

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	\$0.147
ALBANIA	\$0.377
ALGERIA	\$0.785
ANDORRA	\$0.054
ANGOLA	\$0.356
ANGUILLA	\$0.177
ANTARTICA	\$0.982
ANTIGUA	\$0.189
ARGENTINA	\$0.121
ARMENIA	\$0.187
ARUBA	\$0.169
ASCENSION ISLAND	\$1.799
AUSTRALIA	\$0.018

Updated: July 30, 2026

AUSTRIA	\$0.015
AZERBAIJAN	\$0.233
BAHAMAS	\$0.112
BAHRAIN	\$0.112
BANGLADESH	\$0.056
BARBADOS	\$0.056
BELARUS	\$0.321
BELGIUM	\$0.022
BELIZE	\$0.174
BENIN	\$0.279
BERMUDA	\$0.011
BHUTAN	\$0.075
BOLIVIA	\$0.158
BOSNIA HERZEGOVINA	\$0.112
BOTSWANA	\$0.171
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.176
BRUNEI DARUSSALAM	\$0.129
BULGARIA	\$0.034
BURKINA FASO	\$0.311
BURUNDI	\$0.366
CAMBODIA	\$0.057
CAMEROON	\$0.313
CANADA	\$0.001
CAPE VERDE	\$0.254
CAYMAN ISLANDS	\$0.127
CENTRAL AFRICAN REP	\$0.455
CHAD	\$0.437
CHILE	\$0.006
CHINA	\$0.635
COLOMBIA	\$0.002
CONGO	\$0.424
COOK ISLANDS	\$0.950
COSTA RICA	\$0.042
COTE D'IVOIRE (IVORY COAST)	\$0.307
CROATIA	\$0.329
CUBA	\$0.481
CYPRUS	\$0.044
CZECH REPUBLIC	\$0.020
DEM PEOPLE REP KOREA	\$0.949
DEM REP CONGO	\$0.359
DENMARK	\$0.016

Updated: July 30, 2026

DIEGO GARCIA	\$0.980
DJIBOUTI	\$0.294
DOMINCA	\$0.143
DOMINICAN REPUBLIC	\$0.067
ECUADOR	\$0.158
EGYPT	\$0.103
EL SALVADOR	\$0.088
EQUATORIAL GUINEA	\$0.371
ERITREA	\$0.197
ESTONIA	\$0.302
ETHIOPIA	\$0.193
FALKLAND ISLANDS	\$0.989
FAROE ISLANDS	\$0.094
FEDERATED MICRONESIA	\$0.484
FIJI	\$0.222
FINLAND	\$0.042
FRANCE	\$0.015
FRENCH ANTILLES	\$0.094
FRENCH GUIANA	\$0.098
FRENCH POLYNESIA	\$0.225
GABON	\$0.337
GAMBIA	\$0.366
GEORGIA	\$0.253
GERMANY	\$0.035
GHANA	\$0.162
GIBRALTAR	\$0.116
GREECE	\$0.013
GREENLAND	\$0.126
GRENADA	\$0.338
GUADELOUPE	\$0.075
GUATEMALA	\$0.116
GUINEA	\$0.338
GUINEA-BISSAU	\$0.437
GUYANA	\$0.162
HAITI	\$0.262
HONDURAS	\$0.125
HONG KONG	\$0.029
HUNGARY	\$0.022
ICELAND	\$0.009
INDIA	\$0.015
INDONESIA	\$0.028
IRAN	\$0.167

