
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.

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	\$0.120
ALBANIA	\$0.337
ALGERIA	\$0.499
ANDORRA	\$0.028
ANGOLA	\$0.039
ANGUILLA	\$0.159
ANTARTICA	\$1.481
ANTIGUA	\$0.149
ARGENTINA	\$0.084
ARMENIA	\$0.144
ARUBA	\$0.164
ASCENSION ISLAND	\$2.633
AUSTRALIA	\$0.016
AUSTRIA	\$0.032
AZERBAIJAN	\$0.330
BAHAMAS	\$0.199
BAHRAIN	\$0.103
BANGLADESH	\$0.137

International Destination	International Per-Minute Termination Charge
BARBADOS	\$0.137
BELARUS	\$0.436
BELGIUM	\$0.230
BELIZE	\$0.195
BENIN	\$0.245
BERMUDA	\$0.013
BHUTAN	\$0.102
BOLIVIA	\$0.122
BOSNIA HERZEGOVINA	\$0.199
BOTSWANA	\$0.141
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.155
BRUNEI DARUSSALAM	\$0.072
BULGARIA	\$0.185
BURKINA FASO	\$0.333
BURUNDI	\$0.414
CAMBODIA	\$0.035
CAMEROON	\$0.243
CANADA	\$0.001
CAPE VERDE	\$0.221
CAYMAN ISLANDS	\$0.114
CENTRAL AFRICAN REP	\$0.950
CHAD	\$0.457
CHILE	\$0.006
CHINA	\$1.005
COLOMBIA	\$0.003
CONGO	\$0.536
COOK ISLANDS	\$3.010
COSTA RICA	\$0.044
COTE D'IVOIRE (IVORY COAST)	\$0.248
CROATIA	\$0.116
CUBA	\$0.589
CYPRUS	\$0.049
CZECH REPUBLIC	\$0.004
DEM PEOPLE REP KOREA	\$1.250
DEM REP CONGO	\$0.357
DENMARK	\$0.286
DIEGO GARCIA	\$1.500
DJIBOUTI	\$0.258
DOMINICA	\$0.139
DOMINICAN REPUBLIC	\$0.054

International Destination	International Per-Minute Termination Charge
ECUADOR	\$0.123
EGYPT	\$0.062
EL SALVADOR	\$0.081
EQUATORIAL GUINEA	\$0.351
ERITREA	\$0.173
ESTONIA	\$0.412
ETHIOPIA	\$0.187
FALKLAND ISLANDS	\$1.763
FAROE ISLANDS	\$0.230
FEDERATED MICRONESIA	\$0.500
FIJI	\$0.220
FINLAND	\$0.262
FRANCE	\$0.092
FRENCH ANTILLES	\$0.104
FRENCH GUIANA	\$0.160
FRENCH POLYNESIA	\$0.872
GABON	\$0.386
GAMBIA	\$0.340
GEORGIA	\$0.231
GERMANY	\$0.070
GHANA	\$0.210
GIBRALTAR	\$0.029
GREECE	\$0.004
GREENLAND	\$0.551
GRENADA	\$0.283
GUADELOUPE	\$0.016
GUATEMALA	\$0.116
GUINEA	\$0.283
GUINEA-BISSAU	\$0.743
GUYANA	\$0.186
HAITI	\$0.183
HONDURAS	\$0.130
HONG KONG	\$0.032
HUNGARY	\$0.009
ICELAND	\$0.014
INDIA	\$0.018
INDONESIA	\$0.032
IRAN	\$0.159
IRAQ	\$0.176
IRELAND	\$0.024
ISRAEL	\$0.145

