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## SERVICES AND RATES

### Interstate Institutional Operator Assisted Calls

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. Consumers 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.

The following U.S. Territories locations receive the standard interstate rates applicable to the facility where the call originates and 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.

American Samoa  
Guam  
Northern Mariana Islands  
Puerto Rico  
U S Virgin Islands

#### **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 will not exceed the below maximum rates.

Maximum 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. However, rates may vary if service is offered on an individual contract basis to meet specialized requirements of the confinement facility. These exceptions will not exceed the below maximum rates.

Maximum Usage Rate per Minute: \$0.21

**SERVICES AND RATES (Continued)**

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

**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.

- 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.

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**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. International Rates and Charges**

1. The rates listed below are those charged for international calls from most confinement facilities. International calling is offered on a prepaid basis only via debit or calling card services. The following list details the Company's standard available international calling destinations and rates. These rates are subject to change.

Country	Connection Fee (if applicable)	Per Minute Rate
Afghanistan		\$3.28
Albania		\$1.20
Algeria		\$2.16
Andorra		\$1.52
Angola		\$4.63
Anguilla		\$0.21
Antarctica		\$1.40
Antigua/Barbuda		\$0.21
Argentina		\$1.97
Armenia		\$2.27
Aruba		\$1.39
Ascension Island		\$2.49
Atlantic West	\$4.00	\$1.00
Australia		\$1.71
Austria		\$1.20
Azerbaijan	\$4.00	\$1.00
Bahamas		\$0.21
Bahrain		\$1.95
Bangladesh		\$3.19
Barbados		\$0.21
Belarus		\$2.27
Belgium		\$1.65
Belize		\$1.85
Benin		\$1.95
Bermuda		\$0.21
Bhutan		\$4.98
Bolivia		\$1.99
Bosnia/Herzegovina		\$1.70
Botswana		\$1.83
Brazil		\$1.78
British Virgin Islands		\$0.21
Brunei		\$1.89
Bulgaria		\$1.95
Burkina Faso		\$3.23
Burundi		\$4.74
Cambodia		\$3.98
Cameroon		\$2.19

<b>Country</b>	<b>Connection Fee (if applicable)</b>	<b>Per Minute Rate</b>
Canada		\$0.21
Cape Verde Islands		\$2.63
Cayman Islands		\$0.21
Central African Republic		\$4.56
Chad		\$5.28
Chile		\$1.70
China		\$2.44
Colombia		\$1.84
Cook Islands		\$4.99
Costa Rica		\$1.60
Cote D'ivoire		\$2.58
Croatia		\$1.70
Cuba		\$1.62
Cyprus		\$1.73
Czech Republic		\$1.84
Dem People Rep Korea		\$3.47
Dem Rep Congo		\$2.60
Denmark		\$1.50
Diego Garcia		\$3.29
Djibouti		\$3.05
Dominica		\$0.21
Dominican Republic		\$0.21
Ecuador		\$1.71
Egypt		\$2.44
El Salvador		\$1.56
Equatorial Guinea		\$4.41
Eritrea		\$3.52
Estonia		\$2.92
Ethiopia		\$2.59
Falkland Islands		\$3.78
Faroe Islands		\$1.54
Federated States of Micronesia		\$2.18
Fiji Islands		\$2.62
Finland		\$1.56
France		\$1.39
French Antilles		\$1.54
French Guiana		\$1.67
French Polynesia		\$2.31
Gabon		\$2.15
Gambia		\$2.07
Georgia	\$4.00	\$1.00
Germany		\$1.36
Ghana		\$2.04
Gibraltar		\$1.71
Greece		\$2.03

<b>Country</b>	<b>Connection Fee (if applicable)</b>	<b>Per Minute Rate</b>
Greenland		\$1.90
Grenada		\$0.21
Guadeloupe		\$1.47
Guatemala		\$1.70
Guinea		\$4.41
Guinea-Bissau		\$4.95
Guyana		\$2.28
Haiti		\$1.67
Honduras		\$1.87
Hong Kong		\$1.79
Hungary		\$1.80
Iceland		\$1.70
India		\$2.39
Indonesia		\$2.16
Iran	\$4.00	\$1.00
Iraq		\$2.94
Ireland		\$1.45
Israel		\$1.96
Italy		\$1.50
Jamaica		\$0.21
Japan		\$1.70
Jordan		\$1.81
Kazakhstan	\$4.00	\$1.00
Kenya		\$2.11
Kiribati		\$3.29
Kuwait		\$1.94
Kyrgyzstan	\$4.00	\$1.00
Laos		\$5.58
Latvia		\$3.00
Lebanon		\$2.76
Lesotho		\$1.81
Liberia		\$1.84
Libya		\$1.46
Liechtenstein		\$1.50
Lithuania		\$2.79
Luxembourg		\$1.51
Macau		\$2.41
Macedonia		\$1.75
Madagascar		\$5.08
Malawi		\$1.99
Malaysia		\$2.10
Maldives		\$3.24
Mali		\$3.28
Malta		\$2.26
Marisat Atlantic	\$4.00	\$1.00

