

Securus Technologies, LLC  
Interexchange Telephone Carrier  
State of Alaska

**TARIFF NO. 1**

**SECURUS TECHNOLOGIES, LLC**

This Tariff, filed with the Regulatory Commission of Alaska, contains the rates, terms, and conditions applicable to the provision of interexchange services provided by Securus Technologies, LLC to correctional facilities within the State of Alaska.

Tariff Advice No. TA24-461 Effective: June 12, 2020

Issued By: Securus Technologies, LLC

Title: Sr. Corporate Counsel & Director of Regulatory and Governmental Affairs

By: Michael S. J. Lozich

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Securus Technologies, LLC  
 Interexchange Telephone Carrier  
 State of Alaska

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**CERTIFICATION AREA**

Securus Technologies, LLC wishes this Tariff to be applicable to the entire State of Alaska.

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### CHECK SHEET

Sheets 1 through 22, inclusive, of this Tariff are effective as of the date shown at the bottom of each respective tariff sheet. 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 each respective tariff sheet.

<u>Sheet</u>	<u>Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
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14	Original
15	Second*
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original

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### SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C -- To signify changed regulation
- D -- Discontinued rate, regulation, or condition
- I -- Change resulting in an increase to a bill
- L -- Relocated material from another sheet or place in the Tariff but without change in text, rate, rule, or condition
- N -- New rate, regulation, condition, or sheet
- S -- Reissued matter
- R -- Change resulting in a reduction to a bill
- T -- Change in text for clarification

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## **SECTION 1 -- TECHNICAL TERMS AND ABBREVIATIONS**

**ACCESS LINE** -- An arrangement which connects the Customer's location to a Securus Technologies, LLC switching center or point of presence.

**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 that is authorized by the Confinement Facility or otherwise to be connected to and utilize the Company's services under the terms and regulations of this tariff.

**AUTOMATED "0+" TELECOMMUNICATIONS SERVICES** -- Calls wherein the end user dials "0" plus the called number (COLLECT CALL) and wherein call placement and recordation of billing information is performed without the assistance of a live operator.

**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.

**BILLED PARTY** -- The party responsible for payment of charges applicable to local, intrastate, and interstate calls placed using the Company's services.

**BILLING AGENT** -- An entity who contracts with local exchange carriers to provide billing and collection service on behalf of its customers, including the Company.

**COLLECT CALL** -- A payment arrangement whereby the called station is the End User for calls placed over the Company's service.

**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.

**COMMISSION** -- The Regulatory Commission of Alaska.

**COMPANY OR CARRIER** -- Securus Technologies, LLC, unless otherwise clearly indicated by the contract.

**CONSUMER** – The party paying a Provider of Inmate Calling Services.

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**SECTION 1 -- TECHNICAL TERMS AND ABBREVIATIONS (CONTINUED)**

**CORRECTIONAL OR CONFINEMENT FACILITY** – 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.

**CUSTOMER** -- See Correctional or Confinement Facility.

**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.

**END USER** – The person, individual, corporation, or other entity whose telephone number is called by the Inmate User. Other than for Inmate Prepaid Service calls, the End User accepts responsibility for payment of the charges for use of the Company’s services. At publicly accessible Pay Telephones, the End User is the party who accepts responsibility for payment of the charges for use of the Company’s services from the Pay Telephone.

**INMATE** – A person incarcerated in a Confinement Facility. A person detained at a Jail or Prison, regardless of the duration of the detention.

**INMATE CALLING PLAN** – This plan operates by having the billed party establish a calling usage account. The balance in the account is reduced when usage charges accumulate through the acceptance of collect calls from inmates.

**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.

**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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**SECTION 1 -- TECHNICAL TERMS AND ABBREVIATIONS (CONTINUED)**

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

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.

PAY TELEPHONE -- A pay station instrument (coin or coinless) that automates placement of "0+" dialed calls, including recordation of billing information, and that automates placement of Inmate Prepaid Calling Service calls.

PER-CALL, OR PER-CONNECTION CHARGE – A one-time fee charged to a Consumer at call initiation.

PREPAID BALANCE – A balance that is established with an initial payment by an Inmate User, Authorized User or End User for Prepaid Service. Applicable charges are deducted from the Prepaid Balance on a real- time basis.

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 CALLING CARD – A calling 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 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.

SECURUS -- Used through this Tariff to mean Securus Technologies, LLC, unless clearly indicated otherwise by the text.

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## **SECTION 2 -- RULES AND REGULATIONS**

### Undertaking of Securus

Securus's services and facilities are furnished for communications originating at specified points within the State of Alaska under the terms of this Tariff.

Securus installs, operates, and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this Tariff. It may act as the Customer's agent for ordering access connections provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Securus network.

The Company's services and facilities are provided on a monthly basis unless otherwise provided and are available twenty-four (24) hours per day, seven (7) days per week.

