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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	\$0.117
ALBANIA	\$0.171
ALGERIA	\$0.561
ANDORRA	\$0.178
ANGOLA	\$0.045
ANGUILLA	\$0.260
ANTARTICA	\$1.464
ANTIGUA	\$0.155
ARGENTINA	\$0.098
ARMENIA	\$0.146
ARUBA	\$0.169
ASCENSION ISLAND	\$3.328
AUSTRALIA	\$0.017
AUSTRIA	\$0.195
AZERBAIJAN	\$0.163
BAHAMAS	\$0.190
BAHRAIN	\$0.101
BANGLADESH	\$0.127

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
BARBADOS	\$0.127
BELARUS	\$0.308
BELGIUM	\$0.265
BELIZE	\$0.188
BENIN	\$0.270
BERMUDA	\$0.013
BHUTAN	\$0.109
BOLIVIA	\$0.121
BOSNIA HERZEGOVINA	\$0.190
BOTSWANA	\$0.165
BRAZIL	\$0.006
BRITISH VIRGIN ISLANDS	\$0.141
BRUNEI DARUSSALAM	\$0.053
BULGARIA	\$0.239
BURKINA FASO	\$0.316
BURUNDI	\$0.436
CAMBODIA	\$0.035
CAMEROON	\$0.264
CANADA	\$0.001
CAPE VERDE	\$0.235
CAYMAN ISLANDS	\$0.119
CENTRAL AFRICAN REP	\$0.480
CHAD	\$0.773
CHILE	\$0.007
CHINA	\$0.119
COLOMBIA	\$0.003
CONGO	\$0.504
COOK ISLANDS	\$1.750
COSTA RICA	\$0.044
COTE D'IVOIRE (IVORY COAST)	\$0.398
CROATIA	\$0.134
CUBA	\$0.576
CYPRUS	\$0.039
CZECH REPUBLIC	\$0.040
DEM PEOPLE REP KOREA	\$1.250
DEM REP CONGO	\$0.375
DENMARK	\$0.260
DIEGO GARCIA	\$2.032
DJIBOUTI	\$0.276
DOMINICA	\$0.139
DOMINICAN REPUBLIC	\$0.054

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
ECUADOR	\$0.138
EGYPT	\$0.070
EL SALVADOR	\$0.082
EQUATORIAL GUINEA	\$0.359
ERITREA	\$0.178
ESTONIA	\$0.293
ETHIOPIA	\$0.182
FALKLAND ISLANDS	\$1.481
FAROE ISLANDS	\$0.022
FEDERATED MICRONESIA	\$0.497
FIJI	\$0.222
FINLAND	\$0.282
FRANCE	\$0.118
FRENCH ANTILLES	\$0.092
FRENCH GUIANA	\$0.093
FRENCH POLYNESIA	\$0.967
GABON	\$0.344
GAMBIA	\$0.337
GEORGIA	\$0.224
GERMANY	\$0.064
GHANA	\$0.176
GIBRALTAR	\$0.044
GREECE	\$0.060
GREENLAND	\$0.559
GRENADA	\$0.301
GUADELOUPE	\$0.060
GUATEMALA	\$0.116
GUINEA	\$0.301
GUINEA-BISSAU	\$0.882
GUYANA	\$0.178
HAITI	\$0.203
HONDURAS	\$0.138
HONG KONG	\$0.032
HUNGARY	\$0.037
ICELAND	\$0.023
INDIA	\$0.009
INDONESIA	\$0.032
IRAN	\$0.162
IRAQ	\$0.165
IRELAND	\$0.005
ISRAEL	\$0.070

