

Combined Public Communications, LLC

P.O. Box 76573

Highland Heights, KY 41076

Interstate & International Rates, Terms & Conditions

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INTERSTATE & INTERNATIONAL TELECOMMUNICATIONS SERVICES

RATES, TERMS & CONDITIONS PROVIDED BY

COMBINED PUBLIC COMMUNICATIONS, LLC

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SECTION 1 - DEFINITIONS

Access Line - An arrangement which connects the Customer's telephone to a CPC designated switching center or point of presence.

Ancillary Service Charge – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls.

Authorized User - A person, firm, partnership, corporation or other entity who is authorized by the Customer to be connected to and utilize the Carrier's services under the terms and regulations of this tariff. In the case of collect-only calling services provided to Inmates of Confinement Institutions, the Inmate is the Authorized User.

CPC - Used throughout this tariff to refer to Combined Public Communications, LLC

Collect Billing - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Company or Carrier - Combined Public Communications, LLC, unless otherwise clearly indicated.

Confinement Institution - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with Combined Public Communications, LLC for the provision of service for use by their Inmate population.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Carrier to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Carrier's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff. In the case of collect-only calling services provided to Inmates of Confinement Institutions, the called party is the Customer and is responsible for payment of charges.

Inmates - The confined population of Institutions.

Institutions - See Confinement Institution.

Jail – A facility of a local, state or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; (3) post conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

Mainland United States - The forty-eight (48) states within the continental United States of America and the District of Columbia.

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SECTION 1 - DEFINITIONS (CONT'D)

Pay Telephone - Telephone instruments provided by the Customer or Institution for use by its guests, patrons, visitors, transient third parties or for use by Inmates of Confinement Institutions. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

Premises - The physical space designated by the Customer for the termination of the Company's service.

Prison – A facility operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences longer than one year.

RTC - Refers to this Rates, Terms & Conditions document

Subscriber - Used throughout this RTC to refer to Customers, Aggregators or Institutions which arrange for the Company to provide, discontinue or rearrange for telecommunication services on behalf of itself or others.

United States - For purposes of this RTC the term "United States" includes the Mainland United States of America, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, and the Commonwealth of the Northern Mariana Islands (CNMI).

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purpose of rating calls.

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SECTION 2 - TERMS AND CONDITIONS

2.1 Undertaking of Combined Public Communications, LLC

- 2.1.1** The Company undertakes to furnish communications service pursuant to the terms of this RTC in connection with one-way and/or two-way communications originating within the Mainland United States and terminating between points within the United States and originating within the Mainland United States and terminating in foreign countries as defined in this RTC. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.2** CPC arranges for installation, operation, and maintenance of the communications services provided in this RTC for Customers in accordance with the terms and conditions set forth under this RTC.

2.2 Use of the Company's Service

- 2.2.1** Services provided under this RTC may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.
- 2.2.2** The services the Company offers shall not be used for any unlawful purpose.
- 2.2.3** A Customer may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this RTC. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this RTC.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.3 Limitations

- 2.3.1** The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this RTC, or in violation of the law.
- 2.3.2** Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this RTC.
- 2.3.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.4** Service may be limited or discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Account Codes or Authorization Codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. Service will be restored service as soon as it can be provided without undue risk.
- 2.3.5** The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.3.6** Service provided to Institutions for use by Inmates may be restricted or otherwise limited under the direction of authorized personnel of the Institution's administration at their own discretion.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.4 Assignment and Transfer

- 2.4.1** All facilities provided under this RTC are directly or indirectly controlled by the Company. The limitations with which the Company contracts for service may not transfer or assign the use of service or facilities without the express written consent of the Company. All regulations and conditions contained in this RTC shall apply to all such permitted assignees or transferees, as well as all conditions of service. Such transfer or assignment, when permitted, shall only apply where there is no interruption of the use or location of the service or facilities.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.5 Liability of the Company

