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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. No refunds of unused balances will be issued two years following the last call made.

**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. No refunds of unused balances will be issued after the expiration date.

## 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, without any markup, to Consumers, including those funding the Telecommunications Relay Service program (“TRS”).

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.

<b>Type / Size of Facility</b>	<b>Maximum Rate Cap</b>
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.

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
AFGHANISTAN	\$0.134
ALBANIA	\$0.259
ALGERIA	\$0.586
ANDORRA	\$0.028
ANGOLA	\$0.119
ANGUILLA	\$0.146
ANTARTICA	\$1.447
ANTIGUA	\$0.189
ARGENTINA	\$0.090
ARMENIA	\$0.153
ARUBA	\$0.166
ASCENSION ISLAND	\$2.626
AUSTRALIA	\$0.015
AUSTRIA	\$0.010
AZERBAIJAN	\$0.363
BAHAMAS	\$0.190
BAHRAIN	\$0.120
BANGLADESH	\$0.127
BARBADOS	\$0.127

BELARUS	\$0.470
BELGIUM	\$0.207
BELIZE	\$0.179
BENIN	\$0.242
BERMUDA	\$0.011
BHUTAN	\$0.050
BOLIVIA	\$0.145
BOSNIA HERZEGOVINA	\$0.190
BOTSWANA	\$0.175
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.173
BRUNEI DARUSSALAM	\$0.044
BULGARIA	\$0.086
BURKINA FASO	\$0.338
BURUNDI	\$0.408
CAMBODIA	\$0.035
CAMEROON	\$0.236
CANADA	\$0.001
CAPE VERDE	\$0.190
CAYMAN ISLANDS	\$0.120
CENTRAL AFRICAN REP	\$0.476
CHAD	\$0.445
CHILE	\$0.005
CHINA	\$1.000
COLOMBIA	\$0.003
CONGO	\$0.365
COOK ISLANDS	\$1.643
COSTA RICA	\$0.043
COTE D'IVOIRE (IVORY COAST)	\$0.402
CROATIA	\$0.267
CUBA	\$0.569
CYPRUS	\$0.098
CZECH REPUBLIC	\$0.006
DEM PEOPLE REP KOREA	\$1.121
DEM REP CONGO	\$0.359
DENMARK	\$0.075
DIEGO GARCIA	\$1.998
DJIBOUTI	\$0.264
DOMINICA	\$0.233
DOMINICAN REPUBLIC	\$0.037
ECUADOR	\$0.111
EGYPT	\$0.075
EL SALVADOR	\$0.080

EQUATORIAL GUINEA	\$0.668
ERITREA	\$0.180
ESTONIA	\$0.264
ETHIOPIA	\$0.169
FALKLAND ISLANDS	\$1.829
FAROE ISLANDS	\$0.169
FEDERATED MICRONESIA	\$0.501
FIJI	\$0.220
FINLAND	\$0.186
FRANCE	\$0.067
FRENCH ANTILLES	\$0.080
FRENCH GUIANA	\$0.090
FRENCH POLYNESIA	\$0.225
GABON	\$0.389
GAMBIA	\$0.344
GEORGIA	\$0.232
GERMANY	\$0.006
GHANA	\$0.158
GIBRALTAR	\$0.028
GREECE	\$0.004
GREENLAND	\$0.494
GRENADA	\$0.161
GUADELOUPE	\$0.050
GUATEMALA	\$0.116
GUINEA	\$0.161
GUINEA-BISSAU	\$0.683
GUYANA	\$0.182
HAITI	\$0.146
HONDURAS	\$0.129
HONG KONG	\$0.035
HUNGARY	\$0.008
ICELAND	\$0.020
INDIA	\$0.014
INDONESIA	\$0.029
IRAN	\$0.196
IRAQ	\$0.165
IRELAND	\$0.031
ISRAEL	\$0.159
ITALY	\$0.015
JAMAICA	\$0.190
JAPAN	\$0.027
JORDAN	\$0.152
KENYA	\$0.116