International Destination	International Per-Minute Termination Charge
ITALY	\$0.042
JAMAICA	\$0.128
JAPAN	\$0.028
JORDAN	\$0.130
KENYA	\$0.080
KIRIBATI	\$1.200
KUWAIT	\$0.030
KYRGYZSTAN	\$0.235
LAOS	\$0.059
LATVIA	\$0.244
LEBANON	\$0.082
LESOTHO	\$0.850
LIBERIA	\$0.325
LIBYA	\$0.310
LIECHTENSTEIN	\$0.065
LITHUANIA	\$0.125
LUXEMBOURG	\$0.097
MACAU	\$0.192
MACEDONIA	\$0.246
MADAGASCAR	\$0.560
MALAWI	\$0.367
MALAYSIA	\$0.008
MALDIVES	\$0.600
MALI	\$0.343
MALTA	\$0.159
MARSHALL ISLANDS	\$0.238
MAURITANIA	\$0.673
MAURITIUS	\$0.109
MAYOTTE	\$0.540
MEXICO	\$0.002
MOLDOVA	\$0.337
MONACO	\$0.118
MONGOLIA	\$0.013
MONTENEGRO	\$0.323
MONTSERRAT	\$0.204
MOROCCO	\$0.474
MOZAMBIQUE	\$0.172
MYANMAR	\$0.205
NAMIBIA	\$0.088
NAURU	\$0.750
NEPAL	\$0.118

International Destination	International Per-Minute Termination Charge
NETHERLANDS	\$0.093
NETHERLANDS ANTILLES	\$0.149
NEW CALEDONIA	\$0.235
NEW ZEALAND	\$0.034
NICARAGUA	\$0.133
NIGER	\$0.303
NIGERIA	\$0.072
NIUE	\$1.400
NORWAY	\$0.005
OMAN	\$0.198
PAKISTAN	\$0.026
PALAU	\$0.245
PALESTINE	\$0.192
PANAMA	\$0.057
PAPUA NEW GUINEA	\$2.766
PARAGUAY	\$0.029
PERU	\$0.002
PHILIPPINES	\$0.092
POLAND	\$0.017
PORTUGAL	\$0.042
QATAR	\$0.138
REUNION	\$0.577
ROMANIA	\$0.008
RUSSIA	\$0.151
RWANDA	\$0.236
SAMOA	\$1.250
SAN MARINO	\$0.509
SAO TOME AND PRINCIP	\$2.194
SAUDI ARABIA	\$0.129
SENEGAL	\$0.181
SEYCHELLES	\$0.588
SIERRA LEONE	\$0.345
SINGAPORE	\$0.008
SLOVAKIA	\$0.014
SLOVENIA	\$0.071
SOLOMON ISLANDS	\$2.619
SOMALIA	\$0.221
SOUTH AFRICA	\$0.042
SOUTH KOREA	\$0.010
SOUTH SUDAN	\$0.594
SPAIN	\$0.111

International Destination	International Per-Minute Termination Charge
SRI LANKA	\$0.164
ST PIERRE MIQUELON	\$0.150
ST. HELENA	\$1.469
ST. KITS/NEVIS	\$0.134
ST. LUCIA	\$0.129
ST. MARTEN	\$0.097
ST. VINCENT	\$0.135
SUDAN	\$0.137
SURINAME	\$0.199
SWAZILAND	\$0.198
SWEDEN	\$0.252
SWITZERLAND	\$0.378
SYRIA	\$0.190
TAIWAN	\$0.019
TAJKISTAN	\$0.131
TANZANIA	\$0.318
THAILAND	\$0.021
TIMOR LESTE	\$0.693
TOGO	\$0.294
TOKELAU	\$1.400
TONGA	\$1.014
TRINIDAD	\$0.119
TUNISIA	\$0.607
TURKEY	\$0.119
TURKMENISTAN	\$0.096
TURKS CAICOS ISLDS	\$0.149
TUVALU	\$2.699
UGANDA	\$0.253
UKRAINE	\$0.164
UNITED ARAB EMIRATES	\$0.118
UNITED KINGDOM	\$0.067
URUGUAY	\$0.141
UZBEKISTAN	\$0.073
VANUATU	\$0.850
VATICAN CITY	\$0.160
VENEZUELA	\$0.050
VIETNAM	\$0.050
WALLIS AND FUTUNA IS	\$0.526
YEMEN	\$0.108
YUGOSLAVIA	\$0.299
ZAMBIA	\$0.352

International Destination	International Per-Minute Termination Charge
ZIMBABWE	\$0.261