

SERVICES AND RATES

Interstate and International Incarcerated Operator Assisted Calls

Automated operator assisted collect calling services for use by incarcerated individuals of correctional facilities are charged individually for each call placed through the company’s network. Consumers are billed based on their use of the company’s service. Applicable governmental taxes and fees are in addition to the rates and charges for calling service.

The minimum length of a call for billing purposes is 60 seconds for a connected call. Calls are measured and rounded to the next higher full minute.

For debiting purposes, call timing is rounded up to the nearest one-minute increment. Usage charges are computed and rounded up to the nearest one cent on a per-call basis.

When application of per-minute rates results in a fractional charge for the total cost of a phone call, the amount will be rounded up to the nearest one-minute increment.

Interstate Collect and Prepaid Calling Rates

The below rates become effective April 6, 2026. Correctional facility rates will not exceed these maximum rate caps.

The maximum ICS rates permitted by the FCC are set forth in the following table:

Type of Facility/Tier (ADP)	Audio (Per Minute)			Video (Per Minute)		
	Rate Cap	Rate Additive	Effective Rate Cap	Rate Cap	Rate Additive	Effective Rate Cap
Prisons (any ADP)	\$0.09	\$0.02	\$0.11	\$0.23	\$0.02	\$0.25
Large Jails (1,000+)	\$0.08	\$0.02	\$0.10	\$0.17	\$0.02	\$0.19
Med. Jails (350-999)	\$0.10	\$0.02	\$0.12	\$0.17	\$0.02	\$0.19
Small Jails (100-349)	\$0.11	\$0.02	\$0.13	\$0.19	\$0.02	\$0.21
Very Small Jails (50-99)	\$0.13	\$0.02	\$0.15	\$0.23	\$0.02	\$0.25
Extremely Small Jails (0-49)	\$0.17	\$0.02	\$0.19	\$0.42	\$0.02	\$0.44

Average Daily Population (ADP) - The sum of all inmates in a facility for each day of the preceding calendar year, divided by the number of days in the year.

Prepaid Expiration and Refund Policy: The end user may request a refund of the available balance in an AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll-free telephone number once the end user verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made unless the balance is either fully depleted or a refund has been requested. An End User may request a refund of an unused account balance until final disposition of those funds.

SERVICES AND RATES (Continued)

Securus Debit: Securus Debit is a prepaid telephone account offering made available to incarcerated individuals by the Company when permitted by the correctional facility. Incarcerated individuals purchase prepaid services and replenish their Securus Debit account through electing to transfer funds from either their facility trust fund or commissary account to their Securus Debit account. Prepaid services for Securus Debit accounts may also be purchased by the incarcerated individual's friends and family members via the Company's points-of-sale. Prepaid services in this account become the property of the incarcerated individual.

Refunds of unused Securus Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the correctional facility, or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply.

Other Charges

1. **Federal Universal Service Fund Fee:** The federal government requires that all telephone companies providing interstate service contribute to a fund to make phone service affordable and available to all Americans, including consumers with low incomes, those living in areas where the cost of providing telephone service is high as well as to schools, libraries, and rural health care providers. The law permits companies to pass this charge on to its consumers. This fee, which is known as the Federal Universal Service Fund (USF) fee, is based on a specific percentage of the cost of interstate calls that is set by the federal government. The FCC Contribution factor is subject to change quarterly. The current factor can be found at <https://www.fcc.gov/general/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support>.
2. **Federal Cost Recovery Charge:** This is a charge used to recover the cost of fees and surcharges that Securus is permitted to pass through to Consumers. A Federal Cost Recovery Charge may be applied to recover government-imposed charges that can't be individually itemized including, without limitation, federal charges for Telecommunications Relay Services, Local Number Portability, North American Numbering Plan administration and certain other federal taxes and assessments applicable to the calling services.

SERVICES AND RATES (Continued)

International Rates and Charges

The rates listed below are those charged for international calls from correctional facilities. International calling is offered on a prepaid basis only via debit or calling card services. The following list details the Company’s standard available international calling rates. Correctional facility rates will not exceed these maximum rates.

The applicable per-minute international calling rate will consist of the sum of (a) the call rate in effect at the applicable correctional facility compliant with the Maximum Rate Cap set forth below for the type and size of the correctional facility, plus (b) the applicable call termination charge for the International Destination set forth below, which may be updated every 3 months in accordance with FCC regulations. Together, these two elements – the permissible interstate per minute rate and applicable termination charge will be the maximum per minute rate for calls to an International Destination.

