



151 Southhall Lane, Ste 450  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
www.inteserra.com

June 6, 2019  
Via Web Filing

Executive Secretary  
Iowa Utilities Board  
1375 E. Court Avenue  
Room 69  
Des Moines, IA 50319-0069

RE: Legacy Long Distance International, Inc.  
Revision to Iowa Tariff No. 1  
Docket No. TF-2019-0035

Dear Executive Secretary:

Enclosed for filing please find the original of the above referenced tariff filing submitted on behalf of Legacy Long Distance International, Inc. ("Legacy"). The purpose of this filing is to remove Operator Service description and rates and update Institutional Services language and rates. The Company respectfully requests an effective date for this filing of July 6, 2019.

The following tariff pages are included with this filing:

1 <sup>st</sup> Revised Page 2	Updates Check Sheet
1 <sup>st</sup> Revised Page 5	Updates Table of Contents
1 <sup>st</sup> Revised Page 7 & 8	Deletes definitions
1 <sup>st</sup> Revised Pages 20 -43	Deletes Operator Services
1 <sup>st</sup> Revised Page 44 & 45	Updates Institutional Services Language
Original Pages 45.1-45.3	Updates Institutional Services Language
Original Page 45.4	Updates Rates
1 <sup>st</sup> Revised Page 46	Corrects Section Numbering

Also, please be advised that Legacy has no active contracts in the state of Iowa at this time. Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to swarren@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon R. Warren

Sharon R. Warren  
Consultant

cc: Rafael Quinto (Via Email) - Legacy  
Office of Consumer Advocate  
tms: IAn1903  
Enclosures  
SW/mp

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
 1<sup>st</sup> Revised Page 2  
 Cancels Original Page 2

CHECK SHEET

Sheets listed below, 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.

SHEET	REVISION		SHEET	REVISION	
1	Original		26	1 <sup>st</sup> Rev.	*
2	1 <sup>st</sup> Rev.	*	27	1 <sup>st</sup> Rev.	*
3	Original		28	1 <sup>st</sup> Rev.	*
4	Original		29	1 <sup>st</sup> Rev.	*
5	1 <sup>st</sup> Rev.	*	30	1 <sup>st</sup> Rev.	*
6	Original		31	1 <sup>st</sup> Rev.	*
7	1 <sup>st</sup> Rev.	*	32	1 <sup>st</sup> Rev.	*
8	1 <sup>st</sup> Rev.	*	33	1 <sup>st</sup> Rev.	*
9	Original		34	1 <sup>st</sup> Rev.	*
10	Original		35	1 <sup>st</sup> Rev.	*
11	Original		36	1 <sup>st</sup> Rev.	*
12	Original		37	1 <sup>st</sup> Rev.	*
13	Original		38	1 <sup>st</sup> Rev.	*
14	Original		39	1 <sup>st</sup> Rev.	*
15	Original		40	1 <sup>st</sup> Rev.	*
16	Original		41	1 <sup>st</sup> Rev.	*
17	Original		42	1 <sup>st</sup> Rev.	*
18	Original		43	1 <sup>st</sup> Rev.	*
19	Original		44	1 <sup>st</sup> Rev.	*
20	1 <sup>st</sup> Rev.	*	45	1 <sup>st</sup> Rev.	*
21	1 <sup>st</sup> Rev.	*	45.1	Original	*
22	1 <sup>st</sup> Rev.	*	45.2	Original	*
23	1 <sup>st</sup> Rev.	*	45.3	Original	*
24	1 <sup>st</sup> Rev.	*	45.4	Original	*
25	1 <sup>st</sup> Rev.	*	46	1 <sup>st</sup> Rev.	*

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
 10833 Valley View Street, Suite 150  
 Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 5  
Cancels Original Page 5

---

TABLE OF CONTENTS

	Page No.	
Title Sheet .....	1	
Check Sheet .....	2	
Carriers.....	3	
Tariff Format.....	4	
Table of Contents.....	5	
Application of Tariff.....	6	
SECTION 1 - Terms and Abbreviations.....	7	
SECTION 2 - Rules and Regulations .....	10	
SECTION 3 – Reserved For Future Use.....	22	(T)
SECTION 4 – Reserved For Future Use.....	31	(T)
SECTION 5 – Institutional Services.....	44	

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

SECTION 1 - TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's or Customer's location to the Carrier's designated point of presence or network switching center.

Aggregator - A person, firm, corporation, or other legal entity which contracts with Legacy for installation of the Company's services. Aggregators make available the Company's services for use by guests, patrons, visitors or other transient third parties at the Aggregator's location. The Aggregator is also responsible for compliance with the terms and conditions of this tariff.

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 Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

Board - refers to the Iowa Utilities Board.

(D)  
|  
(D)

Collect Call - Calls billed to the called party that are completed through an automated call processing system. The called party must accept charges for the call and is responsible for payment.

