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

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.

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.

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.

International Destination	International Per-Minute Termination Charge
AFGHANISTAN	\$0.128
ALBANIA	\$0.272
ALGERIA	\$0.608
ANDORRA	\$0.028
ANGOLA	\$0.158
ANGUILLA	\$0.261
ANTARTICA	\$1.446
ANTIGUA	\$0.176
ARGENTINA	\$0.082
ARMENIA	\$0.180
ARUBA	\$0.166
ASCENSION ISLAND	\$0.878
AUSTRALIA	\$0.011
AUSTRIA	\$0.007
AZERBAIJAN	\$0.155
BAHAMAS	\$0.188
BAHRAIN	\$0.120
BANGLADESH	\$0.165

BARBADOS	\$0.165
BELARUS	\$0.286
BELGIUM	\$0.163
BELIZE	\$0.171
BENIN	\$0.247
BERMUDA	\$0.011
BHUTAN	\$0.052
BOLIVIA	\$0.123
BOSNIA HERZEGOVINA	\$0.188
BOTSWANA	\$0.188
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.169
BRUNEI DARUSSALAM	\$0.070
BULGARIA	\$0.028
BURKINA FASO	\$0.311
BURUNDI	\$0.425
CAMBODIA	\$0.034
CAMEROON	\$0.230
CANADA	\$0.001
CAPE VERDE	\$0.177
CAYMAN ISLANDS	\$0.122
CENTRAL AFRICAN REP	\$0.697
CHAD	\$0.516
CHILE	\$0.005
CHINA	\$1.005
COLOMBIA	\$0.002
CONGO	\$0.458
COOK ISLANDS	\$2.987
COSTA RICA	\$0.038
COTE D'IVOIRE (IVORY COAST)	\$0.252
CROATIA	\$0.267
CUBA	\$0.534
CYPRUS	\$0.014
CZECH REPUBLIC	\$0.009
DEM PEOPLE REP KOREA	\$1.094
DEM REP CONGO	\$0.361
DENMARK	\$0.018
DIEGO GARCIA	\$0.300
DJIBOUTI	\$0.263
DOMINICA	\$0.144
DOMINICAN REPUBLIC	\$0.060
ECUADOR	\$0.116
EGYPT	\$0.063

EL SALVADOR	\$0.077
EQUATORIAL GUINEA	\$0.370
ERITREA	\$0.219
ESTONIA	\$0.281
ETHIOPIA	\$0.184
FALKLAND ISLANDS	\$1.400
FAROE ISLANDS	\$0.017
FEDERATED MICRONESIA	\$0.497
FIJI	\$0.220
FINLAND	\$0.039
FRANCE	\$0.007
FRENCH ANTILLES	\$0.133
FRENCH GUIANA	\$0.193
FRENCH POLYNESIA	\$0.214
GABON	\$0.387
GAMBIA	\$0.340
GEORGIA	\$0.244
GERMANY	\$0.014
GHANA	\$0.155
GIBRALTAR	\$0.067
GREECE	\$0.003
GREENLAND	\$0.552
GRENADA	\$0.195
GUADELOUPE	\$0.150
GUATEMALA	\$0.115
GUINEA	\$0.195
GUINEA-BISSAU	\$0.480
GUYANA	\$0.154
HAITI	\$0.160
HONDURAS	\$0.115
HONG KONG	\$0.030
HUNGARY	\$0.006
ICELAND	\$0.020
INDIA	\$0.009
INDONESIA	\$0.029
IRAN	\$0.160
IRAQ	\$0.161
IRELAND	\$0.010
ISRAEL	\$0.106
ITALY	\$0.010
JAMAICA	\$0.143
JAPAN	\$0.022
JORDAN	\$0.130

