

## 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 to Consumers. A Federal Cost Recovery Charge may be applied to recover government-imposed charges that can't be individually itemized including, without limitation, federal charges for Telecommunications Relay Services, Local Number Portability, North American Numbering Plan administration and certain other federal taxes and assessments applicable to the calling services.
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	\$0.155
ALBANIA	\$0.220
ALGERIA	\$0.682
ANDORRA	\$0.027
ANGOLA	\$0.291
ANGUILLA	\$0.510
ANTARTICA	\$1.464
ANTIGUA	\$0.176
ARGENTINA	\$0.087
ARMENIA	\$0.178
ARUBA	\$0.168
ASCENSION ISLAND	\$0.932
AUSTRALIA	\$0.011
AUSTRIA	\$0.007
AZERBAIJAN	\$0.222
BAHAMAS	\$0.186
BAHRAIN	\$0.137
BANGLADESH	\$0.020

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BARBADOS	\$0.020
BELARUS	\$0.287
BELGIUM	\$0.093
BELIZE	\$0.171
BENIN	\$0.244
BERMUDA	\$0.009
BHUTAN	\$0.052
BOLIVIA	\$0.148
BOSNIA HERZEGOVINA	\$0.186
BOTSWANA	\$0.152
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.178
BRUNEI DARUSSALAM	\$0.052
BULGARIA	\$0.085
BURKINA FASO	\$0.304
BURUNDI	\$0.392
CAMBODIA	\$0.034
CAMEROON	\$0.323
CANADA	\$0.001
CAPE VERDE	\$0.230
CAYMAN ISLANDS	\$0.121
CENTRAL AFRICAN REP	\$0.518
CHAD	\$0.499
CHILE	\$0.005
CHINA	\$0.550
COLOMBIA	\$0.002
CONGO	\$0.452
COOK ISLANDS	\$1.500
COSTA RICA	\$0.045
COTE D'IVOIRE (IVORY COAST)	\$0.260
CROATIA	\$0.249
CUBA	\$0.515
CYPRUS	\$0.242
CZECH REPUBLIC	\$0.007
DEM PEOPLE REP KOREA	\$1.091
DEM REP CONGO	\$0.359
DENMARK	\$0.010
DIEGO GARCIA	\$1.365
DJIBOUTI	\$0.264
DOMINICA	\$0.142
DOMINICAN REPUBLIC	\$0.065
ECUADOR	\$0.152
EGYPT	\$0.078

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EL SALVADOR	\$0.083
EQUATORIAL GUINEA	\$0.456
ERITREA	\$0.180
ESTONIA	\$0.266
ETHIOPIA	\$0.173
FALKLAND ISLANDS	\$1.882
FAROE ISLANDS	\$0.169
FEDERATED MICRONESIA	\$0.501
FIJI	\$0.220
FINLAND	\$0.008
FRANCE	\$0.007
FRENCH ANTILLES	\$0.083
FRENCH GUIANA	\$0.111
FRENCH POLYNESIA	\$0.225
GABON	\$0.386
GAMBIA	\$0.360
GEORGIA	\$0.232
GERMANY	\$0.006
GHANA	\$0.158
GIBRALTAR	\$0.039
GREECE	\$0.004
GREENLAND	\$0.551
GRENADA	\$0.077
GUADELOUPE	\$0.088
GUATEMALA	\$0.105
GUINEA	\$0.077
GUINEA-BISSAU	\$0.445
GUYANA	\$0.179
HAITI	\$0.179
HONDURAS	\$0.127
HONG KONG	\$0.030
HUNGARY	\$0.050
ICELAND	\$0.004
INDIA	\$0.009
INDONESIA	\$0.031
IRAN	\$0.154
IRAQ	\$0.156
IRELAND	\$0.015
ISRAEL	\$0.121
ITALY	\$0.010
JAMAICA	\$0.172
JAPAN	\$0.020
JORDAN	\$0.129