Commercial Credit Card Call - A billing arrangement by which a call may be charged to an authorized major commercial credit card, such as MasterCard, VISA, or Diners Club.

(D)  
(D)

Company - Legacy Long Distance International, Inc. ("Legacy"), unless otherwise indicated by the context.

Credit Card - This charge applies in addition to the per minute charges for calls billed to a telephone company-issued Calling Card or commercial credit card when the customer dials all of the digits required to route and bill the call.

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

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

Customer - The person, firm or corporation, or other entity which orders, cancels, amends, or uses service and is responsible for the payment of charges and/or compliance with tariff regulations.

Customer Dialed Calling Card Call - A service whereby the End User dials all of the digits necessary to route and bill the call to a valid non-Premiere calling card or credit card.

End User - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

IntraLATA - Pertaining to calls that originate and terminate within a single LATA.

InterLATA - Pertaining to calls that originate in one LATA and terminate in a different LATA.

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; (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.

LATA - Local Access and Transport Area

LEC - Local Exchange Company.

Legacy - Used throughout this tariff to refer to Legacy Long Distance International, Inc., unless otherwise clearly indicated by the context.

(D)  
-  
-  
-  
-  
-  
(D)

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 20  
Cancels Original Page 20

---

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

2.17 [Reserved for Future Use]

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 21  
Cancels Original Page 21

---

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

2.17 [Reserved for Future Use], (Cont'd.)

(D)

2.18 [Reserved for Future Use]

(D)

(D)

2.19 [Reserved for Future Use]

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 22  
Cancels Original Page 22

---

SECTION 3 – [RESERVED FOR FUTURE USE]

(D)  
|  
|  
|  
(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630



LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 23  
Cancels Original Page 23

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 24  
Cancels Original Page 24

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 25  
Cancels Original Page 25

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 26  
Cancels Original Page 26

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 27  
Cancels Original Page 27

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 28  
Cancels Original Page 28

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 29  
Cancels Original Page 29

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 30  
Cancels Original Page 30

---

SECTION 3 – [RESERVED FOR FUTURE USE], (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630



LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 31  
Cancels Original Page 31

---

SECTION 4 – RESERVED FOR FUTURE USE

(D)  
|  
|  
|  
(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 32  
Cancels Original Page 32

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 33  
Cancels Original Page 33

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 34  
Cancels Original Page 34

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)  
|  
|  
|  
(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 35  
Cancels Original Page 35

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 36  
Cancels Original Page 36

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 37  
Cancels Original Page 37

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 38  
Cancels Original Page 38

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630



LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 39  
Cancels Original Page 39

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 40  
Cancels Original Page 40

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 41  
Cancels Original Page 41

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 42  
Cancels Original Page 42

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 43  
Cancels Original Page 43

---

SECTION 4 – RESERVED FOR FUTURE USE, (CONT'D.)

(D)

(D)

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

SECTION 5 - INSTITUTIONAL SERVICES

5.1 General

The Company provides resold automated operator assisted services originating from correctional facilities for communications originating and terminating within the State of Iowa. The Company's services are available twenty-four (24) hours per day, seven (7) days a week. Intrastate service is offered in conjunction with interstate service.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, and/or call duration. Customers are billed based on their use of the Company's services and network.

Services provided exclusively for the use of inmates of correctional or confinement institutions 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.

The Called Party must positively accept the call 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 the Company-provided telephone system.

5.2 Timing of Calls

5.2.1 Long distance usage charges are based on the actual usage of the Company's service. Timing of each call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received. A call ends when either the called or calling party hangs up. Timing of automated Collect Calls begins when the called party accepts the responsibility for payment.

5.2.2 Unless otherwise specified in this tariff, the minimum call duration for billing purposes is one (1) minute.

5.2.3 Unless otherwise specified in this tariff, usage beyond the initial period is measured and rounded to the higher full minute for billing purposes.

5.2.4 The Company will not bill for incomplete calls and will remove any charges for incomplete calls upon Customer notification or the Company's knowledge.

(C)

(C)

SECTION 5 - INSTITUTIONAL SERVICES, (CONT'D.)

5.3 Institutional Collect Operator Assisted Calling

(C)

Legacy provides Institutional Automated Collect-Only Operator Services to Inmates of confinement facilities. Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. 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.

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

- A. At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning Legacy'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.
- B. At the request of the Institution, Legacy may impose time limits on local and long distance calls placed using its services.
- C. At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

5.3.1 Classes of Calls

Automated Collect Station Calls are calls which are placed by an Inmate who dials all of the digits required to route the call and who follows the Legacy system prompts, enabling the Called Party to accept the charges for the call. If the Called Party does not accept the call, the call is terminated and no billing applies.

(C)

---

SECTION 5 - INSTITUTIONAL SERVICES, (CONT'D.)

