

CHECK SHEET

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 November 1, 2014
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SECTION 4 – INSTITUTIONAL CALLING SERVICES, (CONT'D)**4.2 Prepaid Institutional Collect Service****4.2.1 Description**

Prepaid Institutional Collect Service provides an alternative payment arrangement for inmates in Confinement Institutions. This service enables end users to receive calls originating from confined persons and who cannot or who do not wish to have such calls billed through their own local exchange service provider.

With Prepaid Institutional Collect Service, a prepaid account is set up by the Company for the Customer who receives collect calls from an inmate in a confinement facility. Once an account is established, all collect calls from the confinement facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2. The Company does not engage in direct monetary transactions with the inmate.

Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call. Customers are responsible for contacting the Company's Customer Service Department to obtain the Available Usage Balance remaining in the Prepaid Collect Account.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request by the called party. The Available Usage Balance expires twelve months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

Prepaid Institutional Collect Service is available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis. Prepaid accounts may be replenished; the minimum initial deposit or replenishment amount is \$25.00; the maximum replenishment permitted is \$1000

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SECTION 4 – INSTITUTIONAL CALLING SERVICES, (CONT'D)

4.2 Prepaid Institutional Collect Service, (Cont'd.)

4.2.2 Institutional Collect Operator Service Rates and Charges

A. Rates and Charges

Per Minute Usage Rate	\$1.15
Operator Station Collect Service Charge	\$5.99

4.3 Miscellaneous Charges

4.3.1 Billing Cost Recovery Fee

In order to partially offset increased expenses associated with billing collect calls via the customer's local exchange carrier, a billing cost recovery fee may apply each billing period in which local or long distance collect calls are placed. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no calls are billed via the Customer's local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire.

Billing Cost Recovery Fee, Per Month Where applicable	\$2.95
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SECTION 4 – INSTITUTIONAL CALLING SERVICES, (CONT'D)

4.4 Miscellaneous Charges

(M)

4.4.1 Billing Cost Recovery Fee

In order to partially offset increased expenses associated with billing collect calls via the customer’s local exchange carrier, a billing cost recovery fee may apply each billing period in which local or long distance collect calls are placed. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no calls are billed via the Customer’s local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire.

Billing Cost Recovery Fee, Per Month Where applicable \$2.95

(M)

4.4.2 Regulatory Assessment Fee

(N)

This fee is applied to recover expenses the Company incurs with regard to state compliance activities. It is billed once per month in any month in which operator assisted calls are billed via the Customer’s local exchange carrier. This fee is not a tax or charge imposed or required by any government entity.

Regulatory Assessment Fee, per month where applicable \$1.99

4.4.3 Monthly Account Maintenance Fee: \$5.00 or the account balance, whichever is smaller.

A prepaid collect account is deactivated when no customer initiated activity occurs within 180 days following the last customer-initiated transaction. After 180 days of inactivity, a monthly Account Maintenance Fee may be applied to the prepaid collect account. The monthly fee is \$5.00 or the remainder of the balance in the account, whichever is smaller.

4.4.4 Convenience Fees

A. Option 1

Prepaid Account Set-up Fee: \$4.95
Auto Op Recharge Fee: \$1.50
Live Op Recharge Fee: \$2.50
Refund Fee: \$2.50

(N)

Certain material found on this page previously appeared on Page 30

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