### Limitations

Service is offered subject to the availability of necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this Tariff.

Securus reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provision of this Tariff, or in violation of the law.

The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

All facilities provided under this tariff are directly or indirectly controlled by Securus and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees as well as all conditions for service.

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**SECTION 2 -- RULES AND REGULATIONS (CONTINUED)**

Liabilities of the Company

Securus's liability of damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmissions occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.

Securus shall be indemnified and held harmless against:

Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.

All other claims arising out of any act or omission of the Customer in connection with any service or facility provided by Securus.

Deposits and Credit Limits

The Company does not require a deposit. The Company has an initial credit limit of \$50.00 for each Billed Party for collect calling service. A Billed Party's credit limit may be increased to \$100.00 upon the Billed Party's request after establishing a satisfactory payment history with Securus of at least six months, or upon providing Securus other written evidence of good credit satisfactory to Securus. Once the credit limit has been reached, further calls to the Billed Party's number on Securus's system will be blocked until the Billed Party's account has been paid.

Taxes

For Collect Calls and Inmate Calling Plan calls, all state and local taxes (exc., gross receipts tax, Sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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### **SECTION 3 -- DESCRIPTION OF SERVICE**

#### Timing of Calls

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.

#### Inmate Telecommunications Services

The Company provides automated, collect-only "0+" Inmate Telecommunications services to inmate end users of Company telephones in corrections facilities and/or confinement facilities. Such services are available from Company telephones located in local, county, state, and federal correctional facilities and through resold transmission facilities procured by the Company from local exchange carriers and interexchange carriers. Payment of charges applicable to the provision of such services is the responsibility of the billed party.

The Company's services and facilities are furnished for communications originating at correctional or confinement facilities within the State of Alaska. The terms of this Tariff apply only to the Company's intrastate calls.

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**SECTION 3 -- DESCRIPTION OF SERVICE (CONTINUED)**

Inmate Service Restrictions

In compliance with state regulations governing the provision of telecommunications services to inmates of correctional facilities and restrictions placed on the provision of such services by correctional institution administrators, the Company's Inmate Telecommunications Services are described and limited as follows:

Call duration is limited to fifteen (15) minutes or such other time period as may be specified by the correctional facility.

Only automated collect "0+" calls or Inmate Calling Plan calls may be placed.

Inmate access to interexchange carriers by 800, 950, and 10XXX dialing codes is prohibited to prevent fraudulent use of telecommunications services. Inmate access to directory assistance, emergency assistance, live operators, the Company's customer service number, 700 services, 976 services, and Calls forwarded to another number are prohibited to preserve security, protect the public, and prevent fraud. As necessary to preserve security and to protect the public, Inmate access to certain telephone numbers specified by the correctional facility may be prohibited.

Identification of Securus will be made to the consumer at the beginning of each collect "0+" telephone call as follows: When the called party answers the phone, the automated operator will say: "This is a collect call from (inmate's name) at the (facility name) using Securus. To accept the call, dial zero." After the call is accepted, the automated operator will say, "Thank you for using Securus."

Termination of the telephone call by the consumer may be made at no charge before the call is connected. The Company shall ensure that a positive response from the called party indicating a willingness to pay for the call is received before completing a collect call.

The Securus operator will disclose to the End User that the following information is available to the Consumer, upon request and at no charge: a quote of its rates and charges for the collect call; the method(s) by which such rates or charges for collect calls will be collected; and the method(s) by which complaints concerning such rates, charges or collection practices for collect calls will be resolved.

The Company may block calls from Inmates to End Users where a prepayment required pursuant to an Inmate Calling Plan account has not been received by the Company, where the End User has a delinquent account with the Company, and where the End User has exceeded his/her credit limit during the billing period. The Company may block calls from Inmates to End Users where an Inmate Calling Plan is required.

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**SECTION 3 -- DESCRIPTION OF SERVICE (CONTINUED)**

Installation And Termination

Neither the End User nor the Inmate contracts directly with the Company for service. No minimum service period applies to End Users or Inmates. No notice is required by End Users or Inmates to initiate or terminate use of the Company's service. Service is installed upon contractual agreement between the Customer and the Company. The contractual agreement specifies the terms and conditions of installation, termination of service, commission structure, and commission payment schedule. The Customer contract does not alter the obligations of the Company to the End User or Inmate, as described in this Tariff, nor does the contract alter the rates contained in this schedule.

Charges And Billing Arrangements

Computation Of Charges

The total charge for each automated "0+" collect call consists of the duration of the call times the rate per minute, which is applied to each minute, with fractional minutes rounded up to the nearest full minute.