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
ITALY	\$0.093
JAMAICA	\$0.135
JAPAN	\$0.029
JORDAN	\$0.140
KENYA	\$0.085
KIRIBATI	\$1.407
KUWAIT	\$0.034
KYRGYZSTAN	\$0.244
LAOS	\$0.063
LATVIA	\$0.290
LEBANON	\$0.096
LESOTHO	\$0.387
LIBERIA	\$0.329
LIBYA	\$0.207
LIECHTENSTEIN	\$0.069
LITHUANIA	\$0.174
LUXEMBOURG	\$0.162
MACAU	\$0.111
MACEDONIA	\$0.253
MADAGASCAR	\$0.537
MALAWI	\$0.401
MALAYSIA	\$0.008
MALDIVES	\$2.626
MALI	\$0.304
MALTA	\$0.185
MARSHALL ISLANDS	\$0.363
MAURITANIA	\$0.562
MAURITIUS	\$0.141
MAYOTTE	\$0.474
MEXICO	\$0.002
MOLDOVA	\$0.362
MONACO	\$0.124
MONGOLIA	\$0.097
MONTENEGRO	\$0.318
MONTSERRAT	\$0.171
MOROCCO	\$0.501
MOZAMBIQUE	\$0.169
MYANMAR	\$0.146
NAMIBIA	\$0.092
NAURU	\$1.128
NEPAL	\$0.134

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
NETHERLANDS	\$0.178
NETHERLANDS ANTILLES	\$0.155
NEW CALEDONIA	\$2.032
NEW ZEALAND	\$0.035
NICARAGUA	\$0.192
NIGER	\$0.472
NIGERIA	\$0.055
NIUE	\$1.480
NORWAY	\$0.006
OMAN	\$0.213
PAKISTAN	\$0.029
PALAU	\$0.313
PALESTINE	\$0.196
PANAMA	\$0.064
PAPUA NEW GUINEA	\$4.750
PARAGUAY	\$0.056
PERU	\$0.003
PHILIPPINES	\$0.089
POLAND	\$0.042
PORTUGAL	\$0.057
QATAR	\$0.218
REUNION	\$0.575
ROMANIA	\$0.009
RUSSIA	\$0.163
RWANDA	\$0.227
SAMOA	\$0.978
SAN MARINO	\$0.671
SAO TOME AND PRINCIP	\$1.531
SAUDI ARABIA	\$0.108
SENEGAL	\$0.520
SEYCHELLES	\$1.073
SIERRA LEONE	\$0.444
SINGAPORE	\$0.008
SLOVAKIA	\$0.017
SLOVENIA	\$0.385
SOLOMON ISLANDS	\$4.000
SOMALIA	\$0.378
SOUTH AFRICA	\$0.061
SOUTH KOREA	\$0.010
SOUTH SUDAN	\$0.617
SPAIN	\$0.174

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
SRI LANKA	\$0.148
ST PIERRE MIQUELON	\$0.305
ST. HELENA	\$2.326
ST. KITS/NEVIS	\$0.147
ST. LUCIA	\$0.108
ST. MARTEN	\$0.092
ST. VINCENT	\$0.131
SUDAN	\$0.123
SURINAME	\$0.151
SWAZILAND	\$0.197
SWEDEN	\$0.224
SWITZERLAND	\$0.345
SYRIA	\$0.164
TAIWAN	\$0.040
TAJKISTAN	\$0.184
TANZANIA	\$0.256
THAILAND	\$0.029
TIMOR LESTE	\$0.439
TOGO	\$0.238
TOKELAU	\$1.550
TONGA	\$1.417
TRINIDAD	\$0.117
TUNISIA	\$0.707
TURKEY	\$0.117
TURKMENISTAN	\$0.149
TURKS CAICOS ISLDS	\$0.152
TUVALU	\$1.500
UGANDA	\$0.272
UKRAINE	\$0.157
UNITED ARAB EMIRATES	\$0.121
UNITED KINGDOM	\$0.014
URUGUAY	\$0.032
UZBEKISTAN	\$0.085
VANUATU	\$2.705
VATICAN CITY	\$0.207
VENEZUELA	\$0.056
VIETNAM	\$0.049
WALLIS AND FUTUNA IS	\$1.008
YEMEN	\$0.151
YUGOSLAVIA	\$0.228
ZAMBIA	\$0.374

<b>International Destination</b>	<b>International Per-Minute Termination Charge</b>
ZIMBABWE	\$0.288