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## 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.

**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.

**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.

## SERVICES AND RATES (Continued)

### 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.
- 3. Payment Fee**  
**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). This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

Automated payment fees - \$3.00 maximum charge per use

**Live Agent Fee** – A fee associated with the optional use of a live operator to complete Incarcerated Calling Services transactions. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

Live agent fee - \$5.95 maximum charge per use

**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.

International Destination	International Per-Minute Termination Charge
AFGHANISTAN	\$0.135
ALBANIA	\$0.221
ALGERIA	\$0.632
ANDORRA	\$0.127
ANGOLA	\$0.301
ANGUILLA	\$0.179
ANTARTICA	\$1.450
ANTIGUA	\$0.175
ARGENTINA	\$0.085
ARMENIA	\$0.182
ARUBA	\$0.169
ASCENSION ISLAND	\$2.463
AUSTRALIA	\$0.011
AUSTRIA	\$0.007
AZERBAIJAN	\$0.217
BAHAMAS	\$0.187
BAHRAIN	\$0.131
BANGLADESH	\$0.020

BARBADOS	\$0.020
BELARUS	\$0.287
BELGIUM	\$0.104
BELIZE	\$0.171
BENIN	\$0.243
BERMUDA	\$0.009
BHUTAN	\$0.051
BOLIVIA	\$0.158
BOSNIA HERZEGOVINA	\$0.187
BOTSWANA	\$0.245
BRAZIL	\$0.005
BRITISH VIRGIN ISLANDS	\$0.176
BRUNEI DARUSSALAM	\$0.100
BULGARIA	\$0.023
BURKINA FASO	\$0.291
BURUNDI	\$0.394
CAMBODIA	\$0.037
CAMEROON	\$0.278
CANADA	\$0.001
CAPE VERDE	\$0.230
CAYMAN ISLANDS	\$0.121
CENTRAL AFRICAN REP	\$0.524
CHAD	\$0.444
CHILE	\$0.005
CHINA	\$0.574
COLOMBIA	\$0.002
CONGO	\$0.423
COOK ISLANDS	\$1.500
COSTA RICA	\$0.045
COTE D'IVOIRE (IVORY COAST)	\$0.252
CROATIA	\$0.142
CUBA	\$0.521
CYPRUS	\$0.156
CZECH REPUBLIC	\$0.013
DEM PEOPLE REP KOREA	\$1.091
DEM REP CONGO	\$0.367
DENMARK	\$0.011
DIEGO GARCIA	\$1.481
DJIBOUTI	\$0.264
DOMINCA	\$0.143
DOMINICAN REPUBLIC	\$0.065
ECUADOR	\$0.154
EGYPT	\$0.082

EL SALVADOR	\$0.090
EQUATORIAL GUINEA	\$0.369
ERITREA	\$0.185
ESTONIA	\$0.278
ETHIOPIA	\$0.190
FALKLAND ISLANDS	\$1.925
FAROE ISLANDS	\$0.169
FEDERATED MICRONESIA	\$0.475
FIJI	\$0.223
FINLAND	\$0.008
FRANCE	\$0.006
FRENCH ANTILLES	\$0.087
FRENCH GUIANA	\$0.088
FRENCH POLYNESIA	\$0.853
GABON	\$0.675
GAMBIA	\$0.337
GEORGIA	\$0.232
GERMANY	\$0.011
GHANA	\$0.154
GIBRALTAR	\$0.114
GREECE	\$0.004
GREENLAND	\$0.551
GRENADA	\$0.322
GUADELOUPE	\$0.059
GUATEMALA	\$0.112
GUINEA	\$0.322
GUINEA-BISSAU	\$0.637
GUYANA	\$0.160
HAITI	\$0.183
HONDURAS	\$0.129
HONG KONG	\$0.030
HUNGARY	\$0.009
ICELAND	\$0.019
INDIA	\$0.009
INDONESIA	\$0.031
IRAN	\$0.159
IRAQ	\$0.157
IRELAND	\$0.013
ISRAEL	\$0.071
ITALY	\$0.011
JAMAICA	\$0.169
JAPAN	\$0.021
JORDAN	\$0.137