The Inmate Calling Plan operates by the Billed Party creating a calling account. This calling account allows for the Billed Party to control the number, duration, and costs of receiving calls from an inmate housed at a correctional facility. This calling account has a definite dollar amount at the time of creation. The balance is reduced with each completed call. Upon depletion of the account, the billed party can obtain account balance information via the customer service 800 number.

Upon written request from the owner of a prepaid account with a positive balance, and after verification of the identity of the account owner, the Company will refund to the owner any unused balance deposited in a prepaid collect call service account.

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**SECTION 3 -- DESCRIPTION OF SERVICE (CONTINUED)**

**BILLING ARRANGEMENTS**

Charges for calls billed collect will be included on the End User's local telephone service provider bill in accordance with billing and collection contracts established between the Company's billing agent and the applicable local telephone service provider, through direct billing to the End User, or through an Inmate Calling Plan where the End User prepays for the service.

The Company validates the creditworthiness of the End Users through available called number validation procedures. When a requested billing cannot be validated, End Users may be required to provide an acceptable alternative billing method, or the Company may refuse to deliver the call. The Company may also refuse to deliver the call where the correctional facility has placed security restrictions on the inmate or on the called telephone number or where the End User has restricted the telephone number called from receiving calls from a correctional facility.

In the event of disputed charges, billed parties may contact the Company directly at the posted toll free number or may contact the Company's billing agent at the toll free number listed on the bill for charges. If the billed party is not satisfied with the Company's resolution of the dispute, the billed party can contact the Commission.

The following End User payment options are offered:

- (A) Where the call is billed by the local telephone service provider based on established billing arrangements between the Company and that provider, the End User's payment options will be those payment types accepted by the local telephone service provider.
- (B) Where the call is direct billed by the Company through its billing agent, the End User's payment options will be personal checks, cashier's checks, and money orders (if paid by mail); credit card (MasterCard or Visa), or debit card (MasterCard or Visa) (if paid over the phone); by Western Union wire; or online payment whereby the End User goes to [www.securustech.net](http://www.securustech.net) and selects Pay Online – Western Union Quick Collect.
- (C) Where the call is billed by the Company through its billing agent pursuant to an Inmate Calling Plan, the End User's prepayment options will be personal checks, cashier's checks, and money orders (if paid by mail); credit card (MasterCard or Visa), or debit card (MasterCard or Visa) (if paid over the phone); by Western Union wire; or online payment whereby the End User goes to [www.securustech.net](http://www.securustech.net) and selects Pay Online – Western Union Quick Collect.

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RCA No. 461 2nd Revision Sheet No. 15  
Canceling  
1st Revision Sheet No. 15

**RECEIVED**  
**JUN 30 2021**  
STATE OF ALASKA  
REGULATORY COMMISSION OF ALASKA

Securus Technologies, LLC  
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**SECTION 4 - RATES AND CHARGES**

INMATE TELECOMMUNICATIONS SERVICE  
INTRASTATE

Alaska Department of Corrections Rates

The rates below apply to Intrastate long distance calls regardless of distance or time of day.

Collect Rates:

Per minute: \$0.25

Prepaid Calling Cards, Prepaid Debit,

AdvanceConnect: Per Minute: \$0.21

Regulatory Cost Charge

(a) Applicability: The Regulatory Cost Charge is a special charge applied to all regulated retail customer billings to pay the utility's share of the budget of the Commission.

(b) Rates: Monthly Recurring Charge  
Regulatory Cost Charge 2.665% of billing I

Pursuant to U-21-018(2)

Effective July 1, 2021

Issued By: Securus Technologies, LLC

By: Cameshia Davis

Title: Regulatory Compliance Analyst

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**SECTION 4 -- RATES AND CHARGES (CONTINUED)**

INMATE TELECOMMUNICATIONS SERVICE

Alaska Universal Service Fund

The Company concurs with the AUSF charge percentage amount set forth in the effective tariff of The Alaska Universal Service Administrative Company. A copy of the tariff of the Alaska Universal Service Fund Administrative Company is available for public inspection during normal business hours at 3380 "C" Street, Suite 201, Anchorage, Alaska 99503 or the <http://www.ausac.org>.

Returned Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Alaska law.

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

**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

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**SECTION 4 -- RATES AND CHARGES (CONTINUED)**

(c) Prepaid Calling Cards

Where offered by the Confinement Facility, Inmates may purchase a Prepaid Calling Card for calls made by the Inmate User or Authorized User. Prepaid Calling Cards 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 and provides prompts to place the call by entering the destination telephone number with area code. Prepaid Calling Card service follows the same call validation processes and restrictions as Collect Calls from the Confinement Facility as described in the Inmate Service Restrictions section of this tariff. This includes notification and identification to the called party of the origination of the call from a Confinement Facility. Prepaid Calling Card calls also follow the same call processing restrictions regarding the blocking of calls from Inmates as a result of invalid validation of an Inmate or Inmate User or the intended called party. This includes access to interexchange carriers 800, 950, and 10xxx dialing codes, directory assistance, live operators, and other numbers as specified by the Confinement Facility and/or called party. 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 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 service is 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. Prepaid balances are not charged for incomplete calls.