Type of Facility/Tier (ADP)	Audio (Per Minute)			Video (Per Minute)		
	Rate Cap	Rate Additive	Effective Rate Cap	Rate Cap	Rate Additive	Effective Rate Cap
Prisons (any ADP)	\$0.09	\$0.02	\$0.11	\$0.23	\$0.02	\$0.25
Large Jails (1,000+)	\$0.08	\$0.02	\$0.10	\$0.17	\$0.02	\$0.19
Med. Jails (350-999)	\$0.10	\$0.02	\$0.12	\$0.17	\$0.02	\$0.19
Small Jails (100-349)	\$0.11	\$0.02	\$0.13	\$0.19	\$0.02	\$0.21
Very Small Jails (50-99)	\$0.13	\$0.02	\$0.15	\$0.23	\$0.02	\$0.25
Extremely Small Jails (0-49)	\$0.17	\$0.02	\$0.19	\$0.42	\$0.02	\$0.44

Average Daily Population (ADP) - The sum of all inmates in a facility for each day of the preceding calendar year, divided by the number of days in the year.

International Destination	International Per-Minute Termination Charge
AFGHANISTAN	\$0.149
ALBANIA	\$0.375
ALGERIA	\$0.745
ANDORRA	\$0.029
ANGOLA	\$0.357
ANGUILLA	\$0.188
ANTARTICA	\$1.250
ANTIGUA	\$0.186
ARGENTINA	\$0.105
ARMENIA	\$0.189
ARUBA	\$0.168
ASCENSION ISLAND	\$0.884
AUSTRALIA	\$0.016

AUSTRIA	\$0.013
AZERBAIJAN	\$0.165
BAHAMAS	\$0.112
BAHRAIN	\$0.111
BANGLADESH	\$0.046
BARBADOS	\$0.046
BELARUS	\$0.311
BELGIUM	\$0.014
BELIZE	\$0.172
BENIN	\$0.277
BERMUDA	\$0.013
BHUTAN	\$0.052
BOLIVIA	\$0.161
BOSNIA HERZEGOVINA	\$0.112
BOTSWANA	\$0.221
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.185
BRUNEI DARUSSALAM	\$0.100
BULGARIA	\$0.038
BURKINA FASO	\$0.359
BURUNDI	\$0.367
CAMBODIA	\$0.058
CAMEROON	\$0.306
CANADA	\$0.001
CAPE VERDE	\$0.258
CAYMAN ISLANDS	\$0.124
CENTRAL AFRICAN REP	\$0.446
CHAD	\$0.450
CHILE	\$0.005
CHINA	\$0.581
COLOMBIA	\$0.002
CONGO	\$0.406
COOK ISLANDS	\$1.150
COSTA RICA	\$0.043
COTE D'IVOIRE (IVORY COAST)	\$0.302
CROATIA	\$0.355
CUBA	\$0.498
CYPRUS	\$0.078
CZECH REPUBLIC	\$0.012
DEM PEOPLE REP KOREA	\$0.990
DEM REP CONGO	\$0.362
DENMARK	\$0.011

DIEGO GARCIA	\$1.330
DJIBOUTI	\$0.281
DOMINCA	\$0.182
DOMINICAN REPUBLIC	\$0.069
ECUADOR	\$0.162
EGYPT	\$0.103
EL SALVADOR	\$0.088
EQUATORIAL GUINEA	\$0.366
ERITREA	\$0.193
ESTONIA	\$0.274
ETHIOPIA	\$0.194
FALKLAND ISLANDS	\$1.332
FAROE ISLANDS	\$0.020
FEDERATED MICRONESIA	\$0.482
FIJI	\$0.220
FINLAND	\$0.018
FRANCE	\$0.015
FRENCH ANTILLES	\$0.080
FRENCH GUIANA	\$0.087
FRENCH POLYNESIA	\$0.636
GABON	\$0.342
GAMBIA	\$0.384
GEORGIA	\$0.260
GERMANY	\$0.076
GHANA	\$0.174
GIBRALTAR	\$0.028
GREECE	\$0.032
GREENLAND	\$0.354
GRENADA	\$0.308
GUADELOUPE	\$0.067
GUATEMALA	\$0.122
GUINEA	\$0.308
GUINEA-BISSAU	\$0.496
GUYANA	\$0.168
HAITI	\$0.261
HONDURAS	\$0.125
HONG KONG	\$0.031
HUNGARY	\$0.032
ICELAND	\$0.008
INDIA	\$0.015
INDONESIA	\$0.029
IRAN	\$0.163

