
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.

Pursuant to the Federal Communications Commission's Report and Order, Order on Reconsideration, Clarification and Waiver, and Further Notice of Proposed Rulemaking, FCC 24-75, released July 22, 2024 and effective November 19, 2024 (the "FCC 2024 Order"), new rate caps will be implemented in a rolling manner from January 1, 2025, through April 1, 2026, according to criteria set forth in the FCC 2024 Order regarding each correctional facility contract's effective date. Until the final transition of the correctional agencies, the maximum rate caps from the FCC 2021 Order, set forth above, will remain in effect.

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.

SERVICES AND RATES (Continued)

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.

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.

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.

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International Destination	International Per-Minute Termination Charge
AFGHANISTAN	\$0.151
ALBANIA	\$0.298
ALGERIA	\$0.688
ANDORRA	\$0.176
ANGOLA	\$0.317
ANGUILLA	\$0.180
ANTARTICA	\$1.500
ANTIGUA	\$0.180
ARGENTINA	\$0.093
ARMENIA	\$0.178
ARUBA	\$0.173

Updated: April 30, 2025

ASCENSION ISLAND	\$0.879
AUSTRALIA	\$0.011
AUSTRIA	\$0.007
AZERBAIJAN	\$0.217
BAHAMAS	\$0.176
BAHRAIN	\$0.103
BANGLADESH	\$0.056
BARBADOS	\$0.056
BELARUS	\$0.285
BELGIUM	\$0.022
BELIZE	\$0.171
BENIN	\$0.247
BERMUDA	\$0.009
BHUTAN	\$0.100
BOLIVIA	\$0.158
BOSNIA HERZEGOVINA	\$0.176
BOTSWANA	\$0.300
BRAZIL	\$0.007
BRITISH VIRGIN ISLANDS	\$0.179
BRUNEI DARUSSALAM	\$0.100
BULGARIA	\$0.034
BURKINA FASO	\$0.317
BURUNDI	\$0.370
CAMBODIA	\$0.045
CAMEROON	\$0.306
CANADA	\$0.001
CAPE VERDE	\$0.228
CAYMAN ISLANDS	\$0.122
CENTRAL AFRICAN REP	\$0.678
CHAD	\$0.456
CHILE	\$0.005
CHINA	\$0.535
COLOMBIA	\$0.002
CONGO	\$0.493
COOK ISLANDS	\$1.500
COSTA RICA	\$0.048
COTE D'IVOIRE (IVORY COAST)	\$0.275
CROATIA	\$0.260
CUBA	\$0.511
CYPRUS	\$0.015
CZECH REPUBLIC	\$0.019
DEM PEOPLE REP KOREA	\$1.091
DEM REP CONGO	\$0.362

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DENMARK	\$0.009
DIEGO GARCIA	\$1.502
DJIBOUTI	\$0.263
DOMINCA	\$0.117
DOMINICAN REPUBLIC	\$0.070
ECUADOR	\$0.155
EGYPT	\$0.108
EL SALVADOR	\$0.087
EQUATORIAL GUINEA	\$0.365
ERITREA	\$0.178
ESTONIA	\$0.339
ETHIOPIA	\$0.190
FALKLAND ISLANDS	\$1.855
FAROE ISLANDS	\$0.169
FEDERATED MICRONESIA	\$0.488
FIJI	\$0.220
FINLAND	\$0.007
FRANCE	\$0.006
FRENCH ANTILLES	\$0.063
FRENCH GUIANA	\$0.078
FRENCH POLYNESIA	\$0.918
GABON	\$0.386
GAMBIA	\$0.336
GEORGIA	\$0.234
GERMANY	\$0.037
GHANA	\$0.160
GIBRALTAR	\$0.118
GREECE	\$0.004
GREENLAND	\$0.549
GRENADA	\$0.300
GUADELOUPE	\$0.079
GUATEMALA	\$0.128
GUINEA	\$0.300
GUINEA-BISSAU	\$0.717
GUYANA	\$0.144
HAITI	\$0.194
HONDURAS	\$0.130
HONG KONG	\$0.029
HUNGARY	\$0.009
ICELAND	\$0.020
INDIA	\$0.015
INDONESIA	\$0.032
IRAN	\$0.160

