

**SERVICES AND RATES**

**Interstate Institutional Operator Assisted Calling**

Automated operator assisted collect calling services for use by inmates of confinement facilities are charged individually for each call placed through the company's network. End users are billed based on their use of the company's service. Applicable governmental taxes and fees are in addition to the rates and charges for calling service.

**A. Interstate Collect Rate**

The rate listed below is charged for interstate collect calls from most confinement facilities. The rate is as specified by Federal Communications Commission 47 CFR Part 64 [WC Docket No. 12-375; FCC 13-113] – Rates for Interstate Calling Services – effective February 11, 2014. However, rates may vary if service is offered on an individual contract basis to meet specialized requirements of the confinement facility. These exceptions are listed herein under section E but will still comply with FCC rate requirements.

Usage Rate per Minute: \$0.25

**B. Prepaid Institutional Calling Services**

**Prepaid Calling Rate**

The rate listed below is charged for interstate prepaid calling card, prepaid debit, inmate debit, and AdvanceConnect calls from most confinement facilities. The rate is as specified by Federal Communications Commission 47 CFR Part 64 [WC Docket No. 12-375; FCC 13-113] – Rates for Interstate Calling Services – effective February 11, 2014.

Usage Rate per Minute: \$0.21

**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. No refunds of unused balances will be issued after the expiration date.

**SERVICES AND RATES (Continued)**

**Interstate Institutional Operator Assisted Calling (Continued)**

- C. **Inmate Debit** – 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.

**SERVICES AND RATES (Continued)**

**D. Other Charges**

1. **Federal Universal Service Fund Fee:** The federal government requires that all telephone companies providing interstate service contribute to a fund to make phone service affordable and available to all Americans, including consumers with low incomes, those living in areas where the cost of providing telephone service is high as well as to schools, libraries, and rural health care providers. The law permits companies to pass this charge on to its consumers. This fee, which is known as the Federal Universal Service Fund fee (USF), is based on a specific percentage of the cost of interstate calls that is set by the federal government. The FCC Contribution factor is subject to change quarterly. The current factor can be found at <https://www.fcc.gov/general/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support>.

2. **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). This fee does not apply to payments mailed to the company or submitted via a customer’s online banking service.

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. This fee does not apply to payments mailed to the company or submitted via a customer’s online banking service.

Live agent fee - \$5.95 maximum charge per use

3. **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 a month

**SERVICES AND RATES (Continued)**

**E. Contract Collect Rates**

At the option of the company, service may be offered on an individual contract basis to meet specialized requirements of the confinement facility. In some instances, the interstate rates may differ to meet the specialized requirements, which are determined by contract. The following contract rates are currently effective at certain T-NETIX facilities and are available to similarly situated facilities. Calls are billed in one (1) minute increments following an initial period of one (1) minute. Contract includes a facility-specific mix of services and non-regulated screening and blocking equipment. Rates are not mileage sensitive or time-of-day sensitive. All contract rates offered shall comply with Federal Communications Commission 47 CFR Part 64 [WC Docket No. 12-375; FCC 13-113] – Rates for Interstate Calling Services – effective February 11, 2014.