



February 18, 2016
Via Web Filing

Mr. Morris Woodruff, Executive Secretary
Missouri Public Service Commission
200 Madison Street
Suite 500
Jefferson City, MO 65102-0360

RE: Global Tel*Link Corporation
Tariff Revision (Missouri Tariff No. 2)

Dear Mr. Woodruff:

Enclosed for filing please find the original of the above-referenced tariff filing submitted on behalf of Global Tel*Link Corporation. The filing, made in compliance with FCC WC Docket No. 12-375, adds Inmate Calling Service Rate Caps and Ancillary Fees. The Company respectfully requests an effective date for this filing of March 19, 2016.

The following tariff pages are included with this filing:

2 nd Revised Page 5	Adds definitions
1 st Revised Page 6	Adds definitions
4 th Revised Page 19	Adds footnote reference
4 th Revised Page 19.1	Adds footnote reference
3 rd Revised Page 25	Revises text
Original Page 34	Adds Inmate Calling Service Rate Caps
Original Page 35	Adds Ancillary Fees

Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to swarren@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/ Sharon R. Warren

Sharon R. Warren
Consultant to Global Tel*Link Corporation

cc: Brian Hackett (Via Email) - Global Tel*Link
Office of Public Counsel
file: Global Tel*Link - Missouri - Inmate
tms: MOn1601

Enclosures
SW/mw

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Ancillary Service Charge – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls. (N)
(N)

Automated Collect Calls - Calls billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance.

Average Daily Population (ADP) – The sum of all inmates in a facility for each day of the preceding calendar year, divided by the number of days in the year. (N)
(N)

Collect Billing - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Commission - Refers to the Missouri Public Service Commission.

Company - Used throughout this tariff to refer to Global Tel*Link Corporation, unless otherwise clearly indicated by the context.

Confinement or Correctional Institutions - Used throughout this tariff to refer to prisons, jails, penal facilities or other institutions used for penalty purposes which contract with the Company for the provision of service for use by their inmate population.

Customer - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this tariff. In the case of collect-only calling services provided to inmates of correctional Institutions, the called party is the Customer and is responsible for payment of charges.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT'D.

GTL - Used throughout this tariff to refer to Global Tel*Link Corporation, the issuer of this tariff.

Inmates - The jailed population of correctional institutions who are authorized by the Institution to use such service. Responsibility for payment of Inmate charges requires positive acceptance by a Customer (i.e., billed to a third party) or prepayment by the Inmate.

Institution - Used throughout this tariff to refer to correctional institutions.

Institutional Telephone - A coinless telephone instrument that allows Inmates to place collect and prepaid calls at the instrument.

Jail – A facility of a local, state or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; (3) post conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

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(N)

LATA - Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 82-0192.

Pay Telephone - A telephone instrument equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

Person to Person Call - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Premises - The physical space designated by the Customer for the termination of the Company's service.

Prison – A facility operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences longer than one year.

(N)
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(N)

Station to Station Call - A service whereby the Customer places a non-Person to Person call with the assistance of an operator (live or automated).

Terminal Equipment - Telecommunications devices, apparatus and associated wiring on the Premises of the Customer.

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Issued By: Jeffrey B. Haidinger, President
12021 Sunset Hills Road, Suite 100
Reston, Virginia 20190

MOn0601

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.5 Miscellaneous Charges****3.5.1 Single Bill Fee¹****(T)**

A Simple Bill Fee will apply to Customer's telephone bill each month in which local or long distance collect calls are accepted and billed on the Customer's local telephone bill, or directly billed to Customer by Company invoice. This fee is for the purpose of offsetting Company's billing and administrative expenses associated with offering the convenience of receiving printed inmate call charges on a Customer's local telephone bill, or providing a paper invoice directly to Customer. This fee will be charged only once per billing period regardless of the number of calls accepted. The fee will not apply in any billing period in which no collect calls are accepted. This fee does not apply to prepaid services paid for by commercial credit card or other means.

Single Bill Fee, per month where applicable \$3.49

3.5.2 Biometric Service Charge¹**(T)**

Biometric Service is an optional service that provides validation of an inmate's identity through unique personal verification, such as, but not limited to, voice verification technology, for purposes of improved security and reduced potential fraud and Customer harassment by inmates. This charge applies to automated calls placed by inmates of correctional facilities when such calls are provided through the Company's own processing equipment. Where Biometric Service is requested by correctional facilities, this charge applies in addition to all applicable institutional rates and charges specified in this tariff.

