits be placed on Inmate initiated calls. Timing of Inmate initiated calls begins when the End User accepts the call and the Inmate and End User are connected. The call ends when either the Inmate or End User hangs up, as determined by the industry standard methods generally in use for ascertaining disconnection or when the call timer reaches the maximum time allowed by the Correctional Facility. Call attempts that are not completed or not accepted by the End User will not be billed.

3.4 **Determination of Mileage**

Charges for each call are computed on an airline mileage basis as described below.

(A) Calling distance is measured from the rate center of the subscriber's or company's terminal or switch location 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 listing in AT&T FCC Tariff No. 10.

(C) The distance between the rate center of the subscriber's switch 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 subscriber'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.

**3.0 Description of Services Offered (continued)**

**3.4 Determination of Mileage (continued)**

The formula for calculating the distance between rate centers is:

$$\left[ \frac{(V1-V2)^2 + (H1-H2)^2}{10} \right]^{1/2}$$

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

---

**4.0 Rates**

**4.1 General**

Each called party is charged individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.4

**4.2 Automated Collect Operator Assistance**

Collect calls are completed with the assistance of an automated operator. The called party must accept responsibility for payment with a positive response. There is no charge if the called party does not accept responsibility for payment with a positive response. See Section 3.1.

**4.0 Rates (continued)**

**4.3 Local Inmate Collect Rates**

RATE MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	FIRST MINUTE	EACH ADD'L MINUTE	FIRST MINUTE	EACH ADD'L MINUTE	FIRST MINUTE	EACH ADD'L MINUTE
0-99999	\$2.45	\$0.01	\$2.45	\$0.01	\$2.45	\$0.01

Local Inmate Collect calls under this rate option will not exceed \$2.50 per call.



**4.0 Rates (continued)**

**4.4 IntraLata Inmate Collect Rates**

First Minute:

Day:	\$3.95
Evening:	\$3.95
Night/Weekend:	\$3.95

Each Additional Minute:

Day:	\$0.20
Evening:	\$0.20
Night/Weekend:	\$0.20

**Day Rate Period: Calls placed from 8 a.m. to 4:59 p.m. Monday through Friday.**

Evening Rate Period: Calls placed from 5 p.m. to 11 p.m. Sunday through Friday and company-recognized holidays.

Night/Weekend Rate Period: Calls placed from 11:01 p.m. to 7:59 a.m. Monday through Friday, all day Saturday and all day Sunday.

---

**4.0 Rates (continued)**

**4.5 InterLata Inmate Collect Rates**

First Minute: \$4.25

Each Additional Minute:

All periods: \$0.50

**Day Rate Period: Calls placed from 8 a.m. to 4:59 p.m. Monday through Friday.**

Evening Rate Period: Calls placed from 5 p.m. to 11 p.m. Sunday through Friday and company-recognized holidays.

Night/Weekend Rate Period: Calls placed from 11:01 p.m. to 7:59 a.m. Monday through Friday, all day Saturday and all day Sunday.

**4.6 Calculation of Rates**

When application of per minute rates results in a fractional charge for the total cost of a phone call, the amount will be rounded up to the nearest one (1) minute increment. When calls cross rate period boundaries (e.g., from the day rate period to the evening rate period), each portion of the call is rated according to the rates applicable during that time period.

The charge for the initial period is the initial period in which the message connect time occurs. The charge for each additional minute of usage is the additional minute billing rate for the rate period in which the beginning of each additional minute occurs.

**4.0 Rates (continued)**

**4.7 Directory Assistance**

Directory assistance service is not offered at this time.

**4.8 Prepaid Service Rates**

4.8.A Calling Cards and Debit:

Option 1:

Per minute usage charge \$0.50

An additional First Minute charge of up to \$2.50 may apply to all completed prepaid calling card IntraLATA and InterLATA telephone calls.

Option 2:

Per minute usage charge \$0.50

Option 3

Per minute usage charge \$0.60

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

First Minute \$0.60  
 Each Additional Minute \$0.50

IntraLATA and InterLATA

First Minute \$3.10  
 Each Additional Minute \$0.50

Option 6

Local

(not to exceed \$2.00)  
 First Minute \$1.95  
 Each Additional Minute \$0.01

IntraLATA and InterLATA

First Minute \$1.50  
 Each Additional Minute \$0.50

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &  
 Director of Regulatory and Governmental Affairs  
 4000 International Parkway  
 Carrollton, Texas 75007

**4.0 Rates (continued)**

**4.8 Prepaid Service Rates (continued)**

4.8.A Calling Cards and Debit: (continued)

Option 7

Per minute usage charge \$0.21

Option 8

First Minute \$0.60  
 Each Additional Minute \$0.50

Option 9

Local

First Minute \$2.44  
 Each Additional Minute \$0.01

IntraLATA

First Minute \$3.74  
 Each Additional Minute \$0.19

InterLATA

First Minute \$4.01  
 Each Additional Minute \$0.46

4.8.B AdvanceConnect Accounts:

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

**4.0 Rates (continued)**

**4.9 Return Check Charge**

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

**4.10 Payment Fee**

**Automated Payment Fees (where available)** – Credit card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk (where available).

