

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

PROVIDED BY

SECURUS TECHNOLOGIES, LLC

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This tariff contains the descriptions, regulations and rates applicable to intrastate telecommunications services furnished by Securus Technologies, LLC 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 4000 International Parkway, Carrollton, Texas 75007, telephone number (972) 277-0300.

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LIST OF CHANGES

Changes

Cover Page The corporate name is changed from “Securus Technologies, Inc.” to Securus Technologies, LLC.”

CHECK SHEET

This tariff contains a Title Page and pages 1 through 22, inclusive, each of which is effective on the date shown thereon.

<u>Page No.</u>	<u>Revision No.</u>		
Title Page	Eighth	*	(C)
1	Eighth	*	(C)
2	Eighth	*	(C)
3	Third		
4	Original		
5	Original		
6	First		
6.1	Original		
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7.1	Original		
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8	Original		
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10	Original		
11	Original		
12	Original		
13	First		
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15	Original		
16	Second		
17	First		
18	First		
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19	Second		
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21	Fourth		
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* 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, 4th Revised Sheet 13 cancels 3rd 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:

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.

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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.

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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.

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Average Daily Population (ADP)

The sum of all inmates in a facility for each day of the preceding calendar year, divided by the number of days in the year.

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.

Collect Calling

An arrangement whereby the called party takes affirmative action clearly indicating that it will pay the charges associated with a call originating from an Inmate Telephone.

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Commission

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

* Material previously located on this page now appears on page number 6.1.

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Supplement No. 5

1. DEFINITIONS (Continued)

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, 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.

Consumer

The party paying a Provider of Inmate Calling Services.

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.

Debit Calling

A presubscription or comparable service which allows an Inmate, or someone acting on an Inmate's behalf, to fund an account set up through a Provider that can be used to pay for Inmate Calling Services calls originated by the Inmate.

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.

1. DEFINITIONS (Continued)

Inmate

A person detained at a Jail or Prison, regardless of the duration of the detention.

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Inmate Calling Service

A service that allows Inmates to make calls to individuals outside the Correctional Facility where the Inmate is being held, regardless of the technology used to deliver the service.

Inmate Telephone

A telephone instrument, or other device capable of initiating calls, set aside by authorities of a Correctional Facility for use by Inmates.

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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.

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Live Agent Fee

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

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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.

Mandatory Tax or Mandatory Fee

A fee that a Provider is required to collect directly from Consumers, and remit to federal, state, or local governments.

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* Material previously located on this page now appears on pages 6.1, 7.1 and 7.2.

1. DEFINITIONS (Continued)

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.

Paper Bill/Statement Fees

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

Per-Call, or Per-Connection Charge

A one-time fee charged to a Consumer at call initiation.

Prepaid Calling

A presubscription or comparable service in which a Consumer, other than an Inmate, funds an account set up through a Provider of Inmate Calling Services. Funds from the account can then be used to pay for Inmate Calling Services, including calls that originate with an Inmate.

Prepaid Collect Calling

A calling arrangement that allows an Inmate to initiate an Inmate Calling Services call without having a pre-established billing arrangement and also provides a means, within that call, for the called party to establish an arrangement to be billed directly by the Provider of Inmate Calling Services for future calls from the same Inmate.

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.

Provider of Inmate Calling Services, or Provider

Any communications service provider that provides Inmate Calling Services, regardless of the technology used.

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.

Supplement No. 5

1. DEFINITIONS (Continued)

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.

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.

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 the two parties are connected 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.

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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 Reserved for Future Use

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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. (C)

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

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. (C)

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.

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6. RATES AND CHARGES (CONTINUED)

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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 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 balance at the conclusion of the call. (C)

When the 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 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. No refunds of unused balances will be issued after the expiration date. (D)

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 Optional 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 Optional Prepaid Calling 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.

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. 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 Reserved for Future Use

6.7 Reserved for Future Use

(C)

(C)

(C)

6. RATES AND CHARGES (CONTINUED)

6.8 Pennsylvania Department of Corrections Rates

Collect/Prepaid Collect/Debit Rates

Local/IntraLATA/InterLATA

Per minute rate \$0.059

(No per call charge applies)

(C)

6.9 **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. Ancillary Service Charges that may be charged include the following. All other Ancillary Service Charges are prohibited.

The below charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails. Confinement facility charges and fees will not exceed these rate caps.

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

(C)

(C)

Automated payment fees - \$3.00

6.9.2 **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.

(C)

(C)

Live Agent Fee - \$5.95