
SERVICES AND RATES

Interstate 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.

Interstate Collect and Prepaid Calling Rates

The below rates become effective October 26, 2021. Correctional facility rates will not exceed these maximum rate caps.

Type / Size of Facility	Maximum Rate Cap
Prison	\$0.14 per minute*
Jails with ADP of 1,000 or more	\$0.16 per minute*
Jails with ADP less than 1,000	\$0.21 per minute

“ADP” means average daily population.

* May include a site commission up to \$0.02 per minute pursuant to Securus' contract with the applicable correctional facility.

Pursuant to the Federal Communications Commission's Report and Order, Order on Reconsideration, Clarification and Waiver, and Further Notice of Proposed Rulemaking, FCC 24-75, released July 22, 2024 and effective November 19, 2024 (the "FCC 2024 Order"), new rate caps will be implemented in a rolling manner from January 1, 2025, through April 1, 2026, according to criteria set forth in the FCC 2024 Order regarding each correctional facility contract's effective date. Until the final transition of the correctional agencies, the maximum rate caps from the FCC 2021 Order, set forth above, will remain in effect.

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. The prepaid balance expires ninety (90) days from the date of the last call placed on the Securus Debit account unless alternative arrangements are expressly requested by the correctional facility.

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 / Size of Facility	Maximum Rate Cap
Prison	\$0.14 per minute*
Jails with ADP of 1,000 or more	\$0.16 per minute*
Jails with ADP less than 1,000	\$0.21 per minute

“ADP” means average daily population.

* May include a site commission up to \$0.02 per minute pursuant to Securus’ contract with the applicable correctional facility.

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International Destination	International Per-Minute Termination Charge
AFGHANISTAN	\$0.148
ALBANIA	\$0.300
ALGERIA	\$0.661
ANDORRA	\$0.169
ANGOLA	\$0.317
ANGUILLA	\$0.169
ANTARTICA	\$1.412
ANTIGUA	\$0.182
ARGENTINA	\$0.070
ARMENIA	\$0.184
ARUBA	\$0.168
ASCENSION ISLAND	\$0.899

AUSTRALIA	\$0.011
AUSTRIA	\$0.007
AZERBAIJAN	\$0.217
BAHAMAS	\$0.186
BAHRAIN	\$0.102
BANGLADESH	\$0.021
BARBADOS	\$0.021
BELARUS	\$0.431
BELGIUM	\$0.034
BELIZE	\$0.172
BENIN	\$0.250
BERMUDA	\$0.009
BHUTAN	\$0.047
BOLIVIA	\$0.153
BOSNIA HERZEGOVINA	\$0.186
BOTSWANA	\$0.296
BRAZIL	\$0.005
BRITISH VIRGIN ISLANDS	\$0.178
BRUNEI DARUSSALAM	\$0.095
BULGARIA	\$0.056
BURKINA FASO	\$0.303
BURUNDI	\$0.366
CAMBODIA	\$0.043
CAMEROON	\$0.287
CANADA	\$0.001
CAPE VERDE	\$0.226
CAYMAN ISLANDS	\$0.122
CENTRAL AFRICAN REP	\$0.464
CHAD	\$0.484
CHILE	\$0.005
CHINA	\$0.566
COLOMBIA	\$0.002
CONGO	\$0.452
COOK ISLANDS	\$1.500
COSTA RICA	\$0.044
COTE D'IVOIRE (IVORY COAST)	\$0.240
CROATIA	\$0.247
CUBA	\$0.512
CYPRUS	\$0.154
CZECH REPUBLIC	\$0.009
DEM PEOPLE REP KOREA	\$1.250
DEM REP CONGO	\$0.388
DENMARK	\$0.010

DIEGO GARCIA	\$1.496
DJIBOUTI	\$0.262
DOMINCA	\$0.143
DOMINICAN REPUBLIC	\$0.066
ECUADOR	\$0.155
EGYPT	\$0.108
EL SALVADOR	\$0.087
EQUATORIAL GUINEA	\$0.374
ERITREA	\$0.196
ESTONIA	\$0.271
ETHIOPIA	\$0.190
FALKLAND ISLANDS	\$1.831
FAROE ISLANDS	\$0.020
FEDERATED MICRONESIA	\$0.465
FIJI	\$0.220
FINLAND	\$0.007
FRANCE	\$0.007
FRENCH ANTILLES	\$0.135
FRENCH GUIANA	\$0.095
FRENCH POLYNESIA	\$0.926
GABON	\$0.444
GAMBIA	\$0.335
GEORGIA	\$0.233
GERMANY	\$0.025
GHANA	\$0.160
GIBRALTAR	\$0.116
GREECE	\$0.004
GREENLAND	\$0.549
GRENADA	\$0.290
GUADELOUPE	\$0.078
GUATEMALA	\$0.121
GUINEA	\$0.290
GUINEA-BISSAU	\$0.643
GUYANA	\$0.168
HAITI	\$0.176
HONDURAS	\$0.129
HONG KONG	\$0.030
HUNGARY	\$0.009
ICELAND	\$0.004
INDIA	\$0.011
INDONESIA	\$0.031
IRAN	\$0.157
IRAQ	\$0.158