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IRAQ	\$0.168
IRELAND	\$0.009
ISRAEL	\$0.065
ITALY	\$0.012
JAMAICA	\$0.165
JAPAN	\$0.021
JORDAN	\$0.133
KENYA	\$0.130
KIRIBATI	\$1.200
KOSOVO	\$0.449
KUWAIT	\$0.028
KYRGYZSTAN	\$0.237
LAOS	\$0.069
LATVIA	\$0.233
LEBANON	\$0.126
LESOTHO	\$0.751
LIBERIA	\$0.289
LIBYA	\$0.284
LIECHTENSTEIN	\$0.088
LITHUANIA	\$0.070
LUXEMBOURG	\$0.207
MACAU	\$0.100
MACEDONIA	\$0.439
MADAGASCAR	\$0.551
MALAWI	\$0.364
MALAYSIA	\$0.005
MALDIVES	\$0.695
MALI	\$0.270
MALTA	\$0.034
MARSHALL ISLANDS	\$0.213
MAURITANIA	\$0.586
MAURITIUS	\$0.168
MAYOTTE	\$0.661
MEXICO	\$0.001
MOLDOVA	\$0.171
MONACO	\$0.117
MONGOLIA	\$0.011
MONTENEGRO	\$0.312
MONTSERRAT	\$0.354
MOROCCO	\$0.503
MOZAMBIQUE	\$0.292
MYANMAR	\$0.140
NAMIBIA	\$0.054

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NAURU	\$0.700
NEPAL	\$0.145
NETHERLANDS	\$0.123
NETHERLANDS ANTILLES	\$0.180
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.027
NICARAGUA	\$0.223
NIGER	\$0.301
NIGERIA	\$0.098
NIUE	\$1.400
NORWAY	\$0.005
OMAN	\$0.294
PAKISTAN	\$0.032
PALAU	\$0.248
PALESTINE	\$0.189
PANAMA	\$0.106
PAPUA NEW GUINEA	\$0.595
PARAGUAY	\$0.030
PERU	\$0.001
PHILIPPINES	\$0.079
POLAND	\$0.006
PORTUGAL	\$0.057
QATAR	\$0.126
REUNION	\$0.576
ROMANIA	\$0.003
RUSSIA	\$0.160
RWANDA	\$0.210
SAMOA	\$0.955
SAN MARINO	\$0.472
SAO TOME AND PRINCIP	\$1.011
SAUDI ARABIA	\$0.155
SENEGAL	\$0.130
SEYCHELLES	\$0.999
SIERRA LEONE	\$0.343
SINGAPORE	\$0.097
SLOVAKIA	\$0.029
SLOVENIA	\$0.143
SOLOMON ISLANDS	\$2.582
SOMALIA	\$0.169
SOUTH AFRICA	\$0.145
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.591
SPAIN	\$0.015

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SRI LANKA	\$0.189
ST PIERRE MIQUELON	\$0.221
ST. HELENA	\$1.393
ST. KITS/NEVIS	\$0.171
ST. LUCIA	\$0.155
ST. MARTEN	\$0.099
ST. VINCENT	\$0.159
SUDAN	\$0.271
SURINAME	\$0.225
SWAZILAND	\$0.198
SWEDEN	\$0.004
SWITZERLAND	\$0.125
SYRIA	\$0.187
TAIWAN	\$0.032
TAJKISTAN	\$0.133
TANZANIA	\$0.184
THAILAND	\$0.029
TIMOR LESTE	\$0.702
TOGO	\$0.165
TOKELAU	\$1.258
TONGA	\$0.867
TRINIDAD	\$0.187
TUNISIA	\$0.586
TURKEY	\$0.187
TURKMENISTAN	\$0.150
TURKS AND CALICOS	\$0.175
TUVALU	\$1.300
UGANDA	\$0.269
UKRAINE	\$0.138
UNITED ARAB EMIRATES	\$0.111
UNITED KINGDOM	\$0.019
URUGUAY	\$0.123
UZBEKISTAN	\$0.090
VANUATU	\$0.800
VATICAN CITY	\$0.099
VENEZUELA	\$0.050
VIETNAM	\$0.046
WALLIS AND FUTUNA IS	\$1.582
YEMEN	\$0.106
YUGOSLAVIA	\$0.405
ZAMBIA	\$0.352
ZIMBABWE	\$0.270