<b>Country</b>	<b>Connection Fee (if applicable)</b>	<b>Per Minute Rate</b>
Marisat Indian	\$4.00	\$1.00
Marisat Pacific	\$4.00	\$1.00
Marshall Islands		\$2.31
Mauritania		\$3.10
Mauritius		\$3.34
Mayotte Island	\$4.00	\$1.00
Mexico		\$1.20
Moldova		\$2.66
Monaco		\$1.39
Mongolia		\$5.36
Montenegro		\$1.83
Montserrat		\$0.21
Morocco		\$2.62
Mozambique		\$3.55
Myanmar/Burma		\$3.67
Namibia		\$1.97
Nauru		\$3.63
Nepal	\$4.00	\$1.00
Netherlands		\$1.33
Netherlands Antilles		\$1.50
New Caledonia		\$2.13
New Zealand		\$1.91
Nicaragua		\$1.98
Niger		\$2.60
Nigeria		\$1.86
Niue		\$5.15
Norway		\$1.38
Oman		\$1.99
Pakistan		\$3.81
Palau		\$3.54
Palestine		\$1.96
Panama		\$1.63
Papua New Guinea		\$1.60
Paraguay		\$2.16
Peru		\$1.94
Philippines		\$2.10
Poland		\$1.57
Portugal		\$1.72
Qatar		\$2.02
Reunion Island		\$3.18
Romania		\$2.16
Russia		\$2.27
Rwanda		\$3.57
Samoa		\$3.23
San Marino		\$1.39

<b>Country</b>	<b>Connection Fee (if applicable)</b>	<b>Per Minute Rate</b>
Sao Tome/Principe		\$4.89
Saudi Arabia		\$2.00
Senegal		\$2.70
Serbia		\$1.83
Seychelles		\$3.45
Sierra Leone		\$2.84
Singapore		\$1.56
Slovakia		\$1.25
Slovenia		\$1.76
Solomon Islands		\$3.55
Somalia		\$3.18
South Africa		\$1.60
South Korea		\$1.91
Spain		\$1.70
Sri Lanka		\$2.40
St Helena		\$3.40
St Kitts/Nevis		\$0.21
St Lucia		\$0.21
St Pierre/Miquelon		\$1.32
St Vincent/Grenadine		\$0.21
Sudan		\$1.57
Suriname		\$2.69
Swaziland		\$1.91
Sweden		\$1.35
Switzerland		\$1.50
Syria		\$3.23
Taiwan		\$1.94
Tajikistan	\$4.00	\$1.00
Tanzania		\$2.11
Thailand		\$2.06
Togo		\$2.21
Tokelau		\$2.21
Tonga Islands		\$2.95
Trinidad/Tobago		\$0.21
Tunisia		\$1.97
Turkey		\$1.91
Turkmenistan	\$4.00	\$1.00
Turks and Caicos Islands		\$0.21
Tuvalu		\$5.76
Uganda		\$2.10
Ukraine		\$2.27
United Arab Emirates		\$1.68
United Kingdom		\$1.12
Uruguay		\$1.98
Uzbekistan	\$4.00	\$1.00



<b>Country</b>	<b>Connection Fee (if applicable)</b>	<b>Per Minute Rate</b>
Vanuatu		\$4.59
Vatican City		\$1.50
Venezuela		\$1.32
Vietnam		\$2.60
Wallis/Futuna		\$4.45
Yemen		\$1.99
Zambia		\$4.00
Zimbabwe		\$2.21

**SERVICES AND RATES (Continued)**

**E. International Rates and Charges (continued)**

2. The following are international rate options applicable to all international calling destinations allowed by a subscribing confinement facility.

<b>Connection Fee (if applicable)</b>	<b>First Minute</b>	<b>Additional Minutes</b>
\$9.95	\$0.00	\$0.00
\$5.99	\$0.89	\$0.89
\$5.00	\$0.00	\$0.00
\$4.99	\$1.00	\$1.00
\$4.50	\$0.99	\$0.99
\$4.50	\$0.89	\$0.89
\$4.45	\$1.00	\$1.00
\$4.36	\$0.77	\$0.77
\$4.25	\$0.89	\$0.89
\$4.19	\$1.00	\$1.00
\$4.14	\$1.00	\$1.00
\$4.10	\$0.00	\$0.00
\$4.10	\$1.00	\$1.00
\$4.09	\$0.89	\$0.89
\$4.00	\$1.00	\$1.00
\$3.95	\$0.69	\$0.69
\$3.95	\$1.00	\$1.00
\$3.55	\$1.00	\$1.00
\$3.20	\$0.80	\$0.80
\$3.00	\$1.00	\$1.00
\$3.00	\$0.65	\$0.65
\$2.25	\$0.75	\$0.75
\$1.55	\$0.75	\$0.75
\$1.50	\$0.25	\$0.25
\$1.50	\$0.50	\$0.50
\$1.40	\$0.00	\$0.00
\$1.20	\$0.00	\$0.00
\$1.20	\$0.50	\$0.50
\$1.00	\$0.50	\$0.50
\$0.50	\$0.50	\$0.50
\$0.00	\$1.50	\$1.50
\$0.00	\$1.50	\$1.00
\$0.00	\$1.20	\$1.20
\$0.00	\$1.00	\$1.00
\$0.00	\$0.95	\$0.95
\$0.00	\$0.94	\$0.94
\$0.00	\$0.80	\$0.80
\$0.00	\$0.75	\$0.75
\$0.00	\$0.72	\$0.72

<b>Connection Fee (if applicable)</b>	<b>First Minute</b>	<b>Additional Minutes</b>
\$0.00	\$0.67	\$0.67
\$0.00	\$0.60	\$0.60
\$0.00	\$0.54	\$0.54
\$0.00	\$0.50	\$0.50
\$0.00	\$0.42	\$0.42
\$0.00	\$0.35	\$0.35
\$0.00	\$0.30	\$0.30
\$0.00	\$0.28	\$0.28
\$0.00	\$0.26	\$0.26
\$0.00	\$0.25	\$0.25
\$0.00	\$0.23	\$0.23
\$0.00	\$0.21	\$0.21
\$0.00	\$0.20	\$0.20
\$0.00	\$0.19	\$0.19
\$0.00	\$0.18	\$0.18
\$0.00	\$0.15	\$0.15
\$0.00	\$0.08	\$0.08
\$0.00	\$0.043	\$0.043