Automated payment fees - \$3.00 maximum charge per use

**Live Agent Fee** – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee - \$5.95 maximum charge per use

**4.11 Paper Bill/Statement Fees**

Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fee - \$2.00 maximum charge per occurrence but not more than once per month

**CONTRACTS FOR SERVICE**

**Contract – Location 1**

Contract – Location 1 provides collect, prepaid collect, and prepaid calling card services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:59 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local <sup>1</sup>	\$2.20	\$0.01	\$0.01
IntraLATA	\$2.96-\$3.00	\$0.20	\$0.16
InterLATA	\$3.20	\$0.40	\$0.40

<sup>1</sup> Local calls under this rate option will not exceed \$2.25.

<b>Prepaid Calling Card</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local <sup>2</sup>	\$1.95	\$0.01	\$0.01
IntraLATA	\$1.50	\$0.50	\$0.50
InterLATA	\$1.50	\$0.50	\$0.50

<sup>2</sup> Local calls under this rate option will not exceed \$2.00.

**Contract – Location 2**

Contract – Location 2 provides collect and prepaid collect calling services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:49 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$2.45	\$0.01	\$0.01
IntraLATA	\$3.95 - \$4.00	\$0.25	\$0.20
InterLATA	\$4.25	\$0.50	\$0.50

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &  
 Director of Regulatory and Governmental Affairs  
 4000 International Parkway  
 Carrollton, Texas 75007

**CONTRACTS FOR SERVICE (Continued)**

**Contract – Location 3**

Contract – Location 3 provides collect, prepaid collect, and inmate debit services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:59 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$2.66	\$0.01	\$0.01
IntraLATA	\$4.11	\$0.21	\$0.21
InterLATA	\$4.41	\$0.51	\$0.51

<b>Inmate Debit</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$2.44	\$0.01	\$0.01
IntraLATA	\$3.74	\$0.19	\$0.19
InterLATA	\$4.01	\$0.46	\$0.46

**Contract – Location 4**

Contract – Location 4 provides collect and prepaid collect calling services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:59 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$3.45	\$0.45	\$0.45
IntraLATA	\$3.45	\$0.45	\$0.45
InterLATA	\$3.45	\$0.45	\$0.45

**Contract – Location 5**

Contract – Location 5 provides collect and prepaid collect calling services from the contracted Confinement Institution.

<b>Collect and Prepaid Collect</b>		
Call Type	First Minute	Each Additional Minute
Local	\$3.95	\$0.01
IntraLATA	\$3.95	\$0.01
InterLATA	\$3.95	\$0.01

Calls under this rate option will not exceed \$4.00.

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &  
 Director of Regulatory and Governmental Affairs  
 4000 International Parkway  
 Carrollton, Texas 75007

**CONTRACTS FOR SERVICE (Continued)**

**Contract – Location 6**

Contract – Location 6 provides collect, prepaid collect, and prepaid calling card services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:59 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$2.20	\$0.01	\$0.01
IntraLATA	\$3.70-\$3.75	\$0.25	\$0.20
InterLATA	\$4.00	\$0.50	\$0.50

<b>Prepaid Calling Card</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.50	\$0.50
IntraLATA	\$0.50	\$0.50
InterLATA	\$0.50	\$0.50

**Contract – Location 7**

Contract – Location 7 provides collect, prepaid collect, and prepaid calling card services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:59 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$2.20	\$0.01	\$0.01
IntraLATA	\$3.70-\$3.75	\$0.25	\$0.20
InterLATA	\$4.00	\$0.50	\$0.50

<b>Prepaid Calling Card</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.50	\$0.50
IntraLATA	\$2.50	\$0.50
InterLATA	\$2.50	\$0.50

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &  
 Director of Regulatory and Governmental Affairs  
 4000 International Parkway  
 Carrollton, Texas 75007



**CONTRACTS FOR SERVICE (Continued)**

**Contract – Location 8**

Contract – Location 8 provides collect, prepaid collect, and prepaid calling card services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:59 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$2.20	\$0.01	\$0.01
IntraLATA	\$3.70-\$3.75	\$0.25	\$0.20
InterLATA	\$4.00	\$0.50	\$0.50

**Contract – Location 9**

Contract – Location 9 provides collect, prepaid collect, prepaid calling card, and debit services from the contracted Confinement Institution. Calls will be billed at the per minute call rate with no surcharge per call. Calls are rated in one (1) minute increments.