- 2.5.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed \$100.00 or an amount equivalent to the proportionate charge to the Customer as described in Section 2.10, whichever is greater, for the period during which the faults in transmission occur.
- 2.5.2** The Company shall not be liable for any claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this RTC, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an Act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.5.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by the Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this RTC; or for any act or omission of the Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.5.4** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.5.5** Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.5 Liability of the Company (Cont'd)

- 2.5.6** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- 2.5.7** The Company shall be indemnified and saved harmless by the Subscriber from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- 1)** Any act or omission of: (a) the Subscriber, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers, except as contracted by the Company;
 - 2)** Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Subscriber or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 - 3)** Any unlawful or unauthorized use of the Company's facilities and services;
 - 4)** Breach in the privacy or security of communications transmitted over the Company's facilities;
 - 5)** Any noncompletion of calls due to network busy conditions;
 - 6)** And any other claim relating to the use of or furnishing of use of the Company's services or facilities which resulted from any act or omission of the Subscriber, Authorized Users, inmates, guests, patrons, visitors or other transient third parties using the services of the Company through the Company's or Subscriber's equipment; or any other entity.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.6 Responsibilities of the Subscriber or Customer

2.6.1 The Subscriber is responsible for making proper application for service; placing any necessary orders; for complying with RTC regulations; and payment of charges for services provided. Responsibilities include, but are not limited to the following:

- 1)** The Subscriber shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available to other users by the Subscriber.
- 2)** If required for the provision of the Company's services, the Subscriber must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 3)** The Subscriber is responsible for arranging access to its premises at times acceptable to the Company when required for the Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of CPC's services.
- 4)** The Subscriber shall ensure that any Subscriber provided equipment and/or systems are properly interfaced with Company facilities or services, that the signals emitted into Company's network are of the proper mode, bandwidth, power, and signal level for the intended use and in compliance with the criteria set forth in this RTC, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers.
- 5)** The Subscriber must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Subscriber or others, by improper use of the services, or by use of equipment provided by the Subscriber or others.
- 6)** The Subscriber must pay for the loss through theft of any Company equipment installed at Subscriber's premises.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.7 Billing and Payment For Service

2.7.1 Responsibility for Charges

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company's network.

2.7.2 Payment for Service

All charges due by the Customer are payable to the Company or any agent duly authorized to receive such payments. The billing agent may be the Company, a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory bodies having jurisdiction.

Services provided by the Company, if utilized by inmates of confinement facilities are offered in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.7 Billing and Payment For Service (Cont'd)

2.7.3 Disputed Charges

Any objections to billed charges must be reported to the Company or its billing agent within twenty (20) days of the closing date printed on the bill issued to the Customer. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.7.4 Late Payment Fees

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

2.7.5 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the Company or its billing agent.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.7 Billing and Payment For Service (Cont'd)

2.7.6 Minimum Service Period

The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise specified in this RTC or by mutually agreed upon contract. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

2.7.7 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit limit. Where a requested billing method cannot be validated or maximum credit limit established, the Company may refuse to provide service or otherwise restrict or interrupt service to a Customer. The Company may also refuse service for invalid telephone numbers, invalid calling card or commercial credit card numbers, refusal of a called party to accept responsibility for payment, failure to keep the outstanding balance due below the credit limit or any other circumstances which may prevent the Company from collecting the charges due for a call.

For services provided to inmates of confinement facilities, the Company may require a deposit or advance payment from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying an advance payment or deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.7 Billing and Payment For Service (Cont'd)

2.7.8 Taxes

- A.** All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this RTC.

- B.** To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.8 Deposits

The Company does not normally require deposits. However the Company reserves the right to collect an amount not to exceed 2 months estimated charges as a deposit from Customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

2.9 Advance Payments

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, CPC reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.10 Refunds or Credits for Service Outages or Interruptions

2.10.1 Credit allowances for interruption periods which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this RTC. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.