KENYA	\$0.145
KIRIBATI	\$1.200
KUWAIT	\$0.028
KYRGYZSTAN	\$0.176
LAOS	\$0.096
LATVIA	\$0.233
LEBANON	\$0.124
LESOTHO	\$0.778
LIBERIA	\$0.295
LIBYA	\$0.302
LIECHTENSTEIN	\$0.090
LITHUANIA	\$0.043
LUXEMBOURG	\$0.090
MACAU	\$0.293
MACEDONIA	\$0.450
MADAGASCAR	\$1.015
MALAWI	\$0.476
MALAYSIA	\$0.005
MALDIVES	\$0.738
MALI	\$0.273
MALTA	\$0.103
MARSHALL ISLANDS	\$0.232
MAURITANIA	\$0.490
MAURITIUS	\$0.170
MAYOTTE	\$0.728
MEXICO	\$0.001
MOLDOVA	\$0.179
MONACO	\$0.700
MONGOLIA	\$0.014
MONTENEGRO	\$0.152
MONTSERRAT	\$0.435
MOROCCO	\$0.487
MOZAMBIQUE	\$0.291
MYANMAR	\$0.188
NAMIBIA	\$0.087
NAURU	\$0.750
NEPAL	\$0.123
NETHERLANDS	\$0.063
NETHERLANDS ANTILLES	\$0.175
NEW CALEDONIA	\$0.234
NEW ZEALAND	\$0.026
NICARAGUA	\$0.185
NIGER	\$0.454

NIGERIA	\$0.079
NIUE	\$1.400
NORWAY	\$0.005
OMAN	\$0.097
PAKISTAN	\$0.029
PALAU	\$0.250
PALESTINE	\$0.194
PANAMA	\$0.090
PAPUA NEW GUINEA	\$0.800
PARAGUAY	\$0.024
PERU	\$0.001
PHILIPPINES	\$0.061
POLAND	\$0.006
PORTUGAL	\$0.048
QATAR	\$0.126
REUNION	\$0.576
ROMANIA	\$0.004
RUSSIA	\$0.150
RWANDA	\$0.203
SAMOA	\$0.962
SAN MARINO	\$0.475
SAO TOME AND PRINCIP	\$1.021
SAUDI ARABIA	\$0.110
SENEGAL	\$0.112
SEYCHELLES	\$0.591
SIERRA LEONE	\$0.312
SINGAPORE	\$0.084
SLOVAKIA	\$0.015
SLOVENIA	\$0.145
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.246
SOUTH AFRICA	\$0.037
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.572
SPAIN	\$0.014
SRI LANKA	\$0.118
ST PIERRE MIQUELON	\$0.196
ST. HELENA	\$2.094
ST. KITS/NEVIS	\$0.175
ST. LUCIA	\$0.110
ST. MARTEN	\$0.102
ST. VINCENT	\$0.167
SUDAN	\$0.206

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SURINAME	\$0.230
SWAZILAND	\$0.200
SWEDEN	\$0.009
SWITZERLAND	\$0.454
SYRIA	\$0.193
TAIWAN	\$0.024
TAJKISTAN	\$0.132
TANZANIA	\$0.209
THAILAND	\$0.019
TIMOR LESTE	\$0.726
TOGO	\$0.230
TOKELAU	\$1.360
TONGA	\$0.916
TRINIDAD	\$0.126
TUNISIA	\$0.644
TURKEY	\$0.126
TURKMENISTAN	\$0.141
TURKS AND CALICOS	\$0.165
TUVALU	\$1.300
UGANDA	\$0.256
UKRAINE	\$0.141
UNITED ARAB EMIRATES	\$0.111
UNITED KINGDOM	\$0.019
URUGUAY	\$0.113
UZBEKISTAN	\$0.079
VANUATU	\$0.850
VATICAN CITY	\$0.197
VENEZUELA	\$0.049
VIETNAM	\$0.046
WALLIS AND FUTUNA IS	\$0.501
YEMEN	\$0.104
YUGOSLAVIA	\$0.403
ZAMBIA	\$0.346
ZIMBABWE	\$0.455