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## SERVICES AND RATES

### **Interstate Incarcerated Operator Assisted Calls**

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.

Type / Size of Facility	Maximum Rate Cap
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

“ADP” means average daily population.

\* 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 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 two years following the last call made.

**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 purchase prepaid services 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. Prepaid services for Securus Debit accounts may also be purchased by the incarcerated individual's friends and family members via the Company's points-of-sale. Prepaid services 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

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 (USF) fee, 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. **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”).

### 3. **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

**SERVICES AND RATES (Continued)**

**International Rates and Charges**

The rates listed below are those charged for international calls from 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.

The applicable per-minute international calling rate will consist of the sum of (a) the call rate in effect at the applicable correctional facility compliant with the Maximum Rate Cap set forth below for the type and size of the correctional facility, plus (b) the applicable call termination charge for the International Destination set forth below, which may be updated every 3 months in accordance with FCC regulations. Together, these two elements – the permissible interstate per minute rate and applicable termination charge – will be the maximum per minute rate for calls to an International Destination.

<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

“ADP” means average daily population.

\* May include a site commission up to \$0.02 per minute pursuant to Securus’ contract with the applicable correctional facility.

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
AFGHANISTAN	\$0.150
ALBANIA	\$0.255
ALGERIA	\$0.523
ANDORRA	\$0.162
ANGOLA	\$0.039
ANGUILLA	\$0.158
ANTARTICA	\$1.420
ANTIGUA	\$0.168
ARGENTINA	\$0.081
ARMENIA	\$0.143
ARUBA	\$0.173
ASCENSION ISLAND	\$0.862
AUSTRALIA	\$0.016
AUSTRIA	\$0.011
AZERBAIJAN	\$0.330
BAHAMAS	\$0.185
BAHRAIN	\$0.116
BANGLADESH	\$0.143

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BARBADOS	\$0.143
BELARUS	\$0.287
BELGIUM	\$0.217
BELIZE	\$0.182
BENIN	\$0.244
BERMUDA	\$0.011
BHUTAN	\$0.101
BOLIVIA	\$0.144
BOSNIA HERZEGOVINA	\$0.185
BOTSWANA	\$0.203
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.151
BRUNEI DARUSSALAM	\$0.072
BULGARIA	\$0.054
BURKINA FASO	\$0.452
BURUNDI	\$0.415
CAMBODIA	\$0.035
CAMEROON	\$0.266
CANADA	\$0.001
CAPE VERDE	\$0.211
CAYMAN ISLANDS	\$0.114
CENTRAL AFRICAN REP	\$0.467
CHAD	\$0.452
CHILE	\$0.006
CHINA	\$1.016
COLOMBIA	\$0.003
CONGO	\$0.474
COOK ISLANDS	\$1.500
COSTA RICA	\$0.041
COTE D'IVOIRE (IVORY COAST)	\$0.529
CROATIA	\$0.114
CUBA	\$0.575
CYPRUS	\$0.013
CZECH REPUBLIC	\$0.010
DEM PEOPLE REP KOREA	\$1.117
DEM REP CONGO	\$0.363
DENMARK	\$0.099
DIEGO GARCIA	\$1.531
DJIBOUTI	\$0.258
DOMINICA	\$0.136
DOMINICAN REPUBLIC	\$0.051
ECUADOR	\$0.114
EGYPT	\$0.075

EL SALVADOR	\$0.079
EQUATORIAL GUINEA	\$0.353
ERITREA	\$0.195
ESTONIA	\$0.440
ETHIOPIA	\$0.160
FALKLAND ISLANDS	\$2.098
FAROE ISLANDS	\$0.171
FEDERATED MICRONESIA	\$0.505
FIJI	\$0.220
FINLAND	\$0.255
FRANCE	\$0.089
FRENCH ANTILLES	\$0.082
FRENCH GUIANA	\$0.106
FRENCH POLYNESIA	\$0.854
GABON	\$0.548
GAMBIA	\$0.342
GEORGIA	\$0.235
GERMANY	\$0.022
GHANA	\$0.182
GIBRALTAR	\$0.028
GREECE	\$0.005
GREENLAND	\$0.551
GRENADA	\$0.162
GUADELOUPE	\$0.086
GUATEMALA	\$0.116
GUINEA	\$0.162
GUINEA-BISSAU	\$0.849
GUYANA	\$0.193
HAITI	\$0.154
HONDURAS	\$0.129
HONG KONG	\$0.033
HUNGARY	\$0.008
ICELAND	\$0.014
INDIA	\$0.016
INDONESIA	\$0.030
IRAN	\$0.184
IRAQ	\$0.175
IRELAND	\$0.046
ISRAEL	\$0.119
ITALY	\$0.016
JAMAICA	\$0.164
JAPAN	\$0.029
JORDAN	\$0.135