2.10.2 For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than four (4) hours. The Customer shall be credited for an interruption of four (4) or more hours at the rate of 1/720th of the monthly charge for the services affected for each day that the interruption continues. The formula used for computation of credits is as follows:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours (must be 4 or more)

B = total monthly recurring charge for affected service.

2.10.3 For usage sensitive long distance services, credits will be limited to, at maximum, the price of the initial period of the individual call that was interrupted plus any operator service charges or surcharges required to reconnect the caller.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.11 Cancellation or Termination of Service

2.11.1 Cancellation by Customer

- A) Customers may cancel service by not using it. For collect calls placed by inmates of confinement institutions, customers may elect not to accept the collect charges.

2.11.2 Cancellation by Company

- A) The Company may terminate service to a Customer for nonpayment of undisputed charges or other violation of this RTC or provision of law upon five (5) days= notice to the Customer without incurring any liability for damages due to loss of telephone service to the Customer.
- B) The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Subscriber shall be given five (5) days notice to comply with any rule or remedy any deficiency:
 - 1) For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
 - 2) For use of telephone service for any purpose other than that described in the application.
 - 3) For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.11 Cancellation or Termination of Service (Cont'd)

2.11.2 Continued

B) Continued

- 4)** For noncompliance with or violation of Commission regulation or the Company's terms and conditions as made publicly available pursuant to the requirements of the Federal Communications Commission.
- 5)** Without notice in the event of Subscriber use of equipment or services in such a manner as to adversely affect the Company's equipment or service to others.
- 6)** Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
- 7)** Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Subscriber to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 8)** Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such services.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.12 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Subscriber is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Subscriber.

2.13 Subscriber Provided Equipment

2.13.1 The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Subscriber. The Subscriber is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service.

2.13.2 When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry. The Subscriber is responsible for ensuring that Subscriber-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Subscriber's expense, subject to prior Subscriber approval of the equipment expense.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.14 Company Provided Equipment

The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Subscriber. The Subscriber may not nor may they permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.15 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and credit for the interruption is requested by the Customer.

2.16 Use of Recording Devices

Subscribers who use recording devices do so at their own risk. Subscribers may use a recording device only in compliance with the requirements of local, state, and federal laws.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.17 Adjustment to Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund (USF), and compensation to pay telephone service providers for the use of their pay telephones to access the Company's service.

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SECTION 2 - TERMS AND CONDITIONS (CONT'D)

2.17 Adjustment to Rates and Charges (Cont'd)

2.17.2 Universal Service Recovery

The Company will assess all Customers a Universal Service Subsidy fee which recovers the Company's contributions to federal programs which support universal service in high cost areas and low income users of telecommunications and assist schools libraries and rural health care facilities to obtain telecommunications and information services. The charges for this Universal Service Subsidy shall be calculated by multiplying the gross invoice amount attributable to interstate and international services (excluding PICC charges and taxes) by the Universal Service Recovery percentage rate. The Universal Service Recovery percentage is subject to periodic adjustment.

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SECTION 3 - SERVICES AND RATES

3.1 General

The Company offers domestic interstate automated operator assisted collect-only calling services for use by inmates of prisons, jails or other Confinement Institutions. Inmate access to the Company's services may be restricted by the administration of the Institution served. The Company's services are available twenty-four hours per day, seven days a week. Unless otherwise specified in this RTC, intrastate service is offered in conjunction with interstate and international service.

Customers are charged individually for each call placed through the Company's network. Charges may vary based on individual contracts between the Company and Institutions. Customers are billed based on their use of the Company's services and network.

3.2 Timing of Calls

3.2.1 Billing for calls placed over the Company's network is based in part on the duration of the call as follows, unless otherwise specified in this RTC.

3.2.2 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment. For Person to Person Calls, charges apply only if the calling party is connected with the designated called party or an agreed upon substitute.

3.2.3 Chargeable time for each call ends when one of the parties disconnects from the call.

3.2.4 Unless otherwise specified in this RTC, the minimum Initial Period for billing purposes is one (1) minute.

3.2.5 Unless otherwise specified in this RTC, billing for Additional Periods (usage after the Initial Period) is in full one (1) minute increments.

