
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	\$0.159
ALBANIA	\$0.169
ALGERIA	\$0.531
ANDORRA	\$0.027
ANGOLA	\$0.045
ANQUILLA	\$0.140
ANTARTICA	\$1.733
ANTIQUA	\$0.134
ARGENTINA	\$0.055
ARMENIA	\$0.146
ARUBA	\$0.161
ASCENSION ISLAND	\$1.373
AUSTRALIA	\$0.017
AUSTRIA	\$0.142
AZERBAIJAN	\$0.181
BAHAMAS	\$0.184
BAHRAIN	\$0.115
BANGLADESH	\$0.115
BARBADOS	\$0.115

International Destination	International Per-Minute Termination Charge
BELARUS	\$0.440
BELGIUM	\$0.276
BELIZE	\$0.192
BENIN	\$0.269
BERMUDA	\$0.018
BHUTAN	\$0.050
BOLIVIA	\$0.112
BOSNIA HERZEGOVINA	\$0.184
BOTSWANA	\$0.153
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.159
BRUNEI DARUSSALAM	\$0.038
BULGARIA	\$0.215
BURKINA FASO	\$0.315
BURUNDI	\$0.437
CAMBODIA	\$0.035
CAMEROON	\$0.266
CANADA	\$0.000
CAPE VERDE	\$0.226
CAYMAN ISLANDS	\$0.118
CENTRAL AFRICAN REP	\$0.700
CHAD	\$0.425
CHILE	\$0.007
CHINA	\$0.069
COLOMBIA	\$0.004
CONGO	\$0.474
COOK ISLANDS	\$1.750
COSTA RICA	\$0.046
COTE D'IVOIRE (IVORY COAST)	\$0.274
CROATIA	\$0.169
CUBA	\$0.583
CYPRUS	\$0.039
CZECH REPUBLIC	\$0.048
DEM PEOPLE REP KOREA	\$1.500
DEM REP CONGO	\$0.356
DENMARK	\$0.223
DIEGO GARCIA	\$1.443
DJIBOUTI	\$0.261
DOMINICA	\$0.136
DOMINICAN REPUBLIC	\$0.058
ECUADOR	\$0.138

International Destination	International Per-Minute Termination Charge
EGYPT	\$0.096
EL SALVADOR	\$0.082
EQUATORIAL GUINEA	\$0.365
ERITREA	\$0.194
ESTONIA	\$0.299
ETHIOPIA	\$0.182
FALKLAND ISLANDS	\$1.457
FAROE ISLANDS	\$0.191
FEDERATED MICRONESIA	\$0.490
FIJI	\$0.228
FINLAND	\$0.285
FRANCE	\$0.085
FRENCH ANTILLES	\$0.101
FRENCH GUIANA	\$0.089
FRENCH POLYNESIA	\$1.209
GABON	\$0.342
GAMBIA	\$0.336
GEORGIA	\$0.136
GERMANY	\$0.052
GHANA	\$0.179
GIBRALTAR	\$0.030
GREECE	\$0.059
GREENLAND	\$0.439
GRENADA	\$0.324
GUADELOUPE	\$0.093
GUATEMALA	\$0.117
GUINEA	\$0.324
GUINEA-BISSAU	\$0.646
GUYANA	\$0.164
HAITI	\$0.181
HONDURAS	\$0.128
HONG KONG	\$0.028
HUNGARY	\$0.044
ICELAND	\$0.015
INDIA	\$0.009
INDONESIA	\$0.031
IRAN	\$0.135
IRAQ	\$0.164
IRELAND	\$0.005
ISRAEL	\$0.043
ITALY	\$0.065

