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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

*This tariff, Alabama Tariff No. 3 issued by Combined Public Communications, LLC cancels and replaces in its entirety Alabama Tariff No. 2, issued by Combined Public Communications, Inc.*

**TITLE PAGE**

**ALABAMA**

INSTITUTIONAL  
TELECOMMUNICATIONS TARIFF

OF

**Combined Public Communications, LLC**

This tariff contains the descriptions, regulations, and rates applicable to the provision of Automated Operator Services to inmates in correctional institutions by Combined Public Communications, LLC within the State of Alabama. This tariff is on file with the Alabama Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>	
1	Original	*	21	Original	*
2	Original	*	22	Original	*
3	Original	*	23	Original	*
4	Original	*	24	Original	*
5	Original	*	25	Original	*
6	Original	*	26	Original	*
7	Original	*	27	Original	*
8	Original	*	28	Revision 1	*
9	Original	*	29	Revision 1	*
10	Original	*	30	Original	*
11	Original	*			
12	Original	*			
13	Original	*			
14	Original	*			
15	Original	*			
16	Original	*			
17	Original	*			
18	Original	*			
19	Original	*			
20	Original	*			

\* - indicates those pages included with this filing

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

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**INTEREXCHANGE SERVICES TARIFF**

**APPLICATION OF TARIFF**

This tariff contains the regulations and rates applicable to the provision of intrastate automated operator assisted calling services by Combined Public Communications, LLC for use by inmates in Correctional Facilities within the State of Alabama subject to the jurisdiction of the Alabama Public Service Commission.

**SERVICE AREA MAP**

Combined Public Communications, LLC will provide service throughout the State of Alabama.

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**INTEREXCHANGE SERVICES TARIFF**

**EXPLANATION OF SYMBOLS**

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C)** - To signify a changed listing, rule or condition which may affect rates or charges.
- (D)** - To signify discontinued or deleted material, including a listing, rate, rule or condition.
- (I)** - To signify an increase in rates or charges.
- (M)** - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N)** - To signify new material, including a listing, rate, rule or condition.
- (R)** - To signify a reduction in rates or charges.
- (T)** - To signify a change in the wording of the text, but no change in rate, rule or condition.

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**INTEREXCHANGE SERVICES TARIFF**

**TARIFF FORMAT**

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the Subscriber's location to a Company switching center or designated 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.

**Automated Collect Call** - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

**Customer or End User** - The person, firm, corporation or other entity which uses Company's service and is responsible for payment of charges and compliance with the Company's tariff.

**Combined** - Used throughout this tariff to mean Combined Public Communications, LLC

**Company or Carrier** - Combined Public Communications, LLC, , unless otherwise clearly indicated by the context.

**Commission** - The Alabama Public Service Commission, unless otherwise specified.

**Correctional Facilities** - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

**Customer or End User** - The person, firm, corporation or other entity which uses Company's service and is responsible for payment of charges and compliance with the Company's tariff.

**Inmates** - The jailed or confined population of correctional facilities.

**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.

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INSTITUTIONAL TELECOMMUNICATIONS SERVICES

(N) Business Terms ET  
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**Subscriber** - The correctional institution which contracts for the Company's service. The Subscriber enters into an agreement with the Company for the provision of automated operator assisted telecommunications services for use by inmates.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

The Company's services and facilities are furnished for communications originating at correctional or Correctional Facilities within the state of Alabama. The terms of this tariff apply to the Company's intrastate calls.

The Company provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff.

The Company's services and facilities and are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the Correctional Facility.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.2 Limitations**

- 2.2.1** The Company provides calling services to inmates of correctional facilities.
- 2.2.2** Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.
- 2.2.3** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.4** 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.
- 2.2.5** All facilities provided under this tariff are directly or indirectly controlled by the Company and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.
- 2.2.6** Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this tariff.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.4 Liabilities of the Company**

- 2.4.1** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this tariff, 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.
- 2.4.2** The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer, End User and 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 tariff; or for any act or omission of the Customer, End User or 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 caused by negligence of the Company.
- 2.4.3** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber or Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.4.4** Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company 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 (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the prorata charge to the Customer or for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.5 Deposits and Advance Payments**

**2.5.1 Deposits**

The Company does not require deposits.