3.2.6 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

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SECTION 3 - SERVICES AND RATES (CONT'D)

3.3 Interstate Institutional Operator Assisted Calling

Institutional operator assisted service allows Inmates of Confinement Institutions to place Collect Calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Confinement Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

All service provided to Confinement Institutions is provided under contract.

For services provided to Inmates of Confinement Institutions, the following special conditions may apply:

- a. Calls to "900", "976" or other pay-per-call services are blocked by the Company.
- b. At the request of the Confinement Institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- c. At the request of the Confinement Institution, the Company may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- d. At the request of the Confinement Institution, the Company may block Inmate access to specific telephone numbers.
- e. Availability of the Company's services may be restricted by the Confinement Institution to certain hours and/or days of the week.

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SECTION 3 - SERVICES AND RATES (CONT'D)

3.3 Interstate Institutional Operator Assisted Calling, (Cont'd)

- f. At the request of the Confinement Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- g. At the request of the Confinement Institution, the Company may impose time limits on local and long distance calls placed using its services.
- h. At the request of the Confinement Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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SECTION 3 - SERVICES AND RATES (CONT'D)

3.4 Prepaid Institutional Service

3.4.1 Description of Service

Prepaid Institutional Service provides alternative methods for inmates in Confinement Institutions and their families to communicate with each other. Prepaid Institutional Service calls are originated by inmates in confinement institutions. Calls are made by dialing a toll-free access number or other access dialing sequence. Depending on the facility, a Personal Account Code may also need to be entered.

Two account options are available. The first option, the Commissary Card Account, allows the inmate (via the Institution personnel) to set up his/her own prepaid account at the Confinement Institution; the second option, the Customer Account, allows the called party who receives collect calls from inmates (Customer) to set up his/her own prepaid account.

A. Option A: Commissary Card Account

With a Commissary Card Account, a prepaid account is set up by the Company with the Institution's commissary. The inmate may purchase a card in any denomination. The Company assigns an authorization code to the inmate, and provides instructions for accessing and using the service. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

Applicable rates for service are printed on the card. The inmate may make calls up to the total amount purchased on the card. Network usage is deducted from the Available Usage Balance on the card on a real time basis as the call progresses. The Company's system automatically informs the caller when there is a five-minute Available Usage Balance remaining on the card.

No minimum service period applies. Available Usage on the Customer's card is non-refundable, except in the event a call is unable to be completed due to equipment failure. Cards are not renewable. All calls must be charged against a card that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the card is insufficient to continue the call.

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SECTION 3 - SERVICES AND RATES (CONT'D)

3.4 Prepaid Institutional Service, (Cont'd)

3.4.1 Description of Service, (Cont'd)

B. Option B: Customer Account

With a Customer account, the Company is notified by parties (Customers) who receive collect calls from inmates in Confinement Institutions that they wish to establish a prepaid account. A prepaid account is then set up by the Company for the Customer. After the account is established, the inmate will receive an authorization code, and instructions for accessing and using the service. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a specified financial institution. The Company does not engage in direct monetary transactions with the inmate.

The inmate may make calls up to the total amount in the prepaid account Network usage is deducted from the Available Usage Balance on the card on a real time basis as the call progresses. The Company's system automatically informs the caller when there is a five-minute Available Usage Balance remaining in the account. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance in the Account is insufficient to continue the call.

Prepaid Institutional Service rates are not distance or time of day sensitive. Holiday discounts do not apply. Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in Customer's Prepaid Account in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Account balances as well as rates and charges are available from the system upon access to place a call.

