

Securus Technologies, LLC
Telecommunications Service Provider Tariff
Filed with Board

Original Title Sheet

Securus Technologies, LLC

Telecommunications Tariff

Filed with

Iowa Utilities Board

January 29, 2021

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ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &
Director of Regulatory and Governmental Affairs

CHECK SHEET

The title page and pages 1 through 31 and attachments (inclusive) of this tariff are effective as of the date shown. Except as otherwise noted, each revised sheet (as named below) contains all changes from the original tariff that are in effect as of the dated noted on that sheet.

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“*” indicates a new or revised sheet submitted with this filing.

TARIFF FORMAT

1. **Sheet Numbering.** Sheet numbers appear in the upper right hand corner of the sheet. Sheets are numbered sequentially. From time to time, Securus may add new sheets to the tariff. When a new sheet is added between existing sheets, a decimal is added to the preceding number (i.e., a new sheet added between Sheet 3 and Sheet 4 would be numbered Sheet 3.1).
2. **Explanation of Symbols.** When Securus makes a change to any tariff sheet, it will issue a revised sheet replacing the affected tariff sheet. Securus will identify any changes on a revised sheet through the use of the following symbols:

Symbol	Meaning
(C)	A change in regulation.
(D)	A discontinued rate or regulation.
(I)	An increased rate.
(N)	A new rate, treatment, or regulation.
(R)	A reduced rate or new treatment resulting in a reduced rate.
(T)	A change in text that does not include a change in rate, treatment or regulation

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0.0 **Application of Tariff.**

- 0.1 This tariff contains the regulations and rates applicable to intrastate telecommunications services Securus provides to Correctional Facilities utilizing Securus' ICS Telephones on Correctional Facility premises for telecommunications between Incarcerated Persons and Consumers located at points within the State of Iowa. These services are furnished subject to the availability of facilities and are also subject to the terms and conditions of this tariff.
- 0.2 Securus' ICS is not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but does utilize the local services of underlying common carriers subject to the jurisdiction of the Board.
- 0.3 The rates and regulations contained in this tariff apply only to the ICS furnished by Securus to Correctional Facilities.

1.0 **Terms and Abbreviations.**

1.1 Defined Terms.

“AdvanceConnect Account” means an account established by a Consumer with Securus (by making an initial deposit) permitting an Incarcerated Person to place Prepaid Calls using Securus’ ICS.

“Authorization Code” means a pre-defined series of numbers an Incarcerated Person dials on an ICS Telephone to identify the Incarcerated Person and validate the Incarcerated Person’s authorization to use Securus’ ICS to place calls to Consumers.

“Authorized Fee” means a government-authorized (but discretionary) fee which Securus must remit to a federal, state, or local government, and which Securus is permitted (but not required) to pass through to the party paying for the ICS call. An Authorized Fee may not include a markup, unless the markup is specifically authorized by a federal, state, or local statute, rule, or regulation.

“Board” means the Iowa Utilities Board.

“Collect Call” or “Collect Call Service” means an arrangement whereby a Consumer affirmatively agrees to be responsible for payment of the charges for use of Securus’ ICS to connect a call that is not a Prepaid Call paid for using an AdvanceConnect Account.

“Correctional Facility” means a prison, jail, penal facility, or other institution used for penalty or confinement purposes that contracts with Securus for the provision of ICS for use by its Incarcerated Persons.

“Consumer” means a person, individual, corporation, or other entity whose telephone number is called by an Incarcerated Person. The Consumer may be (a) responsible for payment of the charges for a Collect Call or a Prepaid Call; (b) receiving Prepaid Calls charged to another person, individual, corporation, or other entity’s AdvanceConnect Account; or (c) receiving Debit Calls from an Incarcerated Person paid for by a Debit Account.

1.0 **Terms and Abbreviations. (Continued)**

1.1 Defined Terms. (Continued)

“Debit Account” means an account established by an Incarcerated Person (or someone acting on the Incarcerated Person’s behalf) making an initial deposit with Securus to allow the Incarcerated Person make Debit Calls using Securus’ ICS. Securus offers two types of Debit Accounts: Securus Debit Accounts or Prepaid Debit Accounts.

“Debit Call” means a call whereby an Incarcerated Person uses a Debit Account to pay the charges for use of Securus’ ICS.