A. Biometric Service Charge

Charge per call, up to * \$0.45

* Where requested by correctional facility

¹ These options/fees will be available to all Jails prior to June 20, 2016. These options/fees will be discontinued on June 20, 2016.

(N)
(N)

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.5 Miscellaneous Charges, (Cont'd.)****3.5.3 Regulatory and Carrier Cost Recovery Fee¹****(T)**

In addition to charges for service, the Company reserves the right to impose a Regulatory and Carrier Cost Recovery Fee as a flat fee once per month or as a percentage of an intrastate call, depending on the manner in which a customer is billed for charges, in order to partially recover expenses incurred with regard to operating as a regulated entity within the state. Costs include, but are not limited to, such items as expenses associated with billing, collecting and remitting state USF as applicable, complying with mandatory state filings and reporting obligations, state regulatory fees, expenses for state regulatory proceedings and compliance, portions of local and state property taxes associated with intrastate calling and other non-income-tax related tax costs associated with intrastate calling and compensating other carriers for terminating calls within the state using their facilities. This fee may vary as a result of fluctuations in the cost of regulatory compliance, but shall not exceed the amounts shown below:

A. Regulatory and Carrier Cost Recovery Fee

Collect calls billed to local exchange carrier or billed directly by Company:

Per month: \$1.99

Prepaid and debit calls:

Per call: Up to 8%

3.5.4 Validation Surcharge¹**(T)**

An eight percent (8%) per-call surcharge will be applied to the base rate of all calls. The base rate of a call is set forth in Section 3 following, and does not include any applicable taxes, fees, or other surcharges that may apply to the call. The Validation Surcharge is applied to recover revenue lost due to the difficulty of rating calls and the cost of verifying the geographic location of the called party for security purposes pursuant to Correctional Institution contracts.

¹ These options/fees will be available to all Jails prior to June 20, 2016. These options/fees will be discontinued on June 20, 2016.

(N)**(N)**

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.8 Advance Pay Accounts**

In those areas where the Company does not have a direct billing agreement with the existing local exchange carrier, or upon a Customer's request, the Company will set up a Advance Pay Account with the Called Party (Customer) for payment of collect calls placed from institutions served by Global Tel*Link. Funds in the Customer's Advance Pay account may only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. Establishment and maintenance of an Advance Pay Account is required to complete collect calls to Customers served by local exchange carriers with which the Company does not have an existing direct billing and collection agreement.

Upon request, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the inmate may call. (C)

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cash, check, credit card or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.

When an inmate places a call, the Customer is informed of both the caller's identity and the account balance prior to accepting the call. Customers may also contact the Company's toll-free customer service number for account balance information at any time.

If the Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries.)

All security measures and inmate calling restrictions as set forth elsewhere in this tariff are also applicable for any calls made using an Advance Pay Account.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.11 Inmate Calling Services Rate Caps**

The below rate caps become effective March 17, 2016 for Prisons and June 20, 2016 for Jails. Confinement facility rates will not exceed these caps.

Size and type of facility ¹	Debit/prepaid rate cap per MOU	Collect rate cap per MOU as of effective date	Collect rate cap per MOU as of July 1, 2017	Collect rate cap per MOU as of July 1, 2018
0-349 Jail ADP	\$0.22	\$0.49	\$0.36	\$0.22
350-999 Jail ADP	\$0.16	\$0.49	\$0.33	\$0.16
1,000+ Jail ADP	\$0.14	\$0.49	\$0.32	\$0.14
All Prisons	\$0.11	\$0.14	\$0.13	\$0.11

¹ This publicly-reported population data should be used, where available, to determine the appropriate ADP for a facility. Going Forward, when the relevant ADP is not publicly reported, beginning with January 31, 2017, the ADP will be calculated on calendar year basis as the sum of all inmates in a facility each day between January 1 and December 31 of the previous year, divided by the number of days in the year.

SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)**3.12 Ancillary Service Charges**

3.12.1 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).

Automated payment fees \$3.00

3.12.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee \$5.95

3.12.3 Paper Bill/Statement Fees – Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fees \$2.00

The above charges and fees become effective March 17, 2016 for Prisons and June 20, 2016 for Jails.

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