KENYA	\$0.122
KIRIBATI	\$1.610
KUWAIT	\$0.028
KYRGYZSTAN	\$0.109
LAOS	\$0.098
LATVIA	\$0.229
LEBANON	\$0.121
LESOTHO	\$0.850
LIBERIA	\$0.300
LIBYA	\$0.309
LIECHTENSTEIN	\$0.062
LITHUANIA	\$0.019
LUXEMBOURG	\$0.091
MACAU	\$0.227
MACEDONIA	\$0.108
MADAGASCAR	\$0.560
MALAWI	\$1.250
MALAYSIA	\$0.004
MALDIVES	\$0.727
MALI	\$0.288
MALTA	\$0.166
MARSHALL ISLANDS	\$0.245
MAURITANIA	\$0.681
MAURITIUS	\$0.175
MAYOTTE	\$0.765
MEXICO	\$0.002
MOLDOVA	\$0.632
MONACO	\$0.119
MONGOLIA	\$0.014
MONTENEGRO	\$0.231
MONTSERRAT	\$0.195
MOROCCO	\$0.549
MOZAMBIQUE	\$0.291
MYANMAR	\$0.207
NAMIBIA	\$0.086
NAURU	\$0.750
NEPAL	\$0.114
NETHERLANDS	\$0.013
NETHERLANDS ANTILLES	\$0.176
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.025
NICARAGUA	\$0.139
NIGER	\$0.326

NIGERIA	\$0.078
NIUE	\$2.998
NORWAY	\$0.005
OMAN	\$0.095
PAKISTAN	\$0.026
PALAU	\$0.236
PALESTINE	\$0.193
PANAMA	\$0.084
PAPUA NEW GUINEA	\$4.750
PARAGUAY	\$0.045
PERU	\$0.002
PHILIPPINES	\$0.065
POLAND	\$0.006
PORTUGAL	\$0.005
QATAR	\$0.123
REUNION	\$0.573
ROMANIA	\$0.006
RUSSIA	\$0.169
RWANDA	\$0.210
SAMOA	\$1.044
SAN MARINO	\$0.474
SAO TOME AND PRINCIP	\$3.350
SAUDI ARABIA	\$0.123
SENEGAL	\$0.206
SEYCHELLES	\$0.609
SIERRA LEONE	\$0.332
SINGAPORE	\$0.006
SLOVAKIA	\$0.014
SLOVENIA	\$0.066
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.310
SOUTH AFRICA	\$0.056
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.575
SPAIN	\$0.007
SRI LANKA	\$0.128
ST PIERRE MIQUELON	\$0.218
ST. HELENA	\$1.387
ST. KITS/NEVIS	\$0.175
ST. LUCIA	\$0.123
ST. MARTEN	\$0.096
ST. VINCENT	\$0.148
SUDAN	\$0.158

SURINAME	\$0.235
SWAZILAND	\$0.160
SWEDEN	\$0.022
SWITZERLAND	\$0.364
SYRIA	\$0.214
TAIWAN	\$0.066
TAJKISTAN	\$0.143
TANZANIA	\$0.231
THAILAND	\$0.020
TIMOR LESTE	\$0.693
TOGO	\$0.230
TOKELAU	\$2.999
TONGA	\$0.997
TRINIDAD	\$0.118
TUNISIA	\$1.400
TURKEY	\$0.118
TURKMENISTAN	\$0.133
TURKS CAICOS ISLDS	\$0.164
TUVALU	\$2.653
UGANDA	\$0.244
UKRAINE	\$0.116
UNITED ARAB EMIRATES	\$0.113
UNITED KINGDOM	\$0.054
URUGUAY	\$0.069
UZBEKISTAN	\$0.072
VANUATU	\$0.850
VATICAN CITY	\$0.098
VENEZUELA	\$0.047
VIETNAM	\$0.047
WALLIS AND FUTUNA IS	\$0.520
YEMEN	\$0.165
YUGOSLAVIA	\$0.295
ZAMBIA	\$0.353
ZIMBABWE	\$0.381