**2.5.2 Advance Payments**

The Company does not require advance payments for service.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Taxes**

For collect calls billed by the LEC, state and local taxes are listed separately and are not included in quoted rates. For prepaid accounts, applicable taxes are not included in quoted rates but are available upon request and, with online purchases, displayed if selected. For debit accounts, taxes are not known at the time of purchase since call destinations are not known. Taxes include state, county, municipal, utility and/or license taxes which vary.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.7 Payment for Service**

**2.7.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or end user by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

**2.7.2 Disputed Charges**

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

**2.7.3 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 amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may require the customer to establish a prepaid account.

Services provided by the Company are available to inmates of Correctional Facilities in accordance with facility-authorized programs. The Company may request that the Correctional 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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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.8 Refusal or Discontinuance by Company**

- 2.8.1** The Company may refuse or discontinue service with proper notice to the Customer for any of the following reasons:
- A.** For failure of the Customer to pay a bill for service when it is due.
  - B.** For failure of the Customer to make proper application for service.
  - C.** For Customer's violation of any of the Company's rules on file with the Commission.
  - D.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
  - E.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
  - F.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of- way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
  - G.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.8 Refusal or Discontinuance by Company, (Cont'd.)**

**2.8.2** The Company may refuse or discontinue service without notice for any of the following reasons:

- A.** In the event of tampering with the Company's equipment.
- B.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D.** In the event of fraudulent use of the service.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.9 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance.

**2.10 Call Restrictions**

Calling capabilities may be restricted by the administration of the correctional facilities. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.11 Refund/Unclaimed Property Policy**

To comply with the State of Alabama Public Service Commission ruling requiring Inmate Calling Services customers to be able to receive refunds on any remaining account balance greater than \$0.99, including unused Prepaid Calling Card funds, the Company has adopted the following procedures for Alabama accounts:

**2.11.1 Refunds - Prepaid Calling Card Balances of \$1.00 or Greater**

For Alabama Facility Prepaid Cards, the Company will refund any unused balance of \$1.00 or greater remaining on a prepaid calling card if requested by customer/inmate.

- A. The Customer Service Representative must obtain card number(s) from inmate/customer.
- B. The Customer Service Representative will look up balance under Card Report.
- C. The Customer Service Representative will debit funds as necessary to the cards.
- D. The Customer Service Representative will then create a Refund.
- E. Refunds for unused Prepaid Calling Card balances will be issued as a check unless purchased with a debit/credit card in which case the funds will be credited back to the card used.
  - 1. If the debit/credit card used is unable to accept the refund, a check can be issued to the customer.
- F. Prepaid Inmate Calling Card refunds shall be based on the unused portion of the inmate's purchase price for the card (face value) without any adjustment for the discount arrangement between the provider and the facility.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.11 Refund/Unclaimed Property Policy (Cont'd.)**

**2.11.2 Refunds - Direct Pay and PIN Debit Balances of \$1.00 or Greater**

- A. Prepaid balances of less than \$1.00 are not refundable.
- B. The Customer Service Representative will follow normal refund procedures
  - Debit Account
  - Create refund
- C. Refunds become payable upon the following criteria:
  - Inmate's release from custody
  - Inmate or Customer's request for refund
  - Three (3) months after the last customer generated debit or credit to the prepaid account.
- D. The Company will automatically attempt to issue a refund to these accounts if a balance remains after three (3) months from the last generated debit or credit by sending a check for the remaining balance to the address on file for the purchase (if one exists).
  - 1. The Company will attempt to contact the customer at the phone number on the account.
  - 2. The Company can credit the debit/credit card if that was the original method of payment; otherwise the refund will be by check to the account address.
  - 3. The Customer is responsible to notify the Company of any address change.
- E. There is a one (1) year dormancy period in which funds remain on an account in which a refund become payable. After the one (1) year dormancy all unclaimed funds will be remitted to the Treasurer, State of Alabama, in accordance with the Alabama Uniform disposition of Unclaimed Property Act.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.12 Prepaid Inmate Calling Cards**

