
INSTITUTIONAL SERVICES TARIFF

This tariff, Georgia Tariff No. 2 issued by Combined Public Communications, LLC cancels and replaces in its entirety Georgia Tariff No. 1, issued by Combined Public Communications, Inc.

GEORGIA

INSTITUTIONAL TELECOMMUNICATIONS SERVICES TARIFF

OF

Combined Public Communications, LLC

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of intrastate institutional telecommunications calling services provided by Combined Public Communications, LLC ("CPC") to inmates and other incarcerated persons housed in correctional or confinement institutions within the state of Georgia. This tariff is on file with the Georgia Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

INSTITUTIONAL SERVICES TARIFF

CHECK SHEET

The pages in this tariff are effective as of the date shown at the bottom of the respective page(s). 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.

PAGE	REVISION	
1	Original	*
2	Original	*
3	Original	*
4	Original	*
5	Original	*
6	Original	*
7	Original	*
8	Original	*
9	Original	*
10	Original	*
11	Original	*
12	Original	*
13	Original	*
14	Original	*
15	Original	*
16	Original	*
17	Original	*
18	Original	*
19	Revision 1	*
20	Revision 1	*

* - indicates those pages included with this filing.

INSTITUTIONAL SERVICES TARIFF

TABLE OF CONTENTS

TITLE PAGE	1
CHECK SHEET	2
TABLE OF CONTENTS	3
EXPLANATION OF SYMBOLS	4
TARIFF FORMAT	5
APPLICATION OF TARIFF	6
SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS	7
SECTION 2 - RULES AND REGULATIONS	9
SECTION 3 - DESCRIPTION OF SERVICE	15
SECTION 4 - RATES AND CHARGES	19

INSTITUTIONAL SERVICES TARIFF

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C)** - Changed regulation.
- (D)** - Delete or discontinue.
- (I)** - Change resulting in an increase to a Customer's bill.
- (M)** - Moved from another tariff location.
- (N)** - New.
- (R)** - Change resulting in a reduction to a Customer's bill.
- (T)** - Change in text or regulation.

INSTITUTIONAL SERVICES TARIFF

TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, 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. 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.
- 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).

INSTITUTIONAL SERVICES TARIFF

APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of automated operator services by Combined Public Communications, LLC for use by inmates and other incarcerated persons in correctional institutions within the State of Georgia.

INSTITUTIONAL SERVICES TARIFF

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's location to a CPC 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.

Called Party - The person, individual, corporation or other entity whose telephone number is called. The Called Party is responsible for payment of the charges for use of CPC's automated collect service.

Commission - Georgia Public Service Commission.

Company - Combined Public Communications, LLC, unless stated otherwise.

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

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

Correctional or Confinement Institutions - 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 CPC's service and is responsible for payment of charges and compliance with the Company's tariff.

Inmates - The jailed or confined population of correctional or confinement institutions.

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.

INSTITUTIONAL SERVICES TARIFF

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

LEC - Local Exchange Company.

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.

Subscriber - The correctional institution which contracts for CPC's service. The Subscriber enters into an agreement with the Company for the provision of automated operator assisted telecommunications services for use by inmates or other incarcerated persons.

INSTITUTIONAL SERVICES TARIFF

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 confinement institutions within the State of Georgia. 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 are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

2.2 Limitations

2.2.1 The Company provides calling services to inmates of confinement/correctional institutions.

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 Combined Public Communications, LLC 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.

INSTITUTIONAL SERVICES TARIFF

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

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.

2.4 Liabilities of the Company

2.4.1 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 an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

2.4.2 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 or 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.

2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Subscriber or Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right 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 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 directly caused by negligence of the Company.

2.4.4 The Company shall not be liable for any defacement of or damages to the premises of a Customer or Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.

INSTITUTIONAL SERVICES TARIFF

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

2.5 Deposits

The Company does not require deposits.

