

Securus Technologies, LLC  
4000 International Parkway  
Carrollton, Texas 75007

Illinois Price List  
Updated: July 28, 2023

COMPETITIVE TELECOMMUNICATIONS SERVICE

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ILLINOIS CUSTOMER OWNED PAY TELEPHONE SERVICE PRICE LIST

OF

SECURUS TECHNOLOGIES, LLC  
4000 International Parkway  
Carrollton, Texas 75007  
(972) 277-0300

This price list contains the descriptions, regulations, and rates applicable to the furnishing of resold local exchange and interexchange services from public locations by Securus Technologies, LLC (“Securus”) within the State of Illinois.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS**

**Ancillary Service Charge** – Any charge Consumers may be assessed for the use of Incarcerated 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 Incarcerated 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 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.

**Automated Collect Call** – Calls made by dialing “0” or “1” and the Called Station number and completed through an automated call processing system that prompts the call originator and Consumer. The Consumer accepts responsibility for payment of the charges for use of the Company’s services.

**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.

**Authorized User** – A person, firm, partnership, corporation, or other entity who is authorized by the Correctional Facility to be connected to and utilize the Company’s services under the terms and regulations of this price list.

**Average Daily Population or “ADP”** - The sum of all incarcerated persons in a facility for each day of the preceding calendar year, divided by the number of days in the year.

**Called Party** – The person, individual, corporation or other entity whose telephone number is called by the Incarcerated User or Authorized User. The Called Party accepts responsibility for payment of the charges for use of the Company’s services.

**Called Station** – The terminating point (i.e. called number) for a call.

**Coin Pay Customer** – A person, firm, partnership, corporation, or other entity that uses the Company’s coin operated pay phones.

**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 ICS Telephone.

**Commission** – The Illinois Commerce Commission.

**Company or Carrier** – Securus Technologies, LLC unless otherwise clearly indicated by the context.

**Correctional Facility** – Used throughout this price list to refer to any place designated by law for the correctional 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.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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

**Consumer** – The party paying a Provider of Incarcerated Calling Services.

**Day** – From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

**Debit Calling** – A presubscription or comparable service which allows an Incarcerated Person, or someone acting on an Incarcerated Person’s behalf, to fund an account set up through a Provider that can be used to pay for Incarcerated Calling Services calls originated by the Incarcerated Person.

**Evening** – From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

**Incarcerated Person** – A person detained at a Jail or Prison, regardless of the duration of the detention.

**Incarcerated Calling Service (ICS)** – A service that allows Incarcerated Persons to make calls to individuals outside the Correctional Facility where the Incarcerated Person is being held, regardless of the technology used to deliver the service.

**ICS Telephone** – A telephone instrument, or other device capable of initiating calls, set aside by authorities of a Correctional Facility for use by Incarcerated Persons.

**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 correctional 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 Incarcerated Persons; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

**Live Agent Fee** – A fee associated with the optional use of a live operator to complete Incarcerated Calling Services transactions.

**Mandatory Tax or Mandatory Fee** – A fee that a Securus is required to collect directly from Consumers, 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.

**Night/Weekend** – From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

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

**Pay Telephone** – Any pay station instrument through which the Company’s services may be accessed.

**Per-Call, or Per-Connection Charge** – A one-time fee charged to a Consumer at call initiation.

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

**Prepaid Balance** – A balance that is established with an initial payment by an Incarcerated User or Authorized User for Prepaid Service. Charges are deducted from the Prepaid Balance on a per minute, real time basis.

**Prepaid Calling** – A presubscription or comparable service in which a Consumer, other than an Incarcerated Person, funds an account set up through a Provider of Incarcerated Calling Services. Funds from the account can then be used to pay for Incarcerated Calling Services, including calls that originate with an Incarcerated Person.

**Prepaid Card** – A card issued by the Company which provides the Incarcerated User or Authorized User with a Prepaid Balance, an Authorization Code, and instruction for accessing the Company’s services. The Incarcerated User or Authorized User purchases usage on a set prepaid basis.

**Prepaid Collect Calling** – A calling arrangement that allows an Incarcerated Person to initiate an Incarcerated 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 Incarcerated Calling Services for future calls from the same Incarcerated Person.

**Prepaid Service** – A service whereby the Incarcerated User or Authorized User accepts responsibility for payment of the charges for the use of the Company’s service. Service is accessed via a toll-free access number or other access dialing sequence.

**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 Incarcerated Persons are post-conviction or are committed to correctional for sentences of longer than one year.