IRELAND	\$0.010
ISRAEL	\$0.055
ITALY	\$0.010
JAMAICA	\$0.168
JAPAN	\$0.023
JORDAN	\$0.133
KENYA	\$0.134
KIRIBATI	\$1.200
KOSOVO	\$0.610
KUWAIT	\$0.029
KYRGYZSTAN	\$0.169
LAOS	\$0.064
LATVIA	\$0.007
LEBANON	\$0.122
LESOTHO	\$0.769
LIBERIA	\$0.287
LIBYA	\$0.295
LIECHTENSTEIN	\$0.131
LITHUANIA	\$0.110
LUXEMBOURG	\$0.209
MACAU	\$0.126
MACEDONIA	\$0.358
MADAGASCAR	\$0.555
MALAWI	\$0.287
MALAYSIA	\$0.005
MALDIVES	\$2.357
MALI	\$0.272
MALTA	\$0.413
MARSHALL ISLANDS	\$0.220
MAURITANIA	\$0.521
MAURITIUS	\$0.058
MAYOTTE	\$0.642
MEXICO	\$0.001
MOLDOVA	\$0.172
MONACO	\$0.621
MONGOLIA	\$0.011
MONTENEGRO	\$0.280
MONTSERRAT	\$0.211
MOROCCO	\$0.491
MOZAMBIQUE	\$0.168
MYANMAR	\$0.174
NAMIBIA	\$0.143
NAURU	\$0.713

NEPAL	\$0.167
NETHERLANDS	\$0.128
NETHERLANDS ANTILLES	\$0.182
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.026
NICARAGUA	\$0.193
NIGER	\$0.315
NIGERIA	\$0.082
NIUE	\$1.400
NORWAY	\$0.005
OMAN	\$0.293
PAKISTAN	\$0.031
PALAU	\$0.250
PALESTINE	\$0.191
PANAMA	\$0.106
PAPUA NEW GUINEA	\$0.783
PARAGUAY	\$0.030
PERU	\$0.001
PHILIPPINES	\$0.064
POLAND	\$0.006
PORTUGAL	\$0.038
QATAR	\$0.123
REUNION	\$0.577
ROMANIA	\$0.003
RUSSIA	\$0.154
RWANDA	\$0.214
SAMOA	\$1.091
SAN MARINO	\$0.472
SAO TOME AND PRINCIP	\$1.005
SAUDI ARABIA	\$0.117
SENEGAL	\$0.113
SEYCHELLES	\$0.598
SIERRA LEONE	\$0.334
SINGAPORE	\$0.098
SLOVAKIA	\$0.029
SLOVENIA	\$0.134
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.288
SOUTH AFRICA	\$0.127
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.564
SPAIN	\$0.015
SRI LANKA	\$0.184

ST PIERRE MIQUELON	\$0.420
ST. HELENA	\$1.442
ST. KITS/NEVIS	\$0.175
ST. LUCIA	\$0.117
ST. MARTEN	\$0.158
ST. VINCENT	\$0.164
SUDAN	\$0.291
SURINAME	\$0.232
SWAZILAND	\$0.204
SWEDEN	\$0.005
SWITZERLAND	\$0.524
SYRIA	\$0.185
TAIWAN	\$0.023
TAJKISTAN	\$0.133
TANZANIA	\$0.192
THAILAND	\$0.021
TIMOR LESTE	\$0.700
TOGO	\$0.220
TOKELAU	\$2.968
TONGA	\$0.939
TRINIDAD	\$0.145
TUNISIA	\$0.595
TURKEY	\$0.145
TURKMENISTAN	\$0.157
TURKS AND CALICOS	\$0.165
TUVALU	\$1.297
UGANDA	\$0.262
UKRAINE	\$0.140
UNITED ARAB EMIRATES	\$0.111
UNITED KINGDOM	\$0.016
URUGUAY	\$0.113
UZBEKISTAN	\$0.095
VANUATU	\$0.802
VATICAN CITY	\$0.083
VENEZUELA	\$0.050
VIETNAM	\$0.046
WALLIS AND FUTUNA IS	\$1.583
YEMEN	\$0.106
YUGOSLAVIA	\$0.293
ZAMBIA	\$0.349
ZIMBABWE	\$0.291