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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, 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	\$0.133
ALBANIA	\$0.124
ALGERIA	\$0.743
ANDORRA	\$0.028
ANGOLA	\$0.044
ANGUILLA	\$0.146
ANTARTICA	\$1.402
ANTIGUA	\$0.180
ARGENTINA	\$0.080
ARMENIA	\$0.171
ARUBA	\$0.127
ASCENSION ISLAND	\$0.852
AUSTRALIA	\$0.013
AUSTRIA	\$0.008
AZERBAIJAN	\$0.363
BAHAMAS	\$0.187
BAHRAIN	\$0.120

BANGLADESH	\$0.142
BARBADOS	\$0.142
BELARUS	\$0.281
BELGIUM	\$0.199
BELIZE	\$0.178
BENIN	\$0.250
BERMUDA	\$0.011
BHUTAN	\$0.102
BOLIVIA	\$0.137
BOSNIA HERZEGOVINA	\$0.187
BOTSWANA	\$0.149
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.161
BRUNEI DARUSSALAM	\$0.044
BULGARIA	\$0.038
BURKINA FASO	\$0.316
BURUNDI	\$0.412
CAMBODIA	\$0.034
CAMEROON	\$0.231
CANADA	\$0.001
CAPE VERDE	\$0.169
CAYMAN ISLANDS	\$0.122
CENTRAL AFRICAN REP	\$0.478
CHAD	\$0.483
CHILE	\$0.005
CHINA	\$1.009
COLOMBIA	\$0.003
CONGO	\$0.424
COOK ISLANDS	\$4.750
COSTA RICA	\$0.045
COTE D'IVOIRE (IVORY COAST)	\$0.258
CROATIA	\$0.008
CUBA	\$0.548
CYPRUS	\$0.159
CZECH REPUBLIC	\$0.004
DEM PEOPLE REP KOREA	\$1.094
DEM REP CONGO	\$0.358
DENMARK	\$0.020
DIEGO GARCIA	\$0.845
DJIBOUTI	\$0.262
DOMINICA	\$0.137
DOMINICAN REPUBLIC	\$0.050
ECUADOR	\$0.168

EGYPT	\$0.061
EL SALVADOR	\$0.079
EQUATORIAL GUINEA	\$0.364
ERITREA	\$0.218
ESTONIA	\$0.264
ETHIOPIA	\$0.184
FALKLAND ISLANDS	\$1.874
FAROE ISLANDS	\$0.169
FEDERATED MICRONESIA	\$0.499
FIJI	\$0.220
FINLAND	\$0.072
FRANCE	\$0.011
FRENCH ANTILLES	\$0.095
FRENCH GUIANA	\$0.097
FRENCH POLYNESIA	\$0.225
GABON	\$0.955
GAMBIA	\$0.342
GEORGIA	\$0.236
GERMANY	\$0.006
GHANA	\$0.156
GIBRALTAR	\$0.028
GREECE	\$0.007
GREENLAND	\$0.552
GRENADA	\$0.274
GUADELOUPE	\$0.150
GUATEMALA	\$0.112
GUINEA	\$0.274
GUINEA-BISSAU	\$0.596
GUYANA	\$0.161
HAITI	\$0.145
HONDURAS	\$0.125
HONG KONG	\$0.028
HUNGARY	\$0.007
ICELAND	\$0.012
INDIA	\$0.009
INDONESIA	\$0.028
IRAN	\$0.190
IRAQ	\$0.160
IRELAND	\$0.007
ISRAEL	\$0.133
ITALY	\$0.008
JAMAICA	\$0.183
JAPAN	\$0.019