**Provider of Incarcerated Calling Services, or Provider** – Any communications service provider that provides Incarcerated Calling Services, regardless of the technology used.

**Public Location** – Used throughout this price list to refer to locations accessible to the general public as defined in Orders entered in Dockets 84-0464 and 84-0442 by the Illinois Commerce Commission.

**Securus** – Securus Technologies, LLC

**Site Commission** – Any form of monetary payment, in-kind payment, gift, exchange of services or goods, fee, technology allowance, or product that Securus may pay, give, donate, or otherwise provide to an entity that operates a correctional institution, an entity with which Securus enters into an agreement to provide ICS, a governmental agency that oversees a correctional facility, the city, county, or state where a facility is located, or an agent of any such facility.

**Subscriber** – The Correctional Facilities to which the Company provides the Services specified in this price list.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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

**V & H Coordinates** – Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 2 – RULES AND REGULATIONS**

**2.1 Undertaking of Securus**

Securus' services and facilities are furnished for communications originating at Public Locations within the State of Illinois under terms of this price list.

Securus installs, operates, and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this price list. Securus may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Subscriber, to allow connection to the Securus network.

**2.2 Limitations**

**2.2.1** Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this price list.

**2.2.2** Securus reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Subscriber or Consumer is using service in violation of provisions of this price list, or in violation of the law.

**2.2.3** 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.

**2.2.4** All facilities provided under this price list are directly controlled by Securus and the Subscriber may not transfer or assign the use of service for 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.

**2.2.5** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this price list shall apply to all such permitted assignees or transferees, as well as all conditions of service.

**2.2.6** Service may otherwise be limited at the request of the Subscriber or by rules of the Commission to decrease fraud.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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

**2.3 Use**

Service provided under this price list may be used for any lawful purpose for which the service is technically suited, limited to the provisions of the price list.

**2.4 Liabilities of the Company**

**2.4.1** Securus' liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the party that paid for the call for the period during which the faults in transmission occur.

**2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this price list, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

**2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Subscriber, Incarcerated User or Authorized User, and Consumers against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this price list; or for any act or omission of the Subscriber, Incarcerated User or Authorized User, or Consumer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

**2.4.4** The Company shall not be liable for any defacement of or damage to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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

**2.5 Deposits**

The Company does not require deposits from Subscribers or Consumers.

**2.6 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 price list, and each Mandatory Tax or Fee or Authorized Fee will be itemized separately on Consumer bills.

**2.7 Installation and Termination**

Service is installed upon mutual agreement between the Subscriber and the Company. Unless such agreement is filed pursuant to Sec. 13-509 of the Illinois Public Utilities Act, the service agreement does not alter rates specified in this price list.

**2.8 Payment for Service**

Except for Prepaid Service, responsibility for payment of all charges for services furnished must be accepted by the Consumer (i.e., collect calls). All charges due by the Consumer are payable to the Company or the Company's authorized billing agent (such as local exchange telephone company). Terms of payment shall be according to the rules and regulations of the billing agent and subject to the rules of regulatory agencies, such as the Illinois Commerce Commission. Any objections to billed charges must be reported to the Company or its billing agent within thirty days after receipt of bill. Adjustments to bills shall be made to the extent that circumstances exist which reasonably indicates that such changes are appropriate.

**2.9 Interconnection**

Service furnished by Securus may be connected with the service or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates, and conditions of the other carrier.



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COMPETITIVE TELECOMMUNICATIONS SERVICE

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

**2.10 Refusal or Discontinuance by Company**

Securus may refuse or discontinue service under the following conditions. Unless otherwise stated, the Subscriber or Consumer may be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- (a) For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- (b) For the use of telephone service for any other property or purpose other than that described in the application.
- (c) For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- (d) For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission.
- (e) Without notice in the event of use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- (f) Without notice in the event of tampering with the equipment furnished and owned by the Company.
- (g) Without notice in the event of unauthorized or fraudulent use of service.
- (h) For Subscriber's breach of the contract for service between the Company and the Subscriber.
- (i) When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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

**2.11 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.12 Tests, Pilots, Promotional Campaigns and Contests**

The Carrier may conduct special tests, pilot programs, and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services.

**2.13 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Carrier's testing or adjusting, to the negligence of the Subscriber or Consumer, or to the failure of channels, equipment or communications systems provided by the Subscriber, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Consumer or Subscriber to notify Carrier immediately of any interruption in service for which a credit allowance is desired.