“ICS Telephone” means a telephone instrument (or other device capable of initiating calls) Securus provides to a Correctional Facility for use by its incarcerated population to use Securus’ ICS.

“Incarcerated Person” means an individual (a) incarcerated in a Correctional Facility, and (b) authorized by the Correctional Facility to be connected to and use Securus’ ICS under the terms and regulations of this tariff.

“Mandatory Tax or Mandatory Fee” means a fee that Securus is required to collect directly from the party paying for the ICS call, and remit to federal, state, or local governments. A Mandatory Tax or Fee that is passed through to the party paying for the ICS call may not include any markup, unless the markup is specifically authorized by a federal, state, or local statute, rule, or regulation.

“PPCC Call” means a call whereby an Incarcerated Person uses a Prepaid Calling Card to pay the charges for use of Securus’ ICS.

“Prepaid Balance” means a balance established to allow an Incarcerated Person to place Prepaid Calls, Debit Calls, or PPCC Calls using Securus’ ICS.

“Prepaid Call” means a call for which a Consumer accepts responsibility for payment of the charges for use of Securus’ ICS in advance using an AdvanceConnect Account.

1.0 **Terms and Abbreviations. (Continued)**

1.1 Defined Terms. (Continued)

“Prepaid Calling Card” or “PPCC” means a card issued by Securus that an Incarcerated Person may purchase from a Correctional Facility that provides a means of paying charges for use of Securus’ ICS.

“Prepaid Service” means any Debit Call, Prepaid Call, or PPCC Call.

“Securus” or “Company” means Securus Technologies, LLC.

1.2 Acronyms and Trade Names.

“FCC” means Federal Communications Commission.

“ICS” means incarcerated calling services.

2.0 **Rules and Regulations.**

2.1 Undertaking of Securus Technologies, LLC.

2.1.1 General. Securus' ICS provides interstate and intrastate telecommunication services to Incarcerated Persons. These services are available through ICS Telephones and via resold transmission facilities procured from interexchange carriers and local exchange carriers and are furnished in accordance with the terms and conditions of this tariff.

2.1.2 Limitations.

- (a) Securus offers its ICS subject to the availability of the necessary facilities and equipment and subject to the terms and conditions of this tariff in compliance with the Board's rules.
- (b) The Company may discontinue service upon providing any notice that may be required by Board rules when an Incarcerated Person or a Consumer are using the ICS in violation of (i) this tariff, (ii) a signed contract, or (iii) the law.
- (c) The Company does not undertake to transmit messages but offers the use of its facilities (when available) for that purpose.

2.2 Use. Securus' ICS under this tariff may be used for any lawful purpose for which those services are technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of those services. The Company's ICS are exclusively arranged for use by Incarcerated Persons. Calls placed using Securus' ICS may be paid for by Incarcerated Persons (through Debit Calls or PPCC Calls), or Consumers (through Prepaid Calls or Collect Calls). Payment arrangements for Collect Calls are set forth in Section 2.6.1 (Payment for Collect Calls).

2.0 **Rules and Regulations. (Continued)**

2.3 Limitation of Liability.

- (a) Except as specified in Section 2.3(d), Securus will not be liable for:
 - (i) any claim, loss, expense, damage (including any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under the terms and conditions of this tariff) caused (A) by any person or entity other than the Company, (B) by an act of God, fire, war, or civil disturbance, or (C) by an act of government; and
 - (ii) (and shall be fully indemnified and held harmless by any Consumer or Incarcerated Person against) any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, proprietary or creative right or any other injury to any person, property, or entity arising out of the transmitted material, data, or information.
- (b) No agent or employee of any other carrier will be deemed to be a Company agent or employee.
- (c) The Company's liability due to the failure of any transmission will not exceed an amount equal to the charges provided under this tariff for the call (including the call rate and any applicable taxes and surcharges).
- (d) Notwithstanding anything to the contrary in this Section 2.3, if:
 - (i) the Company's ICS is interrupted and remains out of service for more than 24 hours after the earlier of: (A) being reported to the Company, or (B) being found by the Company to be out of order; and
 - (ii) the interruption is not the result of: (A) an Incarcerated Person's or Consumer's negligent or willful act; (B) a malfunction of non-Company equipment, disaster, or act of God; or (C) the Company's inability to gain access to the Correctional Facility's premises; then
 - (iii) the Company will make appropriate adjustments in the form of direct payments or bill credits issued to the affected Consumer or Correctional Facility (to disburse to an affected Incarcerated Person) beginning with the hour of the report or discovery of the interruption.