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JORDAN	\$0.142
KENYA	\$0.120
KIRIBATI	\$1.196
KUWAIT	\$0.029
KYRGYZSTAN	\$0.120
LAOS	\$0.098
LATVIA	\$0.230
LEBANON	\$0.097
LESOTHO	\$0.789
LIBERIA	\$0.305
LIBYA	\$0.323
LIECHTENSTEIN	\$0.061
LITHUANIA	\$0.027
LUXEMBOURG	\$0.090
MACAU	\$0.227
MACEDONIA	\$0.386
MADAGASCAR	\$0.569
MALAWI	\$0.532
MALAYSIA	\$0.005
MALDIVES	\$4.000
MALI	\$0.319
MALTA	\$0.034
MARSHALL ISLANDS	\$0.244
MAURITANIA	\$1.250
MAURITIUS	\$0.112
MAYOTTE	\$0.750
MEXICO	\$0.002
MOLDOVA	\$0.501
MONACO	\$0.083
MONGOLIA	\$0.014
MONTENEGRO	\$0.446
MONTSERRAT	\$0.234
MOROCCO	\$0.435
MOZAMBIQUE	\$0.168
MYANMAR	\$0.202
NAMIBIA	\$0.086
NAURU	\$0.750
NEPAL	\$0.114
NETHERLANDS	\$0.011
NETHERLANDS ANTILLES	\$0.180
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.026
NICARAGUA	\$0.141

NIGER	\$0.439
NIGERIA	\$0.082
NIUE	\$0.630
NORWAY	\$0.005
OMAN	\$0.090
PAKISTAN	\$0.028
PALAU	\$0.222
PALESTINE	\$0.193
PANAMA	\$0.088
PAPUA NEW GUINEA	\$0.800
PARAGUAY	\$0.025
PERU	\$0.002
PHILIPPINES	\$0.105
POLAND	\$0.006
PORTUGAL	\$0.026
QATAR	\$0.127
REUNION	\$0.573
ROMANIA	\$0.006
RUSSIA	\$0.178
RWANDA	\$0.228
SAMOA	\$1.556
SAN MARINO	\$0.484
SAO TOME AND PRINCIP	\$2.173
SAUDI ARABIA	\$0.099
SENEGAL	\$0.197
SEYCHELLES	\$0.600
SIERRA LEONE	\$0.330
SINGAPORE	\$0.007
SLOVAKIA	\$0.009
SLOVENIA	\$0.019
SOLOMON ISLANDS	\$2.360
SOMALIA	\$0.373
SOUTH AFRICA	\$0.043
SOUTH KOREA	\$0.007
SOUTH SUDAN	\$0.591
SPAIN	\$0.024
SRI LANKA	\$0.201
ST PIERRE MIQUELON	\$0.222
ST. HELENA	\$1.468
ST. KITS/NEVIS	\$0.190
ST. LUCIA	\$0.099
ST. MARTEN	\$0.093
ST. VINCENT	\$0.139

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SUDAN	\$0.152
SURINAME	\$0.223
SWAZILAND	\$0.158
SWEDEN	\$0.008
SWITZERLAND	\$0.367
SYRIA	\$0.205
TAIWAN	\$0.068
TAJKISTAN	\$0.130
TANZANIA	\$0.239
THAILAND	\$0.020
TIMOR LESTE	\$0.464
TOGO	\$0.230
TOKELAU	\$2.999
TONGA	\$1.066
TRINIDAD	\$0.115
TUNISIA	\$0.680
TURKEY	\$0.115
TURKMENISTAN	\$0.153
TURKS CAICOS ISLDS	\$0.155
TUVALU	\$2.653
UGANDA	\$0.254
UKRAINE	\$0.133
UNITED ARAB EMIRATES	\$0.115
UNITED KINGDOM	\$0.027
URUGUAY	\$0.099
UZBEKISTAN	\$0.078
VANUATU	\$0.850
VATICAN CITY	\$0.113
VENEZUELA	\$0.034
VIETNAM	\$0.046
WALLIS AND FUTUNA IS	\$0.530
YEMEN	\$0.113
YUGOSLAVIA	\$0.120
ZAMBIA	\$0.385
ZIMBABWE	\$0.361