5.4 Prepaid Institutional Operator Assisted Calling

5.4.1 General

Legacy Prepaid Institutional Calling Services provide alternative payment arrangements for Inmates in Correctional Institutions. This service is designed for those whose credit history is inadequate to receive collect calls; Called Parties whose usage exceeds credit limits established for the institution; inmates who wish to utilize their commissary funds for call placement; and Called Parties who simply wish to budget their inmate calls.

Two options are available with Prepaid Institutional Calling Services. The first option, Debit Card/Debit Account, allows the Inmate (via the Institution personnel) to set up his/her own account/card at the Correctional Institution. The second option, Prepaid Collect, allows the Called Party who receives collect calls from Inmates to set up his/her own prepaid account.

Prepaid Institutional Calling Services are available 24 hours a day, seven days a week. Access to telephone service by an Inmate may be subject to time of day and usage restrictions imposed by individual Facilities.

(C)

(C)



SECTION 5 - INSTITUTIONAL SERVICES, (CONT'D.)

5.4 Prepaid Institutional Operator Assisted Calling, (Cont'd.)

5.4.1 General (Cont'd.)

A. Prepaid Debit Service

With a Debit Card or Debit Account (collectively referred to as "Debit"), each Inmate has the option to transfer funds from his/her commissary account to purchase a debit card or have calls paid for directly out of the Inmate's commissary account. This is accomplished by facility personnel or through a direct interface between the commissary system and the inmate phone system. This account is associated with the Inmate's Personal Identification Number (PIN). When the Inmate places a call, he/she has the option of calling collect or debit. Once debit is selected, the inmate enters the PIN and called telephone number. All purchases on a Debit Account are paid to and handled by the Institution. The Company receives payment from the Facility; it does not engage in direct monetary transactions with the Inmate. Debit cards or Debit Accounts may be purchased in any amount subject to the requirements or restrictions of the Facility.

The Company's system automatically informs the caller of the available usage balance remaining in the Prepaid Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the available usage balance in the account on a real time basis as the call progresses.

Available balances in the Debit Card or Debit Account are refundable by request of the Inmate (typically after release). The available usage balance expires six (6) months from the date the last call is made on the account or card. Since services are consumed in the order purchased, each new purchase will typically reset the expiration timeframe. No refunds will be issued after the service expiration date.

Network usage for a Debit call is deducted from the available usage balance in full minute increments. 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.

(C)

(C)

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

SECTION 5 - INSTITUTIONAL SERVICES, (CONT'D.)

5.4 Prepaid Institutional Operator Assisted Calling, (Cont'd.)

5.4.1 General (Cont'd.)

A. Prepaid Collect Service

Prepaid Collect service is available for Called Parties who choose to pay for services through a prepaid arrangement. A Prepaid Collect account is set up by the Company for the Called Party. If the payment into the account is provided via the Called Party's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. The Company does not engage in direct monetary transactions with the Inmate.

The Company's system automatically informs the account holder of the available usage balance remaining in the Prepaid Collect account prior to acceptance of the call. Network usage is deducted from the balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Payments for Prepaid Collect accounts and any available usage balance are refundable upon request, typically after release of the Inmate. The available usage balance expires six (6) months from the date the last call is made on the Prepaid Collect account. Since services are consumed in the order purchased, each new purchase will typically reset the expiration timeframe. Consumers may cancel services and request a refund prior to expiration. No refunds will be issued after the expiration date.

Initial or additional deposits to Prepaid Collect accounts may be made via selected retail outlets with which the Company may contract to receive Customer payments, or via Western Union, commercial credit card, debit card or e-checks. Payments may be made in any amount.

Prepaid Collect Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Correctional Institutions.

Network usage for a Prepaid Collect call is deducted from the available usage balance in full minute increments. 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.

(C)

(C)

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630

---

SECTION 5 - INSTITUTIONAL SERVICES, (CONT'D.)

5.5 Institutional Rates

5.5.1 Rate Plan 1A - Collect, Prepaid and Debit

	Rate Per Minute
Local	\$0.07
IntraLATA	\$0.07
InterLATA	\$0.07

5.5.2 Rate Plan 2A - Collect, Prepaid and Debit

	Rate Per Minute
Local	\$0.19
IntraLATA	\$0.19
InterLATA	\$0.19

(C)

(C)

LEGACY LONG DISTANCE INTERNATIONAL, INC.

Iowa Tariff No. 1  
1<sup>st</sup> Revised Page 46  
Cancels Original Page 46

---

SECTION 5 - INSTITUTIONAL SERVICES, (CONT'D.)

- 5.6 Ancillary Service Charges (T)
- 5.6.1 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). (T)
- Automated payment fees \$3.00
- 5.6.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions. (T)
- Live Agent Fee \$5.95
- 5.6.3 Paper Bill/Statement Fees – Fees associated with providing customers of Inmate Calling Services an optional paper billing statement. (T)
- Paper Bill/Statement Fees \$2.00

---

Issued: June 6, 2019

Effective: July 6, 2019

Issued By:

Regulatory Compliance Officer  
10833 Valley View Street, Suite 150  
Cypress, CA 90630