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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	\$0.141
ALBANIA	\$0.228
ALGERIA	\$0.651
ANDORRA	\$0.056
ANGOLA	\$0.290
ANGUILLA	\$0.267
ANTARTICA	\$1.448
ANTIGUA	\$0.172
ARGENTINA	\$0.087
ARMENIA	\$0.144
ARUBA	\$0.167
ASCENSION ISLAND	\$0.895
AUSTRALIA	\$0.011
AUSTRIA	\$0.007
AZERBAIJAN	\$0.217
BAHAMAS	\$0.186
BAHRAIN	\$0.124
BANGLADESH	\$0.020
BARBADOS	\$0.020

BELARUS	\$0.287
BELGIUM	\$0.089
BELIZE	\$0.171
BENIN	\$0.254
BERMUDA	\$0.009
BHUTAN	\$0.047
BOLIVIA	\$0.125
BOSNIA HERZEGOVINA	\$0.186
BOTSWANA	\$0.148
BRAZIL	\$0.005
BRITISH VIRGIN ISLANDS	\$0.183
BRUNEI DARUSSALAM	\$0.114
BULGARIA	\$0.029
BURKINA FASO	\$0.305
BURUNDI	\$0.392
CAMBODIA	\$0.036
CAMEROON	\$0.271
CANADA	\$0.001
CAPE VERDE	\$0.245
CAYMAN ISLANDS	\$0.124
CENTRAL AFRICAN REP	\$0.474
CHAD	\$0.503
CHILE	\$0.005
CHINA	\$0.558
COLOMBIA	\$0.002
CONGO	\$0.379
COOK ISLANDS	\$3.000
COSTA RICA	\$0.044
COTE D'IVOIRE (IVORY COAST)	\$0.268
CROATIA	\$0.267
CUBA	\$0.524
CYPRUS	\$0.160
CZECH REPUBLIC	\$0.007
DEM PEOPLE REP KOREA	\$1.250
DEM REP CONGO	\$0.357
DENMARK	\$0.010
DIEGO GARCIA	\$1.462
DJIBOUTI	\$0.259
DOMINICA	\$0.143
DOMINICAN REPUBLIC	\$0.061
ECUADOR	\$0.142
EGYPT	\$0.076
EL SALVADOR	\$0.080

EQUATORIAL GUINEA	\$0.371
ERITREA	\$0.188
ESTONIA	\$0.267
ETHIOPIA	\$0.175
FALKLAND ISLANDS	\$1.860
FAROE ISLANDS	\$0.169
FEDERATED MICRONESIA	\$0.504
FIJI	\$0.220
FINLAND	\$0.010
FRANCE	\$0.008
FRENCH ANTILLES	\$0.110
FRENCH GUIANA	\$0.105
FRENCH POLYNESIA	\$0.866
GABON	\$0.324
GAMBIA	\$0.337
GEORGIA	\$0.232
GERMANY	\$0.014
GHANA	\$0.163
GIBRALTAR	\$0.040
GREECE	\$0.005
GREENLAND	\$0.497
GRENADA	\$0.191
GUADELOUPE	\$0.084
GUATEMALA	\$0.103
GUINEA	\$0.191
GUINEA-BISSAU	\$0.381
GUYANA	\$0.164
HAITI	\$0.143
HONDURAS	\$0.114
HONG KONG	\$0.030
HUNGARY	\$0.051
ICELAND	\$0.009
INDIA	\$0.009
INDONESIA	\$0.030
IRAN	\$0.163
IRAQ	\$0.155
IRELAND	\$0.015
ISRAEL	\$0.138
ITALY	\$0.010
JAMAICA	\$0.174
JAPAN	\$0.022
JORDAN	\$0.130
KENYA	\$0.103

