**Securus Technologies, LLC**
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Updated: October 30, 2026

## 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 | $0.148 |
| ALBANIA | $0.308 |
| ALGERIA | $0.692 |
| ANDORRA | $0.030 |
| ANGOLA | $0.346 |
| ANGUILLA | $0.179 |
| ANTARTICA | $1.015 |
| ANTIGUA | $0.174 |
| ARGENTINA | $0.120 |
| ARMENIA | $0.188 |
| ARUBA | $0.173 |
| ASCENSION ISLAND | $0.799 |
| AUSTRALIA | $0.011 |

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| AUSTRIA | $0.005 |
| AZERBAIJAN | $0.211 |
| BAHAMAS | $0.109 |
| BAHRAIN | $0.104 |
| BANGLADESH | $0.048 |
| BARBADOS | $0.048 |
| BELARUS | $0.318 |
| BELGIUM | $0.023 |
| BELIZE | $0.185 |
| BENIN | $0.287 |
| BERMUDA | $0.010 |
| BHUTAN | $0.074 |
| BOLIVIA | $0.152 |
| BOSNIA HERZEGOVINA | $0.109 |
| BOTSWANA | $0.186 |
| BRAZIL | $0.006 |
| BRITISH VIRGIN ISLANDS | $0.173 |
| BRUNEI DARUSSALAM | $0.100 |
| BULGARIA | $0.074 |
| BURKINA FASO | $0.311 |
| BURUNDI | $0.375 |
| CAMBODIA | $0.048 |
| CAMEROON | $0.313 |
| CANADA | $0.001 |
| CAPE VERDE | $0.248 |
| CAYMAN ISLANDS | $0.117 |
| CENTRAL AFRICAN REP | $0.412 |
| CHAD | $0.442 |
| CHILE | $0.005 |
| CHINA | $0.330 |
| COLOMBIA | $0.002 |
| CONGO | $0.422 |
| COOK ISLANDS | $0.890 |
| COSTA RICA | $0.043 |
| COTE D'IVOIRE (IVORY COAST) | $0.297 |
| CROATIA | $0.020 |
| CUBA | $0.480 |
| CYPRUS | $0.055 |
| CZECH REPUBLIC | $0.033 |
| DEM PEOPLE REP KOREA | $0.368 |
| DEM REP CONGO | $0.356 |
| DENMARK | $0.008 |

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| DIEGO GARCIA | $0.980 |
| DJIBOUTI | $0.224 |
| DOMINCA | $0.136 |
| DOMINICAN REPUBLIC | $0.060 |
| ECUADOR | $0.153 |
| EGYPT | $0.104 |
| EL SALVADOR | $0.088 |
| EQUATORIAL GUINEA | $0.391 |
| ERITREA | $0.191 |
| ESTONIA | $0.301 |
| ETHIOPIA | $0.191 |
| FALKLAND ISLANDS | $0.950 |
| FAROE ISLANDS | $0.094 |
| FEDERATED MICRONESIA | $0.450 |
| FIJI | $0.224 |
| FINLAND | $0.009 |
| FRANCE | $0.017 |
| FRENCH ANTILLES | $0.074 |
| FRENCH GUIANA | $0.085 |
| FRENCH POLYNESIA | $0.544 |
| GABON | $0.342 |
| GAMBIA | $0.359 |
| GEORGIA | $0.256 |
| GERMANY | $0.010 |
| GHANA | $0.160 |
| GIBRALTAR | $0.035 |
| GREECE | $0.009 |
| GREENLAND | $0.138 |
| GRENADA | $0.308 |
| GUADELOUPE | $0.129 |
| GUATEMALA | $0.116 |
| GUINEA | $0.308 |
| GUINEA-BISSAU | $0.497 |
| GUYANA | $0.168 |
| HAITI | $0.254 |
| HONDURAS | $0.124 |
| HONG KONG | $0.029 |
| HUNGARY | $0.011 |
| ICELAND | $0.009 |
| INDIA | $0.015 |
| INDONESIA | $0.030 |
| IRAN | $0.153 |