International Destination	International Per-Minute Termination Charge
JAMAICA	\$0.136
JAPAN	\$0.029
JORDAN	\$0.144
KENYA	\$0.088
KIRIBATI	\$1.411
KUWAIT	\$0.032
KYRGYZSTAN	\$0.302
LAOS	\$0.096
LATVIA	\$0.299
LEBANON	\$0.073
LESOTHO	\$0.370
LIBERIA	\$0.330
LIBYA	\$0.209
LIECHTENSTEIN	\$0.079
LITHUANIA	\$0.389
LUXEMBOURG	\$0.162
MACAU	\$0.161
MACEDONIA	\$0.316
MADAGASCAR	\$0.484
MALAWI	\$0.417
MALAYSIA	\$0.005
MALDIVES	\$0.750
MALI	\$0.298
MALTA	\$0.182
MARSHALL ISLANDS	\$0.345
MAURITANIA	\$0.503
MAURITIUS	\$0.118
MAYOTTE	\$0.713
MEXICO	\$0.002
MOLDOVA	\$0.463
MONACO	\$0.118
MONGOLIA	\$0.086
MONTENEGRO	\$0.342
MONTSERRAT	\$0.192
MOROCCO	\$0.527
MOZAMBIQUE	\$0.173
MYANMAR	\$0.165
NAMIBIA	\$0.091
NAURU	\$1.200
NEPAL	\$0.139
NETHERLANDS	\$0.093

International Destination	International Per-Minute Termination Charge
NETHERLANDS ANTILLES	\$0.134
NEW CALEDONIA	\$0.228
NEW ZEALAND	\$0.034
NICARAGUA	\$0.197
NIGER	\$0.255
NIGERIA	\$0.056
NIUE	\$1.459
NORWAY	\$0.006
OMAN	\$0.096
PAKISTAN	\$0.032
PALAU	\$0.207
PALESTINE	\$0.192
PANAMA	\$0.062
PAPUA NEW GUINEA	\$3.825
PARAGUAY	\$0.053
PERU	\$0.002
PHILIPPINES	\$0.089
POLAND	\$0.047
PORTUGAL	\$0.099
QATAR	\$0.128
REUNION	\$0.767
ROMANIA	\$0.010
RUSSIA	\$0.154
RWANDA	\$0.240
SAMOA	\$0.945
SAN MARINO	\$1.312
SAO TOME AND PRINCIP	\$1.984
SAUDI ARABIA	\$0.112
SENEGAL	\$0.221
SEYCHELLES	\$0.739
SIERRA LEONE	\$0.408
SINGAPORE	\$0.008
SLOVAKIA	\$0.047
SLOVENIA	\$0.386
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.290
SOUTH AFRICA	\$0.075
SOUTH KOREA	\$0.009
SOUTH SUDAN	\$0.592
SPAIN	\$0.068
SRI LANKA	\$0.127

International Destination	International Per-Minute Termination Charge
ST PIERRE MIQUELON	\$0.168
ST. HELENA	\$0.900
ST. KITS/NEVIS	\$0.147
ST. LUCIA	\$0.112
ST. MARTEN	\$0.092
ST. VINCENT	\$0.094
SUDAN	\$0.133
SURINAME	\$0.177
SWAZILAND	\$0.195
SWEDEN	\$0.235
SWITZERLAND	\$0.387
SYRIA	\$0.168
TAIWAN	\$0.040
TAJKISTAN	\$0.142
TANZANIA	\$0.254
THAILAND	\$0.027
TIMOR LESTE	\$0.900
TOGO	\$0.253
TOKELAU	\$1.354
TONGA	\$1.076
TRINIDAD	\$0.117
TUNISIA	\$0.794
TURKEY	\$0.117
TURKMENISTAN	\$0.097
TURKS CAICOS ISLDS	\$0.152
TUVALU	\$1.500
UGANDA	\$0.269
UKRAINE	\$0.167
UNITED ARAB EMIRATES	\$0.121
UNITED KINGDOM	\$0.098
URUGUAY	\$0.032
UZBEKISTAN	\$0.084
VANUATU	\$0.950
VATICAN CITY	\$0.155
VENEZUELA	\$0.054
VIETNAM	\$0.049
WALLIS AND FUTUNA IS	\$0.952
YEMEN	\$0.163
YUGOSLAVIA	\$0.337
ZAMBIA	\$0.371
ZIMBABWE	\$0.154