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 issuance. 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. In addition, where authorized by the Confinement Facility, the Company may permit Inmates to combine the unused Prepaid Balances on to a single Prepaid Calling Card.

Prepaid Calling Card Rates: Intrastate Long Distance                      Per Minute: \$0.21

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**SECTION 4 -- RATES AND CHARGES (CONTINUED)**

**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 AdvanceConnect Balance at the conclusion of the call.

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.

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.

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. Balances are not charged for incomplete calls.

AdvanceConnect Account Rates

Intrastate Long Distance      Per Minute: \$0.21

Tariff Advice No. TA24-461      Effective: June 12, 2020

Issued By: Securus Technologies, LLC      Title: Sr. Corporate Counsel & Director of Regulatory and Governmental Affairs  
 By: Michael S. J. Lozich  
 Signature: \_\_\_\_\_      Date: \_\_\_\_\_

Securus Technologies, LLC  
 Interexchange Telephone Carrier  
 State of Alaska

**SECTION 4 -- RATES AND CHARGES (CONTINUED)**

**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. 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.

**Inmate Debit Account Rates**

Per Minute: \$0.21

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CUSTOMER BILL FORMAT

Customer Number	Customer Name	Statement Date
Invoice Number		
Previous Balance		
Payments/Credits		
Adjustments Balance		
Forward		
Current Activity Total Call		
Usage Total Service Total		
Taxes		
Total Current Charges Total		
Amount Due		

Please note the total amount due may not reflect payments made since the statement date. To ensure you continue to receive calls, PLEASE MAKE PAYMENT BY DUE DATE. PLEASE NOTE your customer number on the memo line of the check or money order. Payment could take up to 7 days to post. \$25 will be assessed upon return checks. Try our AUTOMATED SYSTEM for Payment and Balance Inquiries at 1-800-844-6591 or website at [www.securustech.net](http://www.securustech.net) both available 24 hours a day. Questions? Call us at 1-800-844-6591 24 hours a day.

Detach and return this portion with your payment.

Invoice Number	Total Due
Customer Number	Amount Enclosed
Statement Date	Due Date
Customer Name	Securus Correctional Billing Services
Customer Address Line 1	P.O. Box 650757
Customer Address Line 2	Dallas, TX 75265-0757

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CUSTOMER BILL FORMAT (CONTINUED)

Customer Number Invoice Number	Customer Name	Statement Date
Payments/Adjustments/Finance Charges		
	Balance Forward	
Toll Charges	Minutes	Calls
Sub-Total		Amount
Tax Summary		Total
	Tax Description	Tax Amount
	AK USF	
	AK Reg Cost Chrg	
	City Sales Tax	
	County Sales Tax	
	Tax Total	
Total Current Charges		
Total Amount Due		

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CUSTOMER BILL FORMAT (CONTINUED)

Customer Name	Account #	Statement Date
Calls By Billing ID		

From Number	To Number	Destination	Type	Date	Time	Min	Charge
Billing ID:		Billed on behalf of Securus					

Securus Correctional Billing Services  
 A division of Securus Technologies, LLC

Please Note: Non-payment of your Direct Bill account by the due date may result in the blocking of your telephone line from correctional facilities and may also result in the restriction of further credit. Securus may also undertake further collection action, including referral to a collection agency. Direct Bill accounts 7 days past due will be converted to a pre-paid account.

**DID YOU KNOW...**

Securus Correctional Billing Services now offers Securus Online? Securus Online makes account management and bill payment easier than ever! Now you can quickly and easily access your account information, make a payment, and take advantage of text and email notifications from your mobile phone or personal computer. Enroll in Securus Online today! [www.securustech.net](http://www.securustech.net)

Now you can add all your phone numbers to one account and only receive one bill? Please call 800-844-6591 to merge your phone numbers to this account. Please have your account number ready when calling.

Payments can be made in multiple ways:  
 Automated System, Website, Western Union and Mail  
 Visa and Mastercard accepted.

For Western Union use the Blue Quick Collect form and fill in the following information:

Pay To should be Securus  
 Code City should be Securus State  
 should be TX

Please include your 7 digit account number. If you are unsure of your account number, please visit [www.securustech.net](http://www.securustech.net) or call us at 1-800-844-6591.

**Alaska Customers Only:**

For consumer complaints that cannot be resolved directly with the company, you may contact the Regulatory Commission of Alaska: In Anchorage call 907-276-6222, outside Anchorage call 800-390-2782, or send written complaints to 701 West 8th Ave. Suite 300, Anchorage, AK 99501-

3469.

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