IRAQ	\$0.172
IRELAND	\$0.008
ISRAEL	\$0.098
ITALY	\$0.014
JAMAICA	\$0.130
JAPAN	\$0.025
JORDAN	\$0.136
KENYA	\$0.135
KIRIBATI	\$0.984
KOSOVO	\$0.556
KUWAIT	\$0.027
KYRGYZSTAN	\$0.182
LAOS	\$0.065
LATVIA	\$0.164
LEBANON	\$0.134
LESOTHO	\$0.623
LIBERIA	\$0.308
LIBYA	\$0.267
LIECHTENSTEIN	\$0.088
LITHUANIA	\$0.275
LUXEMBOURG	\$0.151
MACAU	\$0.336
MACEDONIA	\$0.346
MADAGASCAR	\$0.528
MALAWI	\$0.259
MALAYSIA	\$0.005
MALDIVES	\$0.691
MALI	\$0.341
MALTA	\$0.388
MARSHALL ISLANDS	\$0.218
MAURITANIA	\$0.756
MAURITIUS	\$0.135
MAYOTTE	\$0.640
MEXICO	\$0.001
MOLDOVA	\$0.195
MONACO	\$0.103
MONGOLIA	\$0.011
MONTENEGRO	\$0.235
MONTSERRAT	\$0.204
MOROCCO	\$0.438
MOZAMBIQUE	\$0.250
MYANMAR	\$0.192

NAMIBIA	\$0.078
NAURU	\$0.665
NEPAL	\$0.144
NETHERLANDS	\$0.142
NETHERLANDS ANTILLES	\$0.186
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.052
NICARAGUA	\$0.198
NIGER	\$0.275
NIGERIA	\$0.103
NIUE	\$1.220
NORWAY	\$0.004
OMAN	\$0.087
PAKISTAN	\$0.021
PALAU	\$0.252
PALESTINE	\$0.187
PANAMA	\$0.110
PAPUA NEW GUINEA	\$0.614
PARAGUAY	\$0.029
PERU	\$0.001
PHILIPPINES	\$0.093
POLAND	\$0.007
PORTUGAL	\$0.064
QATAR	\$0.127
REUNION	\$0.439
ROMANIA	\$0.004
RUSSIA	\$0.177
RWANDA	\$0.230
SAMOA	\$0.976
SAN MARINO	\$0.399
SAO TOME AND PRINCIP	\$0.947
SAUDI ARABIA	\$0.135
SENEGAL	\$0.114
SEYCHELLES	\$0.845
SIERRA LEONE	\$0.430
SINGAPORE	\$0.033
SLOVAKIA	\$0.064
SLOVENIA	\$0.316
SOLOMON ISLANDS	\$2.043
SOMALIA	\$0.292
SOUTH AFRICA	\$0.131
SOUTH KOREA	\$0.012

SOUTH SUDAN	\$0.534
SPAIN	\$0.041
SRI LANKA	\$0.133
ST PIERRE MIQUELON	\$0.219
ST. HELENA	\$1.210
ST. KITS/NEVIS	\$0.177
ST. LUCIA	\$0.135
ST. MARTEN	\$0.098
ST. VINCENT	\$0.155
SUDAN	\$0.280
SURINAME	\$0.220
SWAZILAND	\$0.195
SWEDEN	\$0.016
SWITZERLAND	\$0.170
SYRIA	\$0.164
TAIWAN	\$0.061
TAJIKISTAN	\$0.162
TANZANIA	\$0.182
THAILAND	\$0.034
TIMOR LESTE	\$0.619
TOGO	\$0.188
TOKELAU	\$2.346
TONGA	\$0.870
TRINIDAD	\$0.174
TUNISIA	\$0.679
TURKEY	\$0.174
TURKMENISTAN	\$0.150
TURKS AND CALICOS	\$0.180
TUVALU	\$1.110
UGANDA	\$0.274
UKRAINE	\$0.179
UNITED ARAB EMIRATES	\$0.120
UNITED KINGDOM	\$0.033
URUGUAY	\$0.112
UZBEKISTAN	\$0.088
VANUATU	\$0.785
VATICAN CITY	\$0.101
VENEZUELA	\$0.051
VIETNAM	\$0.053
WALLIS AND FUTUNA IS	\$0.517
YEMEN	\$0.109
YUGOSLAVIA	\$0.350

ZAMBIA	\$0.346
ZIMBABWE	\$0.422