

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.

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.

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International Destination	International Per-Minute Termination Charge
AFGHANISTAN	\$0.151
ALBANIA	\$0.364
ALGERIA	\$0.723
ANDORRA	\$0.041
ANGOLA	\$0.376
ANGUILLA	\$0.191
ANTARTICA	\$2.641
ANTIGUA	\$0.188
ARGENTINA	\$0.131

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ARMENIA	\$0.194
ARUBA	\$0.182
ASCENSION ISLAND	\$0.930
AUSTRALIA	\$0.014
AUSTRIA	\$0.012
AZERBAIJAN	\$0.240
BAHAMAS	\$0.156
BAHRAIN	\$0.103
BANGLADESH	\$0.057
BARBADOS	\$0.057
BELARUS	\$0.396
BELGIUM	\$0.089
BELIZE	\$0.202
BENIN	\$0.300
BERMUDA	\$0.010
BHUTAN	\$0.083
BOLIVIA	\$0.170
BOSNIA HERZEGOVINA	\$0.156
BOTSWANA	\$0.220
BRAZIL	\$0.007
BRITISH VIRGIN ISLANDS	\$0.191
BRUNEI DARUSSALAM	\$0.154
BULGARIA	\$0.029
BURKINA FASO	\$0.345
BURUNDI	\$0.389
CAMBODIA	\$0.048
CAMEROON	\$0.308
CANADA	\$0.001
CAPE VERDE	\$0.261
CAYMAN ISLANDS	\$0.126
CENTRAL AFRICAN REP	\$0.486
CHAD	\$0.404
CHILE	\$0.005
CHINA	\$0.867
COLOMBIA	\$0.003
CONGO	\$0.367
COOK ISLANDS	\$0.983
COSTA RICA	\$0.042
COTE D'IVOIRE (IVORY COAST)	\$0.289
CROATIA	\$0.188
CUBA	\$0.546
CYPRUS	\$0.116

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CZECH REPUBLIC	\$0.027
DEM PEOPLE REP KOREA	\$0.359
DEM REP CONGO	\$0.392
DENMARK	\$0.006
DIEGO GARCIA	\$1.348
DJIBOUTI	\$0.272
DOMINCA	\$0.143
DOMINICAN REPUBLIC	\$0.071
ECUADOR	\$0.192
EGYPT	\$0.116
EL SALVADOR	\$0.096
EQUATORIAL GUINEA	\$0.586
ERITREA	\$0.197
ESTONIA	\$0.319
ETHIOPIA	\$0.208
FALKLAND ISLANDS	\$1.282
FAROE ISLANDS	\$0.152
FEDERATED MICRONESIA	\$0.446
FIJI	\$0.818
FINLAND	\$0.012
FRANCE	\$0.063
FRENCH ANTILLES	\$0.083
FRENCH GUIANA	\$0.068
FRENCH POLYNESIA	\$0.225
GABON	\$0.354
GAMBIA	\$0.395
GEORGIA	\$0.278
GERMANY	\$0.111
GHANA	\$0.196
GIBRALTAR	\$0.049
GREECE	\$0.060
GREENLAND	\$0.400
GRENADA	\$0.322
GUADELOUPE	\$0.122
GUATEMALA	\$0.153
GUINEA	\$0.322
GUINEA-BISSAU	\$0.455
GUYANA	\$0.185
HAITI	\$0.275
HONDURAS	\$0.170
HONG KONG	\$0.073
HUNGARY	\$0.013