2.6 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company provided terminal equipment or communications systems. Such terminal equipment shall be furnished and maintained under contract between the Company and the Subscriber. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.7 Taxes

Unless otherwise specified, all state and local taxes (e.s. sales tax, municipal utilities tax) are not included in the quoted rates.

2.7.1 Georgia Universal Access Fund

The Company will comply with, and require its Customers to comply with, the Commission's Universal Access Fund Requirements as set forth in O.C.G.A. Section 46-5-167 or any Commission order, rule, or regulation adopted or promulgated hereunder. The surcharge will be shown as a separate line item on the Customer's monthly invoice where applicable. The rate of the surcharge will be equal to the contribution factor established by the Commission.

INSTITUTIONAL SERVICES TARIFF

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

2.8 Payment for Service

2.8.1 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an end user of the Customer 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).

2.8.2 Disputed Charges

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing 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.

2.8.3 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties consistent with Georgia rules and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service

INSTITUTIONAL SERVICES TARIFF

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

2.9 Refusal or Suspension by Company

2.9.1 The Company may refuse or suspend service for any of the following reasons:

- A.** For failure of the Customer to pay for service when it is due.
- B.** For failure of the Customer or Subscriber to make proper application for service.
- C.** For Customer's or Subscriber'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.
- H.** In the event of fraudulent use of the service.
- I.** In the event of tampering with the Company's equipment.
- J.** 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.
- K.** 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.

INSTITUTIONAL SERVICES TARIFF

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

2.10 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.

2.11 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. 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.

INSTITUTIONAL SERVICES TARIFF

SECTION 3 -DESCRIPTION OF SERVICE

3.1 General

Service is offered to inmates and other incarcerated persons in correctional or confinement facilities for outward-only calling. Collect calls may be billed to residential or business lines. Billing information will be validated.

3.2 Timing of Calls

3.2.1 Long distance usage charges are based on the actual usage of CPC's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 The minimum call duration and initial period for billing purposes is one minute.

3.2.4 Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. CPC's will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

INSTITUTIONAL SERVICES TARIFF

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

3.3 Institutional Operator Assisted Calling

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

- A.** Calls to "900", "976" or other pay-per-call services are blocked by CPC.
- B.** At the request of the Institution, CPC 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 Institution, CPC may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- D.** At the request of the Institution, CPC may block Inmate access to specific telephone numbers.
- E.** Availability of CPC's services may be restricted by the Institution to certain hours and/or days of the week.
- F.** At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning CPC'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 Institution, CPC may impose time limits on local and long distance calls placed using its services.
- H.** At the request of the Institution, equipment may be provided which permits monitoring of Inmate calls by legally authorized government officials.

INSTITUTIONAL SERVICES TARIFF

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

3.4 Institutional Collect Operator Assisted Calling

Institutional Collect Operator Assisted Service allows inmates 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.

3.5 Prepaid Institutional Service

3.5.1 Description

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 Inmate 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 calls from inmates (Customer) to set up his/her own prepaid account.

A. Prepaid Card Service

With Prepaid Card Service, cards may be purchased directly from the Company, usually via a vending machine located at the facility or from facility staff. 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.

INSTITUTIONAL SERVICES TARIFF

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

3.5 Prepaid Institutional Service, (Cont'd.)

3.5.1 Description, (Cont'd.)

B. Customer Account - Direct Pay

With Direct Pay, 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 Customer; once the account is established, the inmate can then place calls to the established account telephone number. 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 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.

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.

INSTITUTIONAL SERVICES TARIFF

SECTION 4 - RATES AND CHARGES

4.1 All Prepaid Calling Services

The following rates and charges apply to all prepaid service options, e.g. prepaid collect, prepaid cards and debit accounts.

4.1.1 Rates and Charges

A. 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)

INSTITUTIONAL SERVICES TARIFF

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.2 Ancillary Service Charges

4.2.1 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 \$0.00

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

Live Agent Fee \$0.00

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

statement. Paper Bill/Statement Fees

\$2.00