

## 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	\$0.261
ALGERIA	\$0.645
ANDORRA	\$0.029
ANGOLA	\$0.254
ANGUILLA	\$0.261
ANTARTICA	\$1.392
ANTIGUA	\$0.182
ARGENTINA	\$0.035
ARMENIA	\$0.144
ARUBA	\$0.172
ASCENSION ISLAND	\$0.671
AUSTRALIA	\$0.011
AUSTRIA	\$0.007
AZERBAIJAN	\$0.222
BAHAMAS	\$0.189
BAHRAIN	\$0.124
BANGLADESH	\$0.132
BARBADOS	\$0.132

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BELARUS	\$0.316
BELGIUM	\$0.013
BELIZE	\$0.178
BENIN	\$0.243
BERMUDA	\$0.010
BHUTAN	\$0.102
BOLIVIA	\$0.120
BOSNIA HERZEGOVINA	\$0.189
BOTSWANA	\$0.203
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.177
BRUNEI DARUSSALAM	\$0.103
BULGARIA	\$0.027
BURKINA FASO	\$0.490
BURUNDI	\$0.413
CAMBODIA	\$0.035
CAMEROON	\$0.247
CANADA	\$0.001
CAPE VERDE	\$0.239
CAYMAN ISLANDS	\$0.125
CENTRAL AFRICAN REP	\$0.448
CHAD	\$0.506
CHILE	\$0.005
CHINA	\$0.977
COLOMBIA	\$0.002
CONGO	\$0.478
COOK ISLANDS	\$1.500
COSTA RICA	\$0.041
COTE D'IVOIRE (IVORY COAST)	\$0.240
CROATIA	\$0.267
CUBA	\$0.540
CYPRUS	\$0.159
CZECH REPUBLIC	\$0.008
DEM PEOPLE REP KOREA	\$1.250
DEM REP CONGO	\$0.367
DENMARK	\$0.076
DIEGO GARCIA	\$1.945
DJIBOUTI	\$0.261
DOMINICA	\$0.142
DOMINICAN REPUBLIC	\$0.056
ECUADOR	\$0.141
EGYPT	\$0.065
EL SALVADOR	\$0.082

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EQUATORIAL GUINEA	\$0.344
ERITREA	\$0.184
ESTONIA	\$0.012
ETHIOPIA	\$0.173
FALKLAND ISLANDS	\$2.105
FAROE ISLANDS	\$0.022
FEDERATED MICRONESIA	\$0.498
FIJI	\$0.220
FINLAND	\$0.107
FRANCE	\$0.008
FRENCH ANTILLES	\$0.095
FRENCH GUIANA	\$0.048
FRENCH POLYNESIA	\$0.225
GABON	\$0.430
GAMBIA	\$0.339
GEORGIA	\$0.237
GERMANY	\$0.075
GHANA	\$0.169
GIBRALTAR	\$0.029
GREECE	\$0.003
GREENLAND	\$0.474
GRENADA	\$0.304
GUADELOUPE	\$0.084
GUATEMALA	\$0.108
GUINEA	\$0.304
GUINEA-BISSAU	\$0.478
GUYANA	\$0.183
HAITI	\$0.146
HONDURAS	\$0.112
HONG KONG	\$0.031
HUNGARY	\$0.051
ICELAND	\$0.009
INDIA	\$0.009
INDONESIA	\$0.032
IRAN	\$0.151
IRAQ	\$0.159
IRELAND	\$0.015
ISRAEL	\$0.101
ITALY	\$0.013
JAMAICA	\$0.169
JAPAN	\$0.021
JORDAN	\$0.131
KENYA	\$0.128

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KIRIBATI	\$1.200
KUWAIT	\$0.029
KYRGYZSTAN	\$0.165
LAOS	\$0.064
LATVIA	\$0.453
LEBANON	\$0.120
LESOTHO	\$0.837
LIBERIA	\$0.300
LIBYA	\$0.350
LIECHTENSTEIN	\$0.064
LITHUANIA	\$0.392
LUXEMBOURG	\$0.092
MACAU	\$0.227
MACEDONIA	\$0.443
MADAGASCAR	\$0.560
MALAWI	\$1.162
MALAYSIA	\$0.004
MALDIVES	\$0.745
MALI	\$0.286
MALTA	\$0.166
MARSHALL ISLANDS	\$0.252
MAURITANIA	\$0.487
MAURITIUS	\$0.150
MAYOTTE	\$0.700
MEXICO	\$0.001
MOLDOVA	\$0.206
MONACO	\$0.119
MONGOLIA	\$0.014
MONTENEGRO	\$0.145
MONTSERRAT	\$0.349
MOROCCO	\$0.309
MOZAMBIQUE	\$0.166
MYANMAR	\$0.212
NAMIBIA	\$0.088
NAURU	\$0.750
NEPAL	\$0.112
NETHERLANDS	\$0.015
NETHERLANDS ANTILLES	\$0.182
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.026
NICARAGUA	\$0.136
NIGER	\$0.439
NIGERIA	\$0.078

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NIUE	\$1.811
NORWAY	\$0.005
OMAN	\$0.297
PAKISTAN	\$0.028
PALAU	\$0.222
PALESTINE	\$0.194
PANAMA	\$0.088
PAPUA NEW GUINEA	\$0.800
PARAGUAY	\$0.032
PERU	\$0.001
PHILIPPINES	\$0.069
POLAND	\$0.006
PORTUGAL	\$0.005
QATAR	\$0.125
REUNION	\$0.573
ROMANIA	\$0.005
RUSSIA	\$0.249
RWANDA	\$0.191
SAMOA	\$1.556
SAN MARINO	\$0.479
SAO TOME AND PRINCIP	\$3.350
SAUDI ARABIA	\$0.122
SENEGAL	\$0.129
SEYCHELLES	\$0.600
SIERRA LEONE	\$0.336
SINGAPORE	\$0.013
SLOVAKIA	\$0.032
SLOVENIA	\$0.145
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.338
SOUTH AFRICA	\$0.042
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.577
SPAIN	\$0.013
SRI LANKA	\$0.197
ST PIERRE MIQUELON	\$0.216
ST. HELENA	\$1.435
ST. KITS/NEVIS	\$0.163
ST. LUCIA	\$0.122
ST. MARTEN	\$0.136
ST. VINCENT	\$0.156
SUDAN	\$0.163
SURINAME	\$0.234

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SWAZILAND	\$0.141
SWEDEN	\$0.018
SWITZERLAND	\$0.409
SYRIA	\$0.220
TAIWAN	\$0.062
TAJIKISTAN	\$0.141
TANZANIA	\$0.202
THAILAND	\$0.024
TIMOR LESTE	\$0.693
TOGO	\$0.230
TOKELAU	\$2.999
TONGA	\$1.007
TRINIDAD	\$0.125
TUNISIA	\$1.049
TURKEY	\$0.125
TURKMENISTAN	\$0.170
TURKS CAICOS ISLDS	\$0.164
TUVALU	\$1.300
UGANDA	\$0.239
UKRAINE	\$0.110
UNITED ARAB EMIRATES	\$0.113
UNITED KINGDOM	\$0.033
URUGUAY	\$0.121
UZBEKISTAN	\$0.079
VANUATU	\$0.850
VATICAN CITY	\$0.113
VENEZUELA	\$0.046
VIETNAM	\$0.048
WALLIS AND FUTUNA IS	\$0.517
YEMEN	\$0.101
YUGOSLAVIA	\$0.277
ZAMBIA	\$0.354
ZIMBABWE	\$0.409