

RATE SCHEDULE FOR:

SECURUS TECHNOLOGIES, LLC
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(972) 277-0300

Applying to Intrastate

Services Between Points

In the State of Arkansas

SERVICES AND RATE SCHEDULE

Definitions

AdvanceConnect Account - An account established by a Consumer with Securus (by making an initial deposit) permitting an Incarcerated Person to place Prepaid Calls using Securus' ICS.

Authorization Code - A pre-defined series of numbers an Incarcerated Person dials on an ICS Telephone to identify the Incarcerated Person and validate the Incarcerated Person's authorization to use Securus' ICS to place calls to Consumers.

Authorized Fee - A government authorized, but discretionary, fee which Securus must remit to a federal, state, or local government, and which Securus 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.

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.

Collect Call or Collect Call Service - An arrangement whereby a Consumer affirmatively agrees to be responsible for payment of the charges for use of Securus' ICS to connect a call that is not a Prepaid Call paid for using an AdvanceConnect Account.

Consumer - A party paying a Provider of Incarcerated Calling Services.

Correctional Facility - A prison, jail, penal facility, or other institution used for penalty or confinement purposes that contracts with Securus for the provision of ICS for use by its Incarcerated Persons.

Debit Account - An account established by an Incarcerated Person (or someone acting on the Incarcerated Person's behalf) making an initial deposit with Securus to allow the Incarcerated Person make Debit Calls using Securus' ICS. Securus offers two types of Debit Accounts: Securus Debit Accounts or Prepaid Debit Accounts.

Debit Call - A call whereby an Incarcerated Person uses a Debit Account to pay the charges for use of Securus' ICS.

ICS Telephone - A telephone instrument (or other device capable of initiating calls) Securus provides to a Correctional Facility for use by its incarcerated population to use Securus' ICS.

Incarcerated Person - An individual (a) incarcerated in a Correctional Facility, and (b) authorized by the Correctional Facility to be connected to and use Securus' ICS under the terms and regulations of this rate schedule.

Mandatory Tax or Mandatory Fee - A fee that Securus is required to collect directly from the party paying for the ICS call, and remit to federal, state, or local governments. A Mandatory Tax or Fee that is passed through to the party paying for the ICS call may not include markup, unless the markup is specifically authorized by a federal, state, or local statute, rule, or regulation.

Updated: July 29, 2021

PPCC Call - A call whereby an Incarcerated Person uses a Prepaid Calling Card to pay the charges for use of Securus' ICS.

SERVICES AND RATE SCHEDULE, CONTINUED

Definitions (Continued)

Prepaid Balance - A balance established to allow an Incarcerated Person to place Prepaid Calls, Debit Calls, or PPCC Calls using Securus' ICS.

Prepaid Call - A call for which a Consumer accepts responsibility for payment of the charges for use of Securus' ICS in advance using an AdvanceConnect Account.

Prepaid Calling Card or PPCC - A card issued by Securus that an Incarcerated Person may purchase from a Correctional Facility that provides a means of paying charges for use of Securus' ICS.

Prepaid Service - Any Debit Call, Prepaid Call, or PPCC Call.

Securus or Company - Securus Technologies, LLC.

Acronyms and Trade Names

FCC - Federal Communications Commission.

ICS - incarcerated calling services

SERVICES AND RATE SCHEDULE, CONTINUED

General

Service is offered to Incarcerated Persons of Correctional Facilities in Arkansas. Securus Technologies, LLC's ("Securus") service provides automated operator assisted calling for collect calls. Responsibility for payment of charges for calls must be accepted by the Called Party. At the discretion of the facility's administration, service may be limited or restricted for reasons of fraud prevention, security, or control.

Charges for calls on Securus' service are computed and billed individually for each call placed through the Company. Rates vary by time of day and day of week. Charges also vary based on call duration. Calls are billed based on usage of Securus' service. No installation charges or fixed monthly recurring charges apply.

Timing of Calls

- Long distance usage charges are based on actual usage of Securus' network. Timing of a call begins when the Called Party accepts the charges for the call and the two parties are connected.
- Chargeable time for a call ends upon disconnection by either party.
- The minimum call duration and initial period for billing purposes is one minute.
- Unless otherwise specified in this Rate Schedule, for billing purposes usage is measured and rounded to the next higher full minute.
- No charges apply for incomplete calls or for calls to called parties who do not accept charges for the call (calls are terminated upon the Called Party's refusal to accept responsibility for charges.)

