

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	\$0.154
ALBANIA	\$0.377
ALGERIA	\$0.704
ANDORRA	\$0.164
ANGOLA	\$0.384
ANGUILLA	\$0.182
ANTARTICA	\$1.412
ANTIGUA	\$0.197
ARGENTINA	\$0.099

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ARMENIA	\$0.187
ARUBA	\$0.173
ASCENSION ISLAND	\$0.902
AUSTRALIA	\$0.015
AUSTRIA	\$0.011
AZERBAIJAN	\$0.165
BAHAMAS	\$0.148
BAHRAIN	\$0.110
BANGLADESH	\$0.073
BARBADOS	\$0.073
BELARUS	\$0.308
BELGIUM	\$0.034
BELIZE	\$0.174
BENIN	\$0.258
BERMUDA	\$0.010
BHUTAN	\$0.083
BOLIVIA	\$0.165
BOSNIA HERZEGOVINA	\$0.148
BOTSWANA	\$0.219
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.183
BRUNEI DARUSSALAM	\$0.152
BULGARIA	\$0.032
BURKINA FASO	\$0.347
BURUNDI	\$0.366
CAMBODIA	\$0.056
CAMEROON	\$0.314
CANADA	\$0.001
CAPE VERDE	\$0.259
CAYMAN ISLANDS	\$0.129
CENTRAL AFRICAN REP	\$0.438
CHAD	\$0.428
CHILE	\$0.005
CHINA	\$0.642
COLOMBIA	\$0.002
CONGO	\$0.378
COOK ISLANDS	\$2.263
COSTA RICA	\$0.042
COTE D'IVOIRE (IVORY COAST)	\$0.294
CROATIA	\$0.014
CUBA	\$0.514
CYPRUS	\$0.064

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CZECH REPUBLIC	\$0.013
DEM PEOPLE REP KOREA	\$1.037
DEM REP CONGO	\$0.396
DENMARK	\$0.006
DIEGO GARCIA	\$1.330
DJIBOUTI	\$0.269
DOMINCA	\$0.143
DOMINICAN REPUBLIC	\$0.070
ECUADOR	\$0.168
EGYPT	\$0.102
EL SALVADOR	\$0.093
EQUATORIAL GUINEA	\$0.368
ERITREA	\$0.204
ESTONIA	\$0.318
ETHIOPIA	\$0.197
FALKLAND ISLANDS	\$1.488
FAROE ISLANDS	\$0.020
FEDERATED MICRONESIA	\$0.449
FIJI	\$0.818
FINLAND	\$0.011
FRANCE	\$0.015
FRENCH ANTILLES	\$0.089
FRENCH GUIANA	\$0.087
FRENCH POLYNESIA	\$0.652
GABON	\$0.341
GAMBIA	\$0.387
GEORGIA	\$0.290
GERMANY	\$0.055
GHANA	\$0.179
GIBRALTAR	\$0.032
GREECE	\$0.020
GREENLAND	\$0.443
GRENADA	\$0.306
GUADELOUPE	\$0.123
GUATEMALA	\$0.130
GUINEA	\$0.306
GUINEA-BISSAU	\$0.475
GUYANA	\$0.175
HAITI	\$0.270
HONDURAS	\$0.150
HONG KONG	\$0.042
HUNGARY	\$0.011