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KENYA	\$0.135
KIRIBATI	\$1.200
KUWAIT	\$0.028
KYRGYZSTAN	\$0.178
LAOS	\$0.096
LATVIA	\$0.232
LEBANON	\$0.127
LESOTHO	\$0.449
LIBERIA	\$0.305
LIBYA	\$0.350
LIECHTENSTEIN	\$0.057
LITHUANIA	\$0.018
LUXEMBOURG	\$0.093
MACAU	\$0.260
MACEDONIA	\$0.310
MADAGASCAR	\$0.560
MALAWI	\$0.508
MALAYSIA	\$0.005
MALDIVES	\$0.745
MALI	\$0.274
MALTA	\$0.166
MARSHALL ISLANDS	\$0.241
MAURITANIA	\$0.456
MAURITIUS	\$0.253
MAYOTTE	\$0.757
MEXICO	\$0.001
MOLDOVA	\$0.171
MONACO	\$0.555
MONGOLIA	\$0.012
MONTENEGRO	\$0.135
MONTSERRAT	\$0.195
MOROCCO	\$0.504
MOZAMBIQUE	\$0.324
MYANMAR	\$0.202
NAMIBIA	\$0.089
NAURU	\$0.750
NEPAL	\$0.113
NETHERLANDS	\$0.018
NETHERLANDS ANTILLES	\$0.176
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.026
NICARAGUA	\$0.151
NIGER	\$0.299

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NIGERIA	\$0.080
NIUE	\$1.400
NORWAY	\$0.005
OMAN	\$0.456
PAKISTAN	\$0.030
PALAU	\$0.311
PALESTINE	\$0.190
PANAMA	\$0.079
PAPUA NEW GUINEA	\$0.800
PARAGUAY	\$0.031
PERU	\$0.001
PHILIPPINES	\$0.065
POLAND	\$0.005
PORTUGAL	\$0.008
QATAR	\$0.124
REUNION	\$0.576
ROMANIA	\$0.005
RUSSIA	\$0.160
RWANDA	\$0.211
SAMOA	\$1.216
SAN MARINO	\$0.473
SAO TOME AND PRINCIP	\$1.004
SAUDI ARABIA	\$0.112
SENEGAL	\$0.112
SEYCHELLES	\$0.600
SIERRA LEONE	\$0.323
SINGAPORE	\$0.065
SLOVAKIA	\$0.014
SLOVENIA	\$0.145
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.295
SOUTH AFRICA	\$0.035
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.590
SPAIN	\$0.015
SRI LANKA	\$0.190
ST PIERRE MIQUELON	\$0.372
ST. HELENA	\$1.500
ST. KITS/NEVIS	\$0.174
ST. LUCIA	\$0.112
ST. MARTEN	\$0.141
ST. VINCENT	\$0.162
SUDAN	\$0.178

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SURINAME	\$0.226
SWAZILAND	\$0.173
SWEDEN	\$0.009
SWITZERLAND	\$0.392
SYRIA	\$0.200
TAIWAN	\$0.039
TAJIKISTAN	\$0.134
TANZANIA	\$0.186
THAILAND	\$0.020
TIMOR LESTE	\$0.693
TOGO	\$0.230
TOKELAU	\$1.143
TONGA	\$0.974
TRINIDAD	\$0.128
TUNISIA	\$1.028
TURKEY	\$0.128
TURKMENISTAN	\$0.178
TURKS CAICOS ISLDS	\$0.166
TUVALU	\$1.300
UGANDA	\$0.228
UKRAINE	\$0.105
UNITED ARAB EMIRATES	\$0.111
UNITED KINGDOM	\$0.019
URUGUAY	\$0.107
UZBEKISTAN	\$0.090
VANUATU	\$0.850
VATICAN CITY	\$0.108
VENEZUELA	\$0.051
VIETNAM	\$0.048
WALLIS AND FUTUNA IS	\$0.517
YEMEN	\$0.113
YUGOSLAVIA	\$0.412
ZAMBIA	\$0.348
ZIMBABWE	\$0.358