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KIRIBATI	\$1.188
KUWAIT	\$0.030
KYRGYZSTAN	\$0.150
LAOS	\$0.066
LATVIA	\$0.235
LEBANON	\$0.092
LESOTHO	\$0.725
LIBERIA	\$0.327
LIBYA	\$0.283
LIECHTENSTEIN	\$0.032
LITHUANIA	\$0.021
LUXEMBOURG	\$0.090
MACAU	\$0.123
MACEDONIA	\$0.393
MADAGASCAR	\$0.587
MALAWI	\$1.250
MALAYSIA	\$0.007
MALDIVES	\$4.000
MALI	\$0.288
MALTA	\$0.040
MARSHALL ISLANDS	\$0.244
MAURITANIA	\$1.250
MAURITIUS	\$0.179
MAYOTTE	\$0.696
MEXICO	\$0.002
MOLDOVA	\$0.345
MONACO	\$0.119
MONGOLIA	\$0.014
MONTENEGRO	\$0.280
MONTSERRAT	\$0.230
MOROCCO	\$0.451
MOZAMBIQUE	\$0.167
MYANMAR	\$0.205
NAMIBIA	\$0.086
NAURU	\$0.750
NEPAL	\$0.113
NETHERLANDS	\$0.026
NETHERLANDS ANTILLES	\$0.189
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.026
NICARAGUA	\$0.131
NIGER	\$0.313
NIGERIA	\$0.093

NIUE	\$3.041
NORWAY	\$0.005
OMAN	\$0.295
PAKISTAN	\$0.026
PALAU	\$0.214
PALESTINE	\$0.194
PANAMA	\$0.089
PAPUA NEW GUINEA	\$0.800
PARAGUAY	\$0.028
PERU	\$0.002
PHILIPPINES	\$0.091
POLAND	\$0.007
PORTUGAL	\$0.023
QATAR	\$0.127
REUNION	\$0.592
ROMANIA	\$0.007
RUSSIA	\$0.181
RWANDA	\$0.220
SAMOA	\$1.566
SAN MARINO	\$0.497
SAO TOME AND PRINCIP	\$3.350
SAUDI ARABIA	\$0.127
SENEGAL	\$0.151
SEYCHELLES	\$0.998
SIERRA LEONE	\$0.343
SINGAPORE	\$0.007
SLOVAKIA	\$0.014
SLOVENIA	\$0.019
SOLOMON ISLANDS	\$2.634
SOMALIA	\$0.244
SOUTH AFRICA	\$0.046
SOUTH KOREA	\$0.008
SOUTH SUDAN	\$0.600
SPAIN	\$0.104
SRI LANKA	\$0.202
ST PIERRE MIQUELON	\$0.222
ST. HELENA	\$1.627
ST. KITS/NEVIS	\$0.152
ST. LUCIA	\$0.127
ST. MARTEN	\$0.187
ST. VINCENT	\$0.159
SUDAN	\$0.155
SURINAME	\$0.180

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SWAZILAND	\$0.180
SWEDEN	\$0.008
SWITZERLAND	\$0.337
SYRIA	\$0.207
TAIWAN	\$0.063
TAJKISTAN	\$0.213
TANZANIA	\$0.246
THAILAND	\$0.020
TIMOR LESTE	\$0.692
TOGO	\$0.230
TOKELAU	\$1.157
TONGA	\$1.046
TRINIDAD	\$0.119
TUNISIA	\$0.663
TURKEY	\$0.119
TURKMENISTAN	\$0.154
TURKS AND CALICOS	\$0.153
TUVALU	\$2.699
UGANDA	\$0.246
UKRAINE	\$0.161
UNITED ARAB EMIRATES	\$0.113
UNITED KINGDOM	\$0.032
URUGUAY	\$0.074
UZBEKISTAN	\$0.068
VANUATU	\$0.850
VATICAN CITY	\$0.098
VENEZUELA	\$0.023
VIETNAM	\$0.046
WALLIS AND FUTUNA IS	\$0.505
YEMEN	\$0.163
YUGOSLAVIA	\$0.356
ZAMBIA	\$0.370
ZIMBABWE	\$0.338