

SERVICES AND RATES

Interstate and International 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.

The minimum length of a call for billing purposes is 60 seconds for a connected call. Calls are measured and rounded to the next higher full minute.

For debiting purposes, call timing is rounded up to the nearest one-minute increment. Usage charges are computed and rounded up to the nearest one cent on a per-call basis.

When application of per-minute rates results in a fractional charge for the total cost of a phone call, the amount will be rounded up to the nearest one-minute increment.

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"); issued new rate cap, site commission, and other requirements to 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. On June 30, 2025, the FCC issued a temporary waiver of the deadlines for implementing the rate cap, site commission, and per-minute pricing rule adopted in the 2024 IPCS Order and extended the compliance date to April 1, 2027. 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.

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.

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.

International Destination	International Per-Minute Termination Charge
AFGHANISTAN	\$0.150
ALBANIA	\$0.314
ALGERIA	\$0.664
ANDORRA	\$0.126
ANGOLA	\$0.364
ANGUILLA	\$0.198
ANTARTICA	\$1.510
ANTIGUA	\$0.219
ARGENTINA	\$0.126
ARMENIA	\$0.189
ARUBA	\$0.178
ASCENSION ISLAND	\$1.508

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AUSTRALIA	\$0.012
AUSTRIA	\$0.008
AZERBAIJAN	\$0.358
BAHAMAS	\$0.171
BAHRAIN	\$0.101
BANGLADESH	\$0.122
BARBADOS	\$0.122
BELARUS	\$0.299
BELGIUM	\$0.084
BELIZE	\$0.201
BENIN	\$0.248
BERMUDA	\$0.010
BHUTAN	\$0.098
BOLIVIA	\$0.163
BOSNIA HERZEGOVINA	\$0.171
BOTSWANA	\$0.261
BRAZIL	\$0.007
BRITISH VIRGIN ISLANDS	\$0.208
BRUNEI DARUSSALAM	\$0.171
BULGARIA	\$0.030
BURKINA FASO	\$0.298
BURUNDI	\$0.369
CAMBODIA	\$0.045
CAMEROON	\$0.333
CANADA	\$0.001
CAPE VERDE	\$0.252
CAYMAN ISLANDS	\$0.135
CENTRAL AFRICAN REP	\$0.462
CHAD	\$0.445
CHILE	\$0.005
CHINA	\$0.849
COLOMBIA	\$0.003
CONGO	\$0.689
COOK ISLANDS	\$1.500
COSTA RICA	\$0.043
COTE D'IVOIRE (IVORY COAST)	\$0.264
CROATIA	\$0.278
CUBA	\$0.543
CYPRUS	\$0.075
CZECH REPUBLIC	\$0.047
DEM PEOPLE REP KOREA	\$0.337
DEM REP CONGO	\$0.371

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DENMARK	\$0.006
DIEGO GARCIA	\$1.285
DJIBOUTI	\$0.264
DOMINCA	\$0.166
DOMINICAN REPUBLIC	\$0.073
ECUADOR	\$0.189
EGYPT	\$0.115
EL SALVADOR	\$0.096
EQUATORIAL GUINEA	\$0.375
ERITREA	\$0.183
ESTONIA	\$0.315
ETHIOPIA	\$0.209
FALKLAND ISLANDS	\$1.374
FAROE ISLANDS	\$0.015
FEDERATED MICRONESIA	\$0.446
FIJI	\$1.117
FINLAND	\$0.009
FRANCE	\$0.042
FRENCH ANTILLES	\$0.081
FRENCH GUIANA	\$0.145
FRENCH POLYNESIA	\$0.225
GABON	\$0.394
GAMBIA	\$0.388
GEORGIA	\$0.259
GERMANY	\$0.104
GHANA	\$0.187
GIBRALTAR	\$0.025
GREECE	\$0.019
GREENLAND	\$0.041
GRENADA	\$0.324
GUADELOUPE	\$0.080
GUATEMALA	\$0.149
GUINEA	\$0.324
GUINEA-BISSAU	\$0.406
GUYANA	\$0.173
HAITI	\$0.254
HONDURAS	\$0.155
HONG KONG	\$0.076
HUNGARY	\$0.039
ICELAND	\$0.004
INDIA	\$0.016
INDONESIA	\$0.050