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ICELAND	\$0.008
INDIA	\$0.016
INDONESIA	\$0.044
IRAN	\$0.163
IRAQ	\$0.172
IRELAND	\$0.009
ISRAEL	\$0.079
ITALY	\$0.100
JAMAICA	\$0.145
JAPAN	\$0.024
JORDAN	\$0.152
KENYA	\$0.134
KIRIBATI	\$1.184
KOSOVO	\$0.566
KUWAIT	\$0.031
KYRGYZSTAN	\$0.208
LAOS	\$0.068
LATVIA	\$0.226
LEBANON	\$0.157
LESOTHO	\$0.733
LIBERIA	\$0.327
LIBYA	\$0.283
LIECHTENSTEIN	\$0.091
LITHUANIA	\$0.550
LUXEMBOURG	\$0.063
MACAU	\$0.256
MACEDONIA	\$0.377
MADAGASCAR	\$0.610
MALAWI	\$0.266
MALAYSIA	\$0.004
MALDIVES	\$1.801
MALI	\$0.336
MALTA	\$0.023
MARSHALL ISLANDS	\$0.210
MAURITANIA	\$0.497
MAURITIUS	\$0.139
MAYOTTE	\$0.389
MEXICO	\$0.001
MOLDOVA	\$0.196
MONACO	\$0.103
MONGOLIA	\$0.011
MONTENEGRO	\$0.150

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MONTSERRAT	\$0.220
MOROCCO	\$0.531
MOZAMBIQUE	\$0.252
MYANMAR	\$0.102
NAMIBIA	\$0.071
NAURU	\$0.687
NEPAL	\$0.148
NETHERLANDS	\$0.164
NETHERLANDS ANTILLES	\$0.188
NEW CALEDONIA	\$0.245
NEW ZEALAND	\$0.038
NICARAGUA	\$0.232
NIGER	\$0.324
NIGERIA	\$0.124
NIUE	\$1.350
NORWAY	\$0.005
OMAN	\$0.099
PAKISTAN	\$0.030
PALAU	\$0.248
PALESTINE	\$0.185
PANAMA	\$0.116
PAPUA NEW GUINEA	\$2.146
PARAGUAY	\$0.025
PERU	\$0.001
PHILIPPINES	\$0.089
POLAND	\$0.058
PORTUGAL	\$0.082
QATAR	\$0.156
REUNION	\$0.439
ROMANIA	\$0.004
RUSSIA	\$0.161
RWANDA	\$0.229
SAMOA	\$1.035
SAN MARINO	\$0.400
SAO TOME AND PRINCIP	\$0.985
SAUDI ARABIA	\$0.179
SENEGAL	\$0.126
SEYCHELLES	\$0.843
SIERRA LEONE	\$0.432
SINGAPORE	\$0.127
SLOVAKIA	\$0.066
SLOVENIA	\$0.275

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SOLOMON ISLANDS	\$2.173
SOMALIA	\$0.234
SOUTH AFRICA	\$0.142
SOUTH KOREA	\$0.012
SOUTH SUDAN	\$0.534
SPAIN	\$0.076
SRI LANKA	\$0.171
ST PIERRE MIQUELON	\$0.225
ST. HELENA	\$1.473
ST. KITS/NEVIS	\$0.175
ST. LUCIA	\$0.179
ST. MARTEN	\$0.096
ST. VINCENT	\$0.163
SUDAN	\$0.278
SURINAME	\$0.306
SWAZILAND	\$0.198
SWEDEN	\$0.010
SWITZERLAND	\$0.142
SYRIA	\$0.191
TAIWAN	\$0.067
TAJIKISTAN	\$0.151
TANZANIA	\$0.192
THAILAND	\$0.036
TIMOR LESTE	\$0.688
TOGO	\$0.216
TOKELAU	\$0.989
TONGA	\$0.867
TRINIDAD	\$0.179
TUNISIA	\$0.668
TURKEY	\$0.179
TURKMENISTAN	\$0.126
TURKS AND CALICOS	\$0.166
TUVALU	\$1.300
UGANDA	\$0.272
UKRAINE	\$0.223
UNITED ARAB EMIRATES	\$0.138
UNITED KINGDOM	\$0.046
URUGUAY	\$0.141
UZBEKISTAN	\$0.103
VANUATU	\$0.785
VATICAN CITY	\$0.189
VENEZUELA	\$0.060

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VIETNAM	\$0.050
WALLIS AND FUTUNA IS	\$0.426
YEMEN	\$0.111
YUGOSLAVIA	\$0.381
ZAMBIA	\$0.364
ZIMBABWE	\$0.438