Time of Day Rate Periods

The appropriate rates apply for day, evening and night/weekend calls based on the following chart.

TIMES	MON	TUES	WED	THURS	FRI	SAT	SUN
8:00 AM to 4:59 PM	Daytime Period						
5:00 PM to 11:00 PM	Evening Period						
11:01 PM to 7:59 AM	Night/Weekend Period						

SERVICES AND RATE SCHEDULE (CONTINUED)

Correctional Collect-Only Calling Service

Correctional operator assisted service allows Incarcerated Persons to place collect calls through an automated call processing system. The call processing system prompts the Incarcerated Person and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by Securus' system.

A number of special blocking and screening capabilities are available with correctional operator services provided by Securus. These capabilities allow Correctional Facilities to control Incarcerated Persons access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Correctional Facility.

For services provided to Incarcerated Persons of Correctional Facilities, the following special conditions apply:

- Calls to "900", "976" or other pay-per-call services are blocked by Securus.
- At the request of the Correctional Facility, Securus may block access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- At the request of the Correctional Facility, Securus may block access to "911", "411", or local operators reached through "0-" dialing.
- At the request of the Correctional Facility, Securus may block access to specific telephone numbers.
- Availability of Securus' services may be restricted by the Correctional Facility to certain hours and/or days of the week.
- At the request of the Correctional Facility, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning Securus' services is provided to the administration of each Correctional Facility where the Company's services are offered. Incarcerated Persons may obtain information regarding rates and charges by requesting such information from the Correctional Facility's administration.
- At the request of the Correctional Facility, Securus may impose time limits on local and long distance calls placed using its services.
- At the request of the Correctional Facility, equipment may be provided which permits monitoring of Incarcerated calls by legally authorized government officials.

SERVICES AND RATE SCHEDULE (CONTINUED)

Collect Calling Rates – Correctional Facility Rates will not exceed these rate caps

Prisons

Call Type	First Minute	Each Additional Minute
Local	\$0.21	\$0.21
IntraLATA	\$0.21	\$0.21
InterLATA	\$0.21	\$0.21

Jails < 1000 ADP

Call Type	First Minute	Each Additional Minute
Local	\$0.30	\$0.30
IntraLATA	\$0.30	\$0.30
InterLATA	\$0.30	\$0.30

SERVICES AND RATE SCHEDULE (CONTINUED)

Prepaid Service

Prepaid Calling Cards and Debit Accounts

Where offered by the Correctional Facility, Incarcerated Persons may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Incarcerated User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Incarcerated Persons 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 Correctional Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Incarcerated 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. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Incarcerated 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 Incarcerated User may be subject to time-of-day and usage restrictions imposed by individual Correctional 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.

Prepaid Calling Cards

The Correctional Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Incarcerated Persons then purchase the Cards from authorized personnel at the Correctional Facilities. The Company does not engage in direct monetary transactions with the Incarcerated Person. The Incarcerated Person may purchase a Prepaid Calling Card in denominations determined by the Correctional Facility. Prepaid Calling Cards are offered only to Incarcerated Persons at Correctional 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 Incarcerated User or Authorized User following release from the Correctional 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. Incarcerated Persons may purchase additional cards, as permitted by their Correctional Facility.

SERVICES AND RATE SCHEDULE (CONTINUED)

Prepaid Service (Continued)

Prepaid Calling Cards and Debit Accounts (Continued)

Prepaid Debit Accounts

For a Prepaid Debit Account, the Incarcerated Person may set up the account through the Correctional Facility administrators with an initial payment typically through the Incarcerated Person's commissary account, in those Correctional 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 Correctional 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 Correctional Facility, the Incarcerated Person may request a refund from the Correctional Facility administrator.

AdvanceConnect Accounts

Consumers who prefer to pay in advance for Collect Calls that originate from Correctional Facilities 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 Consumer.

When the balance in an AdvanceConnect Account reaches ten dollars (\$10) or below, the Consumer will receive an automated courtesy call from the Company notifying the Consumer with such an announcement. If the Consumer's balance reaches zero prior to replenishment of the Account, the Consumer will be blocked from receiving further calls from any Correctional Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

The Consumer 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 Consumer 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.

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 Incarcerated User may be subject to time-of-day and usage restrictions imposed by individual Correctional 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.