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IRAN	\$0.162
IRAQ	\$0.172
IRELAND	\$0.009
ISRAEL	\$0.087
ITALY	\$0.086
JAMAICA	\$0.156
JAPAN	\$0.025
JORDAN	\$0.150
KENYA	\$0.133
KIRIBATI	\$1.188
KOSOVO	\$0.443
KUWAIT	\$0.030
KYRGYZSTAN	\$0.259
LAOS	\$0.064
LATVIA	\$0.293
LEBANON	\$0.154
LESOTHO	\$0.502
LIBERIA	\$0.327
LIBYA	\$0.289
LIECHTENSTEIN	\$0.068
LITHUANIA	\$0.404
LUXEMBOURG	\$0.079
MACAU	\$0.127
MACEDONIA	\$0.307
MADAGASCAR	\$0.558
MALAWI	\$0.260
MALAYSIA	\$0.005
MALDIVES	\$0.695
MALI	\$0.308
MALTA	\$0.404
MARSHALL ISLANDS	\$0.222
MAURITANIA	\$0.513
MAURITIUS	\$0.151
MAYOTTE	\$0.438
MEXICO	\$0.001
MOLDOVA	\$0.181
MONACO	\$0.112
MONGOLIA	\$0.011
MONTENEGRO	\$0.314
MONTSERRAT	\$0.354
MOROCCO	\$0.510
MOZAMBIQUE	\$0.200

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MYANMAR	\$0.187
NAMIBIA	\$0.123
NAURU	\$0.700
NEPAL	\$0.148
NETHERLANDS	\$0.148
NETHERLANDS ANTILLES	\$0.219
NEW CALEDONIA	\$0.252
NEW ZEALAND	\$0.035
NICARAGUA	\$0.229
NIGER	\$0.323
NIGERIA	\$0.119
NIUE	\$1.400
NORWAY	\$0.005
OMAN	\$0.094
PAKISTAN	\$0.032
PALAU	\$0.267
PALESTINE	\$0.192
PANAMA	\$0.119
PAPUA NEW GUINEA	\$2.847
PARAGUAY	\$0.025
PERU	\$0.001
PHILIPPINES	\$0.090
POLAND	\$0.046
PORTUGAL	\$0.085
QATAR	\$0.165
REUNION	\$0.439
ROMANIA	\$0.003
RUSSIA	\$0.169
RWANDA	\$0.222
SAMOA	\$1.250
SAN MARINO	\$0.352
SAO TOME AND PRINCIP	\$2.136
SAUDI ARABIA	\$0.178
SENEGAL	\$0.136
SEYCHELLES	\$1.001
SIERRA LEONE	\$0.353
SINGAPORE	\$0.102
SLOVAKIA	\$0.046
SLOVENIA	\$0.261
SOLOMON ISLANDS	\$2.414
SOMALIA	\$0.256
SOUTH AFRICA	\$0.176

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SOUTH KOREA	\$0.011
SOUTH SUDAN	\$0.602
SPAIN	\$0.057
SRI LANKA	\$0.128
ST PIERRE MIQUELON	\$0.219
ST. HELENA	\$2.140
ST. KITS/NEVIS	\$0.179
ST. LUCIA	\$0.178
ST. MARTEN	\$0.099
ST. VINCENT	\$0.164
SUDAN	\$0.283
SURINAME	\$0.224
SWAZILAND	\$0.192
SWEDEN	\$0.004
SWITZERLAND	\$0.142
SYRIA	\$0.184
TAIWAN	\$0.075
TAJIKISTAN	\$0.136
TANZANIA	\$0.186
THAILAND	\$0.036
TIMOR LESTE	\$0.603
TOGO	\$0.156
TOKELAU	\$2.869
TONGA	\$0.867
TRINIDAD	\$0.172
TUNISIA	\$0.637
TURKEY	\$0.172
TURKMENISTAN	\$0.151
TURKS AND CALICOS	\$0.190
TUVALU	\$2.639
UGANDA	\$0.278
UKRAINE	\$0.202
UNITED ARAB EMIRATES	\$0.138
UNITED KINGDOM	\$0.022
URUGUAY	\$0.150
UZBEKISTAN	\$0.091
VANUATU	\$0.800
VATICAN CITY	\$0.278
VENEZUELA	\$0.056
VIETNAM	\$0.051
WALLIS AND FUTUNA IS	\$0.325
YEMEN	\$0.110

Securus Technologies, LLC
5360 Legacy Drive, Suite 300
Plano, Texas 75024

Interstate Rates

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YUGOSLAVIA	\$0.370
ZAMBIA	\$0.356
ZIMBABWE	\$0.344