**2.12.1 General**

- A. Upon a facility's request, the Company may provide the option to purchase prepaid inmate calling cards for resale to inmates. Prior to the transfer of cards to the facility, the Company shall permanently and prominently affix the face value to prepaid inmate calling cards. The face value is the inmate's purchase price for the card.
- B. The Company shall redeem prepaid inmate calling cards for call minutes on the basis of the face value of the calling card divided by the Commission's maximum debit call rate applicable to the facility.
- C. The Company shall suspend sales of prepaid inmate calling cards to facilities that are known or suspected of reselling the cards in excess of the card's face value.
- D. The Company shall, at no charge to the inmate, restore the unused prepaid calling card balance associated with lost, stolen, or unusable calling cards and shall transfer any unused balance remaining on a prepaid calling card to a prepaid inmate calling card subsequently purchased by the inmate.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.13 Wireless Inmate Call Recipients Policy**

When the Company ITS determines that the wireless customer being called by an inmate has not previously received an inmate call from the Company ITS system, and has no funds available to accept the call, or has no account currently set-up, the Company ITS system will redirect the call to the company's Customer Service Department. The Customer Service Representative will help the customer to set-up an account so that deposits can be made to the account, thus enabling the customer to receive the prepaid inmate collect calls.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 3 - DESCRIPTION OF SERVICE**

**3.1 General**

Combined Public Communications, LLC provides automated operator assisted calling services for use by Inmates of prisons, Jails or other Correctional Facilities for communications originating and terminating within the State of Alabama. The Company's services are available twenty-four hours per day, seven days a week. Intrastate service is offered in conjunction with interstate service. Inmate access to the Company's services may be restricted by the administration of the Institution served.

Customers are charged individually for each call placed through the Company's network. Charges may vary by service offering, class of call, and/or call duration. 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 Tariff.

**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.

**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 Tariff, the minimum Initial Period for billing purposes is one (1) minute.

**3.2.5** Unless otherwise specified in this Tariff, 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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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.3 Institutional Operator Assisted Calling**

Institutional operator assisted service allows Inmates to place collect or prepaid 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.

A number of special blocking and screening capabilities are available with Institutional Operator Services provided by the Company. These capabilities allow the Correctional Facilities to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Correctional Facility.

**3.3.1 For services provided to Inmates of Correctional Facilities, the following special conditions apply:**

- A. Calls to "900", "976" or other pay-per-call services are blocked by the Company.
- B. At the request of the Correctional Facility, 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 Correctional Facility, the Company may block Inmate access to  
  
"911", "411", or local operators reached through "0-" dialing.
- D. At the request of the Correctional Facility, the Company may block Inmate access to specific telephone numbers.
- E. Availability of the Company's services may be restricted by the Correctional Facility to certain hours and/or days of the week.
- F. At the request of the Correctional Facility, 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 Correctional Facility, the Company may impose time limits on local and long distance calls placed using its services.

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**INTEREXCHANGE SERVICES TARIFF**

- H. At the request of the Correctional Facility, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 3 - DESCRIPTION OF SERVICE , (CONT'D.**

**3.4 Prepaid Institutional Service**

**3.4.1 Description of Service**

Prepaid Institutional Service provides alternative methods for inmates in correctional facilities and their families to communicate with each other. Prepaid Institutional Service calls are originated by inmates in correctional facilities. 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.

Three prepaid service options are available: the Commissary Card Account, the Prepaid Card, and the Customer Account (Direct Pay).

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D).**

**3.4 Prepaid Institutional Service, (Cont'd.)**

**3.4.1 Description of Service, (Cont'd.)**

**A. Option A: Commissary Card Account**

Commissary Cards are purchased through the Institution's commissary. The inmate may purchase a card in denominations between \$5 and \$30. 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. All applicable taxes and fees are included in the rates for service. Network usage is deducted from the Available Usage Balance in full minute increments. 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 refundable upon request, 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.