Updated: July 30, 2026

IRAQ	\$0.169
IRELAND	\$0.009
ISRAEL	\$0.129
ITALY	\$0.014
JAMAICA	\$0.146
JAPAN	\$0.026
JORDAN	\$0.137
KENYA	\$0.114
KIRIBATI	\$0.644
KOSOVO	\$0.437
KUWAIT	\$0.027
KYRGYZSTAN	\$0.230
LAOS	\$0.065
LATVIA	\$0.226
LEBANON	\$0.135
LESOTHO	\$0.412
LIBERIA	\$0.312
LIBYA	\$0.250
LIECHTENSTEIN	\$0.082
LITHUANIA	\$0.164
LUXEMBOURG	\$0.152
MACAU	\$0.243
MACEDONIA	\$0.127
MADAGASCAR	\$0.490
MALAWI	\$0.346
MALAYSIA	\$0.006
MALDIVES	\$0.680
MALI	\$0.329
MALTA	\$0.256
MARSHALL ISLANDS	\$0.272
MAURITANIA	\$0.782
MAURITIUS	\$0.103
MAYOTTE	\$0.527
MEXICO	\$0.001
MOLDOVA	\$0.194
MONACO	\$0.238
MONGOLIA	\$0.011
MONTENEGRO	\$0.315
MONTSERRAT	\$0.200
MOROCCO	\$0.514
MOZAMBIQUE	\$0.231
MYANMAR	\$0.176

Updated: July 30, 2026

NAMIBIA	\$0.055
NAURU	\$2.042
NEPAL	\$0.166
NETHERLANDS	\$0.071
NETHERLANDS ANTILLES	\$0.189
NEW CALEDONIA	\$0.266
NEW ZEALAND	\$0.047
NICARAGUA	\$0.189
NIGER	\$0.280
NIGERIA	\$0.097
NIUE	\$1.019
NORWAY	\$0.005
OMAN	\$0.087
PAKISTAN	\$0.032
PALAU	\$0.473
PALESTINE	\$0.181
PANAMA	\$0.110
PAPUA NEW GUINEA	\$1.808
PARAGUAY	\$0.027
PERU	\$0.002
PHILIPPINES	\$0.081
POLAND	\$0.007
PORTUGAL	\$0.061
QATAR	\$0.127
REUNION	\$0.305
ROMANIA	\$0.025
RUSSIA	\$0.191
RWANDA	\$0.238
SAMOA	\$0.921
SAN MARINO	\$0.311
SAO TOME AND PRINCIP	\$0.945
SAUDI ARABIA	\$0.146
SENEGAL	\$0.152
SEYCHELLES	\$0.568
SIERRA LEONE	\$0.399
SINGAPORE	\$0.066
SLOVAKIA	\$0.067
SLOVENIA	\$0.155
SOLOMON ISLANDS	\$1.754
SOMALIA	\$0.207
SOUTH AFRICA	\$0.112
SOUTH KOREA	\$0.013

Updated: July 30, 2026

SOUTH SUDAN	\$0.534
SPAIN	\$0.034
SRI LANKA	\$0.132
ST PIERRE MIQUELON	\$0.217
ST. HELENA	\$1.805
ST. KITS/NEVIS	\$0.169
ST. LUCIA	\$0.146
ST. MARTEN	\$0.096
ST. VINCENT	\$0.157
SUDAN	\$0.275
SURINAME	\$0.223
SWAZILAND	\$0.192
SWEDEN	\$0.019
SWITZERLAND	\$0.189
SYRIA	\$0.165
TAIWAN	\$0.078
TAJIKISTAN	\$0.140
TANZANIA	\$0.181
THAILAND	\$0.034
TIMOR LESTE	\$0.580
TOGO	\$0.211
TOKELAU	\$0.989
TONGA	\$0.882
TRINIDAD	\$0.161
TUNISIA	\$0.633
TURKEY	\$0.161
TURKMENISTAN	\$0.144
TURKS AND CALICOS	\$0.184
TUVALU	\$0.980
UGANDA	\$0.265
UKRAINE	\$0.176
UNITED ARAB EMIRATES	\$0.119
UNITED KINGDOM	\$0.034
URUGUAY	\$0.085
UZBEKISTAN	\$0.088
VANUATU	\$0.785
VATICAN CITY	\$0.189
VENEZUELA	\$0.050
VIETNAM	\$0.049
WALLIS AND FUTUNA IS	\$0.996
YEMEN	\$0.112
YUGOSLAVIA	\$0.345

Securus Technologies, LLC
5360 Legacy Drive, Suite 300
Plano, Texas 75024

Interstate Rates

Updated: July 30, 2026

ZAMBIA	\$0.350
ZIMBABWE	\$0.439