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**SECTION 3 – DESCRIPTION OF SERVICE**

**3.1 General**

Securus provides automated operator assisted calling for collect calls from Incarcerated Persons at Correctional Facilities. With the exception of Prepaid Service, responsibility for payment of charges for calls must be accepted by the Consumer. Service is available 24 hours per day, seven days a week.

**3.2 Timing of Calls**

**3.2.1** Long distance usage charges are based on actual usage of Securus' network. Timing of Incarcerated calls begins when the Consumer accepts the call, and the Incarcerated Person and Consumer are connected.

**3.2.2** Chargeable time for a call ends upon disconnection by either party.

**3.2.3** The minimum call duration and initial period for billing purposes is one minute.

**3.2.4** Unless otherwise specified in this price list, for billing purposes usage is measured and rounded to the next higher full minute.

**3.2.5** No charges apply for incomplete calls or for calls to Consumers who do not make a positive acceptance of the charges for the call (calls are terminated upon the Consumer's refusal to accept responsibility for charges).

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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

**3.3 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the serving wire center of the originating and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the wire centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 4 – RATES**

**4.1 General**

Charges for calls on Securus' service are computed and billed individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.3 of this price list.

Rates vary by mileage band, 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.

**4.1.1 Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

**4.1.2 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).

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.

Live Agent Fee - \$5.95 maximum charge per use

**4.1.3 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

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 4 – RATES (CONTINUED)**

**4.1.4 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 Illinois, 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 price list will apply to intrastate ICS calls in Illinois.

COMPETITIVE TELECOMMUNICATIONS SERVICE

**SECTION 4 – RATES (CONTINUED)**

**4.2 Time of Day Rate Periods**

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

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 4:59 PM	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM	EVENING RATE PERIOD						EVE
11:01 PM TO 7:59 AM	NIGHT/WEEKEND RATE PERIOD						

**4.3 Holiday Rates**

The evening rate applies to the following holidays unless a lower rate would normally apply.

- New Year's Day – January 1
- Independence Day – July 4
- Labor Day – As nationally observed
- Thanksgiving Day – As nationally observed
- Christmas Day – December 25

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 4 – RATES (CONTINUED)**

**4.4 Collect, Prepaid Collect, Prepaid Calling Cards, and Debit Rates**

Correctional Facility rates will not exceed the below maximum rates.

Pursuant to the Federal Communications Commission’s Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking, FCC 21-60, released May 24, 2021 and effective October 26, 2021 (the “FCC 2021 Order”), 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 Illinois. To the extent that location data is not available, a call will be treated as jurisdictionally indeterminate and, therefore, subject to FCC jurisdiction. As a result, all call rates in this tariff are subject to the FCC’s jurisdiction and rules regarding ICS. Securus’ practices in connection with charging ICS call rates in connection with Inmate Calling Services complies with Federal Communications Commission Rule 47 CFR § 64.6030. Also pursuant to the FCC 2021 Order, any lower Illinois state ICS rate caps will also apply to any jurisdictionally indeterminate ICS call. If Securus segregates intrastate ICS from interstate ICS based on the physical location of the endpoints of an ICS call, then any other applicable Illinois state ICS rate caps will apply. The maximum ICS rates permitted by the FCC 2021 Order are set forth in the following table:

<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.



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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 5 – PREPAID SERVICE**

**5.0 Prepaid Service**

**5.1 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.

**5.1.1 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 which automatically connects the call to the Company's network.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 5 – PREPAID SERVICE (CONTINUED)**

**5.0 Prepaid Service (Continued)**

5.1 Prepaid Calling Cards and Debit Accounts (Continued)

5.1.1 Prepaid Calling Cards (Continued)

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.

5.1.2 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.

5.2 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.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 5 – PREPAID SERVICE (CONTINUED)**

**5.0 Prepaid Service (Continued)**

**5.2 AdvanceConnect Accounts (Continued)**

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. An End User may request a refund of an unused account balance until final disposition of those funds.

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.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 5 – PREPAID SERVICE (CONTINUED)**

**5.0 Prepaid Service (Continued)**

**5.3 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.

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COMPETITIVE TELECOMMUNICATIONS SERVICE

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**SECTION 5 – PREPAID SERVICE (CONTINUED)**

**5.0 Prepaid Service (Continued)**

5.4 Rates

5.4.1 Prepaid Calling Cards and Debit Accounts

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

5.4.2 AdvanceConnect Accounts

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.