Refunds of any unused balance shall be made in accordance with the procedures outlined in Section 2.11 of this tariff.

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**INTEREXCHANGE SERVICES TARIFF**

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.4 Prepaid Institutional Service, (Cont'd.)**

**3.4.1 Description of Service, (Cont'd.)**

**B. Option B: 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 full minute increments. With Prepaid Card Service, all applicable taxes and fees are included in the rates and charges for calling service.

Prepaid Cards purchased under this service are non-renewable. Unused balances are refundable upon request. Refunds of any unused balance shall be made in accordance with the procedures outlined in Section 2.11 of this tariff.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**

**3.4 Prepaid Institutional Service, (Cont'd.)**

**3.4.1 Description of Service, (Cont'd.)**

**C. Option C: Customer Account (Direct Pay)**

With a Customer account, the Company is notified by parties (Customers) who receive collect calls from inmates in correctional facilities 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 an outside sub contractor. Transaction fees may apply. 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 correctional facilities. No minimum service period applies.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 4 - RATES**

**4.1 General**

Each Customer is charged individually for each call placed through the Company. Customers are billed based on their use of the Company's service. No fixed monthly recurring charges apply.

**4.1.1 Provider Point of Contact for Customer Service and/or Tariff Inquiries:**

Name:	Linda Murphy
Title:	Customer Service Manager
Address:	P.O. Box 76573 Highland Heights, Kentucky 41076
Telephone No:	(859) 547-5452
Email:	<a href="mailto:lmurphy@combinedpublic.com">lmurphy@combinedpublic.com</a>

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 4 - RATES, (CONT'D.)**

**4.2 Rates (per minute)**

4.2.1 Billed Collect calls

Prison:	\$0.11 (Any Size)
Jail:	\$0.10 Large Jails(1000+)
Jail:	\$0.12 Med Jails (350-999)
Jail:	\$0.13 Small Jails (100-349)
Jail:	\$0.15 Very Small Jails (50-99)
Jail:	\$0.19 Extremely Small Jails (0-49)

4.2.2 Inmate Debit and Prepaid Collect calls

Prison:	\$0.11 (Any Size)
Jail:	\$0.10 Large Jails(1000+)
Jail:	\$0.12 Med Jails (350-999)
Jail:	\$0.13 Small Jails (100-349)
Jail:	\$0.15 Very Small Jails (50-99)
Jail:	\$0.19 Extremely Small Jails (0-49)

4.2.3 Single Payment Call Billed by Wireless Carrier

Prison:	\$0.00
Jail:	\$0.00

4.2.4 Single Payment Call Billed to Debit/Credit Card

Prison:	\$0.00
Jail:	\$0.00

4.2.5 Prepaid Calling Cards Used for Refunds:\$0.10

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 4 - RATES, (CONT'D.)**

**4.3 Ancillary Fees**

4.3.1 Payment by debit/credit card online or telephonically via interactive voice response (IVR);  
or by cash or debit/credit card at the provider's kiosk:

\$0.00

4.3.2 Payment by debit/Credit card telephonically via a live agent:

\$0.00

4.3.3 Bill processing fee for collect calls billed by the call recipient's carrier:

\$0.00

4.3.4 Convenience Fee for transfers from the inmate's canteen/trust fund:

5% of amount transferred

4.3.5 Optional Paper Bill Statement Fee:

\$2.00

Combined Public Communications, LLC hereby affirms to the Commission that no ancillary fees  
other than those listed above are assessed to ICS customers in Alabama.

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**INSTITUTIONAL TELECOMMUNICATIONS SERVICES**

**SECTION 5 - CONTRACTS**

**5.1 Contracts**

Service is offered on a contractual basis to meet specialized requirements of correctional facilities. The terms of each contract shall be mutually agreed upon between the facility and the Company and may include discounts on rates contained herein, charges for specially designed non-telecommunications constructed services, or other customized features.