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## SERVICES AND RATES

### **Interstate Incarcerated Operator Assisted Calling**

Automated operator assisted collect calling services for use by incarcerated individuals of correctional 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.

### **Interstate Collect and Prepaid Calling Rates**

The below rates become effective October 26, 2021. Correctional Facility rates will not exceed these maximum rate caps.

<b>Type / Size of Facility</b>	<b>Maximum Rate Cap</b>
Prison	\$0.14 per minute*
Jails with ADP of 1,000 or more	\$0.16 per minute*
Jails with ADP less than 1,000	\$0.21 per minute

\* May include a Site Commission up to \$0.02 per minute pursuant to Securus' contract with the applicable Correctional Facility.

**Prepaid Expiration and Refund Policy:** The Consumer 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 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.

**SERVICES AND RATES (Continued)**

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

**Securus Debit** – Securus Debit is a prepaid telephone account offering made available to incarcerated individuals by the Company when permitted by the correctional facility. Incarcerated individuals fund and replenish their Securus Debit account through electing to transfer funds from either their facility trust fund or commissary account to their Securus Debit account. Securus Debit accounts may also be funded by the incarcerated individual’s friends and family members via the Company’s points-of-sale. Funds placed in this account become the property of the incarcerated individual.

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.

## SERVICES AND RATES (Continued)

### Other Charges

**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>.

**Federal Cost Recovery Charge:** This is a charge used to recover the cost of fees and surcharges that Securus is permitted to pass through, without any markup, to Consumers, including those funding the Telecommunications Relay Service program (“TRS”).

### **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 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

**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

**SERVICES AND RATES (Continued)**

**International Rates and Charges**

The rates listed below are those charged for international calls from most correctional 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 rates. Correctional Facility rates will not exceed these maximum rates.

<b>Type / Size of Facility</b>	<b>Maximum Rate Cap</b>
Prison	\$0.14 per minute*
Jails with ADP of 1,000 or more	\$0.16 per minute*
Jails with ADP less than 1,000	\$0.21 per minute

\* May include a Site Commission up to \$0.02 per minute pursuant to Securus' contract with the applicable Correctional Facility.