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| IRAQ | $0.171 |
| IRELAND | $0.004 |
| ISRAEL | $0.066 |
| ITALY | $0.017 |
| JAMAICA | $0.132 |
| JAPAN | $0.025 |
| JORDAN | $0.139 |
| KENYA | $0.111 |
| KIRIBATI | $0.792 |
| KOSOVO | $0.436 |
| KUWAIT | $0.028 |
| KYRGYZSTAN | $0.109 |
| LAOS | $0.067 |
| LATVIA | $0.179 |
| LEBANON | $0.112 |
| LESOTHO | $0.387 |
| LIBERIA | $0.315 |
| LIBYA | $0.244 |
| LIECHTENSTEIN | $0.078 |
| LITHUANIA | $0.162 |
| LUXEMBOURG | $0.094 |
| MACAU | $0.100 |
| MACEDONIA | $0.365 |
| MADAGASCAR | $0.463 |
| MALAWI | $0.305 |
| MALAYSIA | $0.003 |
| MALDIVES | $0.680 |
| MALI | $0.335 |
| MALTA | $0.170 |
| MARSHALL ISLANDS | $0.216 |
| MAURITANIA | $0.485 |
| MAURITIUS | $0.115 |
| MAYOTTE | $0.462 |
| MEXICO | $0.001 |
| MOLDOVA | $0.194 |
| MONACO | $0.092 |
| MONGOLIA | $0.012 |
| MONTENEGRO | $0.269 |
| MONTSERRAT | $0.200 |
| MOROCCO | $0.519 |
| MOZAMBIQUE | $0.228 |
| MYANMAR | $0.171 |

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| NAMIBIA | $0.046 |
| NAURU | $0.600 |
| NEPAL | $0.174 |
| NETHERLANDS | $0.011 |
| NETHERLANDS ANTILLES | $0.174 |
| NEW CALEDONIA | $0.284 |
| NEW ZEALAND | $0.031 |
| NICARAGUA | $0.188 |
| NIGER | $0.281 |
| NIGERIA | $0.087 |
| NIUE | $0.987 |
| NORWAY | $0.004 |
| OMAN | $0.093 |
| PAKISTAN | $0.036 |
| PALAU | $0.359 |
| PALESTINE | $0.181 |
| PANAMA | $0.109 |
| PAPUA NEW GUINEA | $0.722 |
| PARAGUAY | $0.029 |
| PERU | $0.002 |
| PHILIPPINES | $0.077 |
| POLAND | $0.009 |
| PORTUGAL | $0.092 |
| QATAR | $0.126 |
| REUNION | $0.308 |
| ROMANIA | $0.044 |
| RUSSIA | $0.185 |
| RWANDA | $0.243 |
| SAMOA | $0.867 |
| SAN MARINO | $0.311 |
| SAO TOME AND PRINCIP | $0.945 |
| SAUDI ARABIA | $0.111 |
| SENEGAL | $0.124 |
| SEYCHELLES | $0.562 |
| SIERRA LEONE | $0.432 |
| SINGAPORE | $0.085 |
| SLOVAKIA | $0.070 |
| SLOVENIA | $0.185 |
| SOLOMON ISLANDS | $1.750 |
| SOMALIA | $0.224 |
| SOUTH AFRICA | $0.118 |
| SOUTH KOREA | $0.010 |

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| SOUTH SUDAN | $0.530 |
| SPAIN | $0.027 |
| SRI LANKA | $0.133 |
| ST PIERRE MIQUELON | $0.220 |
| ST. HELENA | $0.850 |
| ST. KITS/NEVIS | $0.171 |
| ST. LUCIA | $0.111 |
| ST. MARTEN | $0.090 |
| ST. VINCENT | $0.150 |
| SUDAN | $0.272 |
| SURINAME | $0.236 |
| SWAZILAND | $0.173 |
| SWEDEN | $0.007 |
| SWITZERLAND | $0.052 |
| SYRIA | $0.157 |
| TAIWAN | $0.079 |
| TAJIKISTAN | $0.140 |
| TANZANIA | $0.181 |
| THAILAND | $0.019 |
| TIMOR LESTE | $0.568 |
| TOGO | $0.256 |
| TOKELAU | $0.962 |
| TONGA | $0.849 |
| TRINIDAD | $0.159 |
| TUNISIA | $0.648 |
| TURKEY | $0.159 |
| TURKMENISTAN | $0.157 |
| TURKS AND CALICOS | $0.176 |
| TUVALU | $0.980 |
| UGANDA | $0.264 |
| UKRAINE | $0.173 |
| UNITED ARAB EMIRATES | $0.119 |
| UNITED KINGDOM | $0.021 |
| URUGUAY | $0.094 |
| UZBEKISTAN | $0.094 |
| VANUATU | $0.785 |
| VATICAN CITY | $0.185 |
| VENEZUELA | $0.050 |
| VIETNAM | $0.052 |
| WALLIS AND FUTUNA IS | $0.992 |
| YEMEN | $0.115 |
| YUGOSLAVIA | $0.237 |

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| ZAMBIA | $0.357 |
| ZIMBABWE | $0.443 |