Prepaid Institutional Service is available 24 hours a day, seven days per week. The number of available accounts is subject to technical limitations. Accounts will be made available to Customers at the discretion of the Institution. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

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SECTION 3 - SERVICES AND RATES (CONT'D)

3.4 Prepaid Institutional Service, (Cont'd)

3.4.2 Rates and Charges - Interstate

A. Rates and Charges

Per Minute Rate: \$0.20

Posted: January 18, 2017

SECTION 3 - SERVICES AND RATES (CONT'D)

3.5 Prepaid Card Service

With Prepaid Card Service, cards may be purchased directly from the Company, usually via a vending machine located at the facility. Cards may be purchased in any denomination between \$5.00 and \$30.00. The Company assigns an authorization code to the inmate, and provides instructions for accessing and using the service.

The Company's system automatically informs the caller of the Available Usage Balance remaining on the Prepaid Card, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. With Prepaid Card Service, applicable state taxes and fees are included in the rates and charges for calling service.

Prepaid Cards purchased under this service are non-renewable. Unused balances may not be used following release from the Confinement Institution. Unused balances are refundable upon request.

3.5.1 Prepaid Card Service Rates and Charges - Interstate

Contract Rates	Connect Fee	Per Minute Charge
Contract 1	\$0.00	\$0.20

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SECTION 3 - SERVICES AND RATES (CONT'D)

3.5 Prepaid Card Service, (Cont'd.)

All calls are billed in one minute increments. Partial minutes will be rounded up to the next higher billing increment. There are no connect fees.

3.5.2 Prepaid Card Service Rates and Charges – International

Country	Rate Per Minute:	Country	Rate Per Minute:
Afghanistan	\$1.00	Cape Verde	\$2.00
Albania	\$1.00	Central African Republic	\$2.00
Algeria	\$1.00	Chad	\$2.00
Andorra	\$1.00	China	\$2.00
Angola	\$1.00	Cocos (Keeling) Island	\$2.00
Argentina	\$1.00	Colombia	\$2.00
Armenia	\$1.00	Congo	\$2.00
Aruba	\$1.00	Congo Dem. Republic	\$2.00
Australia	\$1.00	Costa Rica	\$2.00
Austria	\$1.00	Cote D Ivoire	\$2.00
Azerbaijan	\$1.00	Croatia	\$2.00
Bahrain	\$1.00	Cyprus	\$2.00
Belarus	\$1.00	Czech Republic	\$2.00
Bangladesh	\$1.00	Denmark	\$2.00
Belgium	\$1.00	Djibouti	\$2.00
Belize	\$2.00	Ecuador	\$2.00
Benin	\$2.00	Egypt	\$2.00
Bhutan	\$2.00	El Salvador	\$2.00
Bolivia	\$2.00	Equatorial Guinea	\$2.00
Bosnia-Herzegovina	\$2.00	Eritrea	\$2.00
Botswana	\$2.00	Estonia	\$2.00
Brazil	\$2.00	Ethiopia	\$2.00
Brueni Darussalam	\$2.00	Faroe Island	\$2.00
Bulgaria	\$2.00	Fiji	\$2.00
Burindi	\$2.00	Finland	\$2.00
Burkina Faso	\$2.00	France	\$2.00
Cambodia	\$2.00	French Guiana	\$2.00
Cameroon	\$2.00	French Polynesia	\$2.00
		Gabonese Republic	\$2.00

Posted: January 18, 2017

SECTION 3 - SERVICES AND RATES (CONT'D)