KIRIBATI	\$1.365
KUWAIT	\$0.029
KYRGYZSTAN	\$0.172
LAOS	\$0.064
LATVIA	\$0.611
LEBANON	\$0.134
LESOTHO	\$0.785
LIBERIA	\$0.313
LIBYA	\$0.350
LIECHTENSTEIN	\$0.035
LITHUANIA	\$0.064
LUXEMBOURG	\$0.215
MACAU	\$0.226
MACEDONIA	\$0.443
MADAGASCAR	\$0.569
MALAWI	\$0.585
MALAYSIA	\$0.005
MALDIVES	\$1.866
MALI	\$0.272
MALTA	\$0.468
MARSHALL ISLANDS	\$0.234
MAURITANIA	\$0.436
MAURITIUS	\$0.253
MAYOTTE	\$0.697
MEXICO	\$0.001
MOLDOVA	\$0.191
MONACO	\$0.243
MONGOLIA	\$0.014
MONTENEGRO	\$0.282
MONTSERRAT	\$0.238
MOROCCO	\$0.506
MOZAMBIQUE	\$0.324
MYANMAR	\$0.077
NAMIBIA	\$0.086
NAURU	\$0.750
NEPAL	\$0.122
NETHERLANDS	\$0.016
NETHERLANDS ANTILLES	\$0.172
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.026
NICARAGUA	\$0.135
NIGER	\$0.320
NIGERIA	\$0.087

NIUE	\$1.759
NORWAY	\$0.005
OMAN	\$0.297
PAKISTAN	\$0.024
PALAU	\$0.219
PALESTINE	\$0.194
PANAMA	\$0.077
PAPUA NEW GUINEA	\$0.800
PARAGUAY	\$0.026
PERU	\$0.001
PHILIPPINES	\$0.067
POLAND	\$0.006
PORTUGAL	\$0.013
QATAR	\$0.122
REUNION	\$0.577
ROMANIA	\$0.005
RUSSIA	\$0.182
RWANDA	\$0.225
SAMOA	\$1.181
SAN MARINO	\$0.479
SAO TOME AND PRINCIP	\$3.350
SAUDI ARABIA	\$0.125
SENEGAL	\$0.113
SEYCHELLES	\$0.601
SIERRA LEONE	\$0.350
SINGAPORE	\$0.051
SLOVAKIA	\$0.014
SLOVENIA	\$0.169
SOLOMON ISLANDS	\$2.609
SOMALIA	\$0.238
SOUTH AFRICA	\$0.037
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.575
SPAIN	\$0.017
SRI LANKA	\$0.177
ST PIERRE MIQUELON	\$0.304
ST. HELENA	\$1.521
ST. KITS/NEVIS	\$0.164
ST. LUCIA	\$0.125
ST. MARTEN	\$0.274
ST. VINCENT	\$0.171
SUDAN	\$0.172
SURINAME	\$0.225

SWAZILAND	\$0.143
SWEDEN	\$0.009
SWITZERLAND	\$0.402
SYRIA	\$0.200
TAIWAN	\$0.030
TAJKISTAN	\$0.139
TANZANIA	\$0.191
THAILAND	\$0.021
TIMOR LESTE	\$0.900
TOGO	\$0.230
TOKELAU	\$1.095
TONGA	\$0.975
TRINIDAD	\$0.119
TUNISIA	\$0.694
TURKEY	\$0.119
TURKMENISTAN	\$0.169
TURKS CAICOS ISLDS	\$0.164
TUVALU	\$1.300
UGANDA	\$0.232
UKRAINE	\$0.136
UNITED ARAB EMIRATES	\$0.114
UNITED KINGDOM	\$0.018
URUGUAY	\$0.125
UZBEKISTAN	\$0.080
VANUATU	\$2.978
VATICAN CITY	\$0.206
VENEZUELA	\$0.049
VIETNAM	\$0.046
WALLIS AND FUTUNA IS	\$1.598
YEMEN	\$0.109
YUGOSLAVIA	\$0.274
ZAMBIA	\$0.351
ZIMBABWE	\$0.481