2.0 Rules and Regulations. (Continued)**2.3 Limitation of Liability. (Continued)**

2.3.1 Inspection, Testing, and Adjustment. The Company may (upon reasonable notice) make any test or inspection as may be necessary to determine whether the terms and conditions of this tariff are being complied with in the installation, operation or maintenance of the Correctional Facility or the Company's equipment. The Company may interrupt the service at any time (without penalty to itself) unless the interruption exceeds 24 hours.

2.4 Interference and Hazard. The operating characteristics of Correctional Facility premises equipment or communications systems connected to the Company's ICS must not interfere with (or impair) any of the Company's services. In addition, connected Correctional Facility premises equipment must not (a) endanger the safety of Company employees or the public, (b) damage or interfere with the proper functioning of Company equipment, or (c) otherwise injure the public in its use of Company's ICS.

2.5 Installation and Termination.

- (a) Securus only contracts directly with Correctional Facilities to provide ICS to their Incarcerated Persons, and the Company installs ICS equipment based on those contractual agreements. Each Correctional Facility's contract specifies the terms and conditions of installation, termination of service, commission structure, and commission payment schedule. Except as provided in Section 5.0 (Statements of Noncompliance), a Correctional Facility's contract neither (i) alters the obligations of the Company to any Incarcerated Person or Consumer (as described in this tariff), nor (ii) alters the rates contained in this tariff.
- (b) The Company does not contract directly with either Incarcerated Persons or Consumers for the provision of service. No minimum service period applies to Incarcerated Persons or Consumers, and no notice is required by Incarcerated Persons or Consumers to initiate or terminate use of the Company's ICS.

2.0 **Rules and Regulations. (Continued)**

2.6 Payment for Service.

2.6.1 Payment for Collect Calls. In connection with Collect Calls, the following regulations apply to billing and payment for services:

- (a) All bills will be rendered within 60 days of provision of service, and all charges due from the Consumer are payable to the billing agency duly authorized to receive those payments. Correctional Facilities are not responsible for Consumer billing or subject to disconnection for nonpayment of Consumer bills. As Consumers do not contract with the Company for services, disconnection of Consumers for nonpayment of bills will not occur.
- (b) The billing agency will follow the rules and regulations of the appropriate regulatory agency (i.e., the Board). Except as otherwise provided by the regulatory agency (e.g., through a waiver of rules), the billing agency will follow applicable tariff provisions concerning billing, timely payment, treatment of delinquent amounts, late payment charges, and payment and collection efforts.
- (c) Consumer bills will include (where applicable): (i) the amount of the net call charges (stated by call type as shown in the chart below) for local and toll services, ancillary service charges, applicable taxes and fees; (ii) the gross amount of the bill; and (iii) separate entries for payments and adjustments, total amounts current or in arrears, and ways to pay the bill.

<u>Abbreviation</u>	<u>Call Type</u>
LOC	Local
IAA	IntraLATA / Intrastate
IAE	InterLATA / Intrastate
IEA	IntraLATA / Interstate
IEE	InterLATA / Interstate

2.0 Rules and Regulations. (Continued)**2.6 Payment for Service. (Continued)**

2.6.2 Taxes and Fees. Securus' practices in connection with collecting taxes and fees from Consumers or Incarcerated Persons for (or in connection with) intrastate ICS complies with FCC Rule 47 CFR § 64.6070. Securus will charge and collect any applicable Mandatory Tax or Fee or Authorized Fee on a per-call basis (including (as applicable) Federal Cost Recovery Charge, State Sales Tax, and County / City Local State Tax). Generally, any applicable Mandatory Tax or Fee or Authorized Fee is in addition to the rates and charges stated in this tariff, and each Mandatory Tax or Fee or Authorized Fee will be itemized separately on Consumer bills.

2.7 Inquiry and Resolution of Complaint Procedure.

- (a) For any inquiry, complaint, or general question, a Consumer may contact Securus