3.5 Prepaid Card Service, (Cont'd.)

3.5.2 Prepaid Card Service Rates and Charges – International, (Cont'd.)

Country	Rate Per Minute:	Country	Rate Per Minute:
Gambia	\$2.00	Laos	\$2.00
Georgia	\$2.00	Lebanon	\$2.00
Germany	\$2.00	Lesotho	\$2.00
Ghana	\$2.00	Liberia	\$2.00
Gibraltar	\$2.00	Libya	\$2.00
Greece	\$2.00	Lichtenstein	\$2.00
Greenland	\$2.00	Lithuania	\$2.00
Guadeloupe	\$2.00	Luxembourg	\$2.00
Guatemala	\$2.00	Macau	\$2.00
Guinea (Republic of)	\$2.00	Macedonia	\$2.00
Guinea-Bissau	\$2.00	Malawi	\$2.00
Guyana	\$2.00	Malaysia	\$2.00
Haiti	\$2.00	Mali	\$2.00
Honduras	\$2.00	Malta	\$2.00
Hong Kong	\$2.00	Marshall Islands	\$2.00
Hungary	\$2.00	Martinique	\$2.00
Iceland	\$2.00	Mauritania	\$2.00
India	\$2.00	Mauritius	\$2.00
Indonesia	\$2.00	Mexico	\$2.00
Iran	\$2.00	Micronesia	\$2.00
Iraq	\$2.00	Moldova	\$2.00
Ireland	\$2.00	Monaco	\$2.00
Israel	\$2.00	Mongolia	\$2.00
Italy	\$2.00	Montenegro	\$2.00
Japan	\$2.00	Morocco	\$2.00
Jordan	\$2.00	Mozambique	\$2.00
Kenya	\$2.00	Myanmar	\$2.00
Kuwait	\$2.00	Namibia	\$2.00
Kyrgyz Republic	\$2.00	Nepal	\$2.00

Posted: January 18, 2017

SECTION 3 - SERVICES AND RATES (CONT'D)

3.5 Prepaid Card Service, (Cont'd.)

3.5.2 Prepaid Card Service Rates and Charges – International, (Cont'd.)

Country	Rate Per Minute:	Country	Rate Per Minute:
Netherlands	\$2.00	Singapore	\$3.00
Netherlands Antilles	\$2.00	Slovak Republic	\$3.00
New Caledonia	\$2.00	Slovenia	\$3.00
New Zealand	\$2.00	Somali	\$3.00
Nicaragua	\$2.00	South Africa	\$3.00
Niger	\$2.00	South Korea	\$3.00
Nigeria	\$2.00	Spain	\$3.00
Norway	\$2.00	Sri Lanka	\$3.00
Oman	\$2.00	St. Pierre and Mique	\$3.00
Pakistan	\$2.00	Sudan	\$3.00
Palau	\$2.00	Suriname	\$3.00
Palestinian Territories	\$2.00	Swaziland	\$3.00
Panama	\$2.00	Sweden	\$3.00
Paraguay	\$2.00	Switzerland	\$3.00
Peru	\$2.00	Syria	\$3.00
Philippines	\$3.00	Taijkistan	\$3.00
Poland	\$3.00	Taiwan	\$3.00
Portugal	\$3.00	Tanzania	\$3.00
Qatar	\$3.00	Thailand	\$3.00
Reunion	\$3.00	Togolese Republic	\$3.00
Romania	\$3.00	Tonga	\$3.00
Russia	\$3.00	Tunisia	\$3.00
Rwandese Republic	\$3.00	Turkey	\$3.00
San Marino	\$3.00	Turkmenistan	\$3.00
Saudi Arabia	\$3.00	Uganda	\$3.00
Senegal	\$3.00	Ukraine	\$3.00
Serbia	\$3.00	United Arab Emirates	\$3.00
Seychellese	\$3.00	United Kingdom	\$3.00
Sierra Leone	\$3.00	Uruguay	\$3.00

Posted: January 18, 2017

SECTION 3 - SERVICES AND RATES (CONT'D)

3.5 Prepaid Card Service, (Cont'd.)

3.5.2 Prepaid Card Service Rates and Charges – International, (Cont'd.)

Country	Rate Per Minute:
Uzbekistan	\$3.00
Venezuala	\$3.00
Vietnam	\$3.00
Yemen	\$3.00
Zambia	\$3.00

Posted: January 18, 2017

SECTION 3 - SERVICES AND RATES (CONT'D)

3.6 Ancillary Service Charges

3.6.1 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).

Automated payment fees \$3.00

3.6.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee \$5.95

3.6.3 Paper Bill/Statement Fees – Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fees \$2.00