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ICELAND	\$0.006
INDIA	\$0.015
INDONESIA	\$0.035
IRAN	\$0.155
IRAQ	\$0.177
IRELAND	\$0.009
ISRAEL	\$0.062
ITALY	\$0.021
JAMAICA	\$0.132
JAPAN	\$0.025
JORDAN	\$0.136
KENYA	\$0.135
KIRIBATI	\$1.165
KOSOVO	\$0.480
KUWAIT	\$0.028
KYRGYZSTAN	\$0.189
LAOS	\$0.067
LATVIA	\$0.366
LEBANON	\$0.146
LESOTHO	\$0.767
LIBERIA	\$0.301
LIBYA	\$0.250
LIECHTENSTEIN	\$0.091
LITHUANIA	\$0.092
LUXEMBOURG	\$0.154
MACAU	\$0.335
MACEDONIA	\$0.379
MADAGASCAR	\$0.568
MALAWI	\$0.298
MALAYSIA	\$0.004
MALDIVES	\$0.700
MALI	\$0.318
MALTA	\$0.381
MARSHALL ISLANDS	\$0.212
MAURITANIA	\$0.498
MAURITIUS	\$0.115
MAYOTTE	\$0.537
MEXICO	\$0.001
MOLDOVA	\$0.197
MONACO	\$0.103
MONGOLIA	\$0.011
MONTENEGRO	\$0.235

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MONTSERRAT	\$0.239
MOROCCO	\$0.526
MOZAMBIQUE	\$0.177
MYANMAR	\$0.203
NAMIBIA	\$0.076
NAURU	\$0.687
NEPAL	\$0.150
NETHERLANDS	\$0.158
NETHERLANDS ANTILLES	\$0.197
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.047
NICARAGUA	\$0.209
NIGER	\$0.302
NIGERIA	\$0.111
NIUE	\$2.458
NORWAY	\$0.004
OMAN	\$0.087
PAKISTAN	\$0.027
PALAU	\$0.252
PALESTINE	\$0.187
PANAMA	\$0.106
PAPUA NEW GUINEA	\$0.745
PARAGUAY	\$0.026
PERU	\$0.001
PHILIPPINES	\$0.104
POLAND	\$0.009
PORTUGAL	\$0.071
QATAR	\$0.126
REUNION	\$0.439
ROMANIA	\$0.003
RUSSIA	\$0.171
RWANDA	\$0.223
SAMOA	\$1.135
SAN MARINO	\$0.399
SAO TOME AND PRINCIP	\$0.973
SAUDI ARABIA	\$0.172
SENEGAL	\$0.118
SEYCHELLES	\$0.846
SIERRA LEONE	\$0.429
SINGAPORE	\$0.023
SLOVAKIA	\$0.031
SLOVENIA	\$0.233

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SOLOMON ISLANDS	\$2.096
SOMALIA	\$0.211
SOUTH AFRICA	\$0.144
SOUTH KOREA	\$0.012
SOUTH SUDAN	\$0.534
SPAIN	\$0.046
SRI LANKA	\$0.138
ST PIERRE MIQUELON	\$0.220
ST. HELENA	\$1.450
ST. KITS/NEVIS	\$0.173
ST. LUCIA	\$0.172
ST. MARTEN	\$0.094
ST. VINCENT	\$0.154
SUDAN	\$0.278
SURINAME	\$0.239
SWAZILAND	\$0.199
SWEDEN	\$0.011
SWITZERLAND	\$0.168
SYRIA	\$0.165
TAIWAN	\$0.075
TAJIKISTAN	\$0.151
TANZANIA	\$0.196
THAILAND	\$0.036
TIMOR LESTE	\$0.632
TOGO	\$0.171
TOKELAU	\$2.403
TONGA	\$0.951
TRINIDAD	\$0.186
TUNISIA	\$0.652
TURKEY	\$0.186
TURKMENISTAN	\$0.128
TURKS AND CALICOS	\$0.166
TUVALU	\$1.205
UGANDA	\$0.276
UKRAINE	\$0.206
UNITED ARAB EMIRATES	\$0.121
UNITED KINGDOM	\$0.041
URUGUAY	\$0.117
UZBEKISTAN	\$0.095
VANUATU	\$0.785
VATICAN CITY	\$0.189
VENEZUELA	\$0.052

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VIETNAM	\$0.057
WALLIS AND FUTUNA IS	\$0.509
YEMEN	\$0.109
YUGOSLAVIA	\$0.331
ZAMBIA	\$0.349
ZIMBABWE	\$0.398