SERVICES AND RATE SCHEDULE (CONTINUED)

Prepaid Service (Continued)

Securus Debit

Securus Debit is a prepaid telephone account offering made available to Incarcerated Persons by the Company when permitted by the Correctional Facility. Securus Debit provides an alternative method for Incarcerated Persons to prepay for and make calls. A Securus Debit account associated with the Incarcerated Person's Personal Identification Number (PIN) is automatically established by the Company. Incarcerated Persons fund and replenish their Securus Debit account through electing to transfer funds from either their trust fund or commissary account to their Securus Debit account. Securus Debit accounts may also be funded by the Incarcerated Person's friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the Incarcerated Person.

Securus Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Correctional Facility. Incarcerated Persons must enter a valid Authorization Code to access their Securus Debit account. The Company's system automatically informs the Incarcerated Person of the Prepaid Balance remaining on the Securus Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Incarcerated Person 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. During a Securus Debit call, when the prepaid account balance is one minute prior to depletion, the Incarcerated Person will be interrupted with such an announcement.

Securus 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 Incarcerated Person may be subject to time-of-day and usage restrictions imposed by individual Correctional 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 Securus Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Correctional 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 Securus Debit account unless alternative arrangements are expressly requested by the Correctional Facility. No refunds of unused balances will be issued after the expiration date.

Prepaid Calling Cards and Debit Account Rates - Correctional Facility Rates will not exceed these rate caps

Prisons (Local/IntraLATA/InterLATA)

Per Minute Usage Charge \$0.21

Jails < 1000 ADP (Local/IntraLATA/InterLATA)

Per Minute Usage Charge \$0.30

AdvanceConnect Account Rates

The rates for AdvanceConnect Accounts are the same as those for Collect Calling.

SERVICES AND RATE SCHEDULE (CONTINUED)

Taxes

Securus' practices in connection with collecting taxes and fees from Consumers for (or in connection with) intrastate ICS complies with Federal Communication Commission Rule 47 CFR § 64.6070. Securus charges and collects any applicable Mandatory Tax or Fee or Authorized Fee on a per-call basis (including (as applicable) Federal Cost Recovery Charge, State sales tax, municipal taxes, gross receipts tax, and similar taxes and fees). Generally, any applicable Mandatory Tax or Fee or Authorized Fee is in addition to the rates and charges stated in this rate schedule, and each Mandatory Tax or Fee or Authorized Fee will be itemized separately on Consumer bills.

SERVICES AND RATE SCHEDULE (CONTINUED)

Miscellaneous Fees and Charges

Return Check Charge

A return check charge of \$30.00 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 Arkansas law.

Ancillary Service Charges

Pursuant to the Federal Communication Commission's Report and Order on Remand and Fourth Further Notice of Proposed Rulemaking, FCC 20-111, released August 7, 2020 and effective November 23, 2020, ancillary service charges are considered jurisdictionally mixed (i.e., they cannot be segregated between interstate and intrastate calls) and, therefore, subject to FCC jurisdiction. For purposes of ancillary service charges, the jurisdictional nature of an intrastate call depends exclusively on determining the physical location of the endpoints of the call being within the State of Arkansas, and Securus does not have the ability to determine the physical location of the recipients of calls from Correctional Facilities. As a result, all ancillary service charges are subject to the FCC's rules regarding ICS. Securus' practices in connection with charging ancillary service charges in connection with Incarcerated Calling Services complies with Federal Communication Commission Rule 47 CFR § 64.6020. If Securus becomes able to segregate intrastate ICS from interstate ICS based on the physical location of the endpoints of an ICS call, then the ancillary service charges set forth in this rate schedule will apply to intrastate ICS calls in Arkansas.

The below charges and fees became effective March 17, 2016 for Prisons and June 20, 2016 for Jails. Correctional Facility charges and fees will not exceed these rate caps.

Paper Bill/Statement Fees - Fees associated with providing customers of Incarcerated Calling Services an optional paper billing statement.

Paper Bill/Statement Fee - \$2.00 maximum charge per occurrence but not more than once a month

Payment Fees

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 Incarcerated 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

SERVICES AND RATE SCHEDULE (CONTINUED)

Contract Services

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this rate schedule. The terms of each contract shall be mutually agreed upon between the Customer and the Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed 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 service or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed contract Customer as specified in each individual contract.