<b>Collect and Prepaid Collect</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.25	\$0.25
IntraLATA	\$0.25	\$0.25
InterLATA	\$0.25	\$0.25

<b>Prepaid Calling Cards and Debit</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.21	\$0.21
IntraLATA	\$0.21	\$0.21
InterLATA	\$0.21	\$0.21

**CONTRACTS FOR SERVICE (Continued)**

**Contract – Location 10**

Contract – Location 10 provides collect and prepaid collect calling services from the contracted Confinement Institution. Calls will be billed at the per minute call rate with no surcharge per call. Calls are rated in one (1) minute increments.

<b>Collect and Prepaid Collect</b>		
Call Type	First Minute	Each Additional Minute
Local	\$3.29	\$0.29
IntraLATA	\$3.74	\$0.74
InterLATA	\$3.74	\$0.74

**Contract – Location 11**

Contract – Location 11 provides collect and prepaid collect calling services from the contracted Confinement Institution. Calls will be billed at the per minute call rate with no surcharge per call. Calls are rated in one (1) minute increments.

<b>Collect and Prepaid Collect</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.22	\$0.22
IntraLATA	\$0.22	\$0.22
InterLATA	\$0.22	\$0.22

**Contract – Location 12**

Contract – Location 12 provides collect, prepaid collect, and prepaid calling card services from the contracted Confinement Institution. Calls will be billed at the per minute call rate with no surcharge per call. Calls are rated in one (1) minute increments.

<b>Collect and Prepaid Collect</b>		
Call Type	First Minute	Each Additional Minute
Local	\$2.47	\$0.12
IntraLATA	\$3.92	\$0.32
InterLATA	\$4.22	\$0.62

<b>Prepaid Calling Cards</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.60	\$0.50
IntraLATA	\$3.10	\$0.50
InterLATA	\$3.10	\$0.50

Issued: April 1, 2019

Effective: May 1, 2019

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &  
 Director of Regulatory and Governmental Affairs  
 4000 International Parkway  
 Carrollton, Texas 75007

**CONTRACTS FOR SERVICE (Continued)**

**Contract – Location 13**

Contract – Location 13 provides collect, prepaid collect and prepaid calling card services from the contracted Confinement Institution. Calls are rated in one (1) minute increments. The Day Rate Period is applicable from 8:00 AM through 4:59 PM Monday through Friday. The Evening/Night/Weekend Rate Period is applicable during all other times.

<b>Collect and Prepaid Collect</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local <sup>1</sup>	\$2.20	\$0.01	\$0.01
IntraLATA	\$3.70-\$3.75	\$0.25	\$0.20
InterLATA	\$4.00	\$0.50	\$0.50

<b>Prepaid Calling Card</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$0.60	\$0.60	\$0.60
IntraLATA	\$0.60	\$0.60	\$0.60
InterLATA	\$0.60	\$0.60	\$0.60

**Contract – Location 14**

Contract – Location 14 provides collect, prepaid collect, and debit services from the contracted Confinement Institution. Calls are rated in one (1) minute increments.

<b>Collect, Prepaid Collect, and Debit</b>			
Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
Local	\$2.43	\$0.08	\$0.08
IntraLATA	\$3.88	\$0.28	\$0.28
InterLATA	\$3.88	\$0.28	\$0.28

<sup>1</sup> Collect and Prepaid Collect Local Calls will not exceed \$2.25.

**CONTRACTS FOR SERVICE (Continued)**

**Contract – Location 15**

Contract – Location 15 provides collect, prepaid collect, and debit services from the contracted Confinement Institution. Calls will be billed at the per minute call rate with no surcharge per call. Calls are rated in one (1) minute increments.

<b>Collect, Prepaid Collect, and Debit</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.21	\$0.21
IntraLATA	\$0.21	\$0.21
InterLATA	\$0.21	\$0.21

**Contract – Location 16**

Contract – Location 16 provides collect, prepaid collect, and debit services from the contracted Confinement Institution. Calls will be billed at the per minute call rate with no surcharge per call. Calls are rated in one (1) minute increments.

<b>Collect, Prepaid Collect, and Debit</b>		
Call Type	First Minute	Each Additional Minute
Local	\$0.15	\$0.15
IntraLATA	\$0.15	\$0.15
InterLATA	\$0.15	\$0.15