KENYA	\$0.083
KIRIBATI	\$1.173
KUWAIT	\$0.030
KYRGYZSTAN	\$0.234
LAOS	\$0.065
LATVIA	\$0.216
LEBANON	\$0.110
LESOTHO	\$0.801
LIBERIA	\$0.335
LIBYA	\$0.350
LIECHTENSTEIN	\$0.064
LITHUANIA	\$0.022
LUXEMBOURG	\$0.104
MACAU	\$0.110
MACEDONIA	\$0.391
MADAGASCAR	\$0.864
MALAWI	\$0.632
MALAYSIA	\$0.007
MALDIVES	\$2.256
MALI	\$0.302
MALTA	\$0.067
MARSHALL ISLANDS	\$0.238
MAURITANIA	\$0.720
MAURITIUS	\$0.109
MAYOTTE	\$0.600
MEXICO	\$0.002
MOLDOVA	\$0.376
MONACO	\$0.083
MONGOLIA	\$0.014
MONTENEGRO	\$0.279
MONTSERRAT	\$0.199
MOROCCO	\$0.285
MOZAMBIQUE	\$0.178
MYANMAR	\$0.205
NAMIBIA	\$0.088
NAURU	\$0.750
NEPAL	\$0.117
NETHERLANDS	\$0.010
NETHERLANDS ANTILLES	\$0.168
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.034
NICARAGUA	\$0.127
NIGER	\$0.313

NIGERIA	\$0.097
NIUE	\$3.031
NORWAY	\$0.005
OMAN	\$0.533
PAKISTAN	\$0.031
PALAU	\$0.250
PALESTINE	\$0.192
PANAMA	\$0.071
PAPUA NEW GUINEA	\$0.800
PARAGUAY	\$0.037
PERU	\$0.002
PHILIPPINES	\$0.081
POLAND	\$0.009
PORTUGAL	\$0.019
QATAR	\$0.131
REUNION	\$0.576
ROMANIA	\$0.007
RUSSIA	\$0.172
RWANDA	\$0.237
SAMOA	\$1.014
SAN MARINO	\$0.510
SAO TOME AND PRINCIP	\$1.230
SAUDI ARABIA	\$0.124
SENEGAL	\$0.146
SEYCHELLES	\$1.004
SIERRA LEONE	\$0.349
SINGAPORE	\$0.008
SLOVAKIA	\$0.014
SLOVENIA	\$0.019
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.231
SOUTH AFRICA	\$0.047
SOUTH KOREA	\$0.008
SOUTH SUDAN	\$0.595
SPAIN	\$0.106
SRI LANKA	\$0.230
ST PIERRE MIQUELON	\$0.152
ST. HELENA	\$1.500
ST. KITS/NEVIS	\$0.144
ST. LUCIA	\$0.124
ST. MARTEN	\$0.101
ST. VINCENT	\$0.130
SUDAN	\$0.146

SURINAME	\$0.181
SWAZILAND	\$0.186
SWEDEN	\$0.101
SWITZERLAND	\$0.378
SYRIA	\$0.211
TAIWAN	\$0.060
TAJIKISTAN	\$0.171
TANZANIA	\$0.246
THAILAND	\$0.020
TIMOR LESTE	\$0.695
TOGO	\$0.224
TOKELAU	\$3.044
TONGA	\$1.025
TRINIDAD	\$0.150
TUNISIA	\$0.649
TURKEY	\$0.150
TURKMENISTAN	\$0.121
TURKS AND CALICOS	\$0.148
TUVALU	\$1.300
UGANDA	\$0.268
UKRAINE	\$0.139
UNITED ARAB EMIRATES	\$0.115
UNITED KINGDOM	\$0.069
URUGUAY	\$0.133
UZBEKISTAN	\$0.086
VANUATU	\$0.850
VATICAN CITY	\$0.102
VENEZUELA	\$0.038
VIETNAM	\$0.046
WALLIS AND FUTUNA IS	\$1.682
YEMEN	\$0.161
YUGOSLAVIA	\$0.355
ZAMBIA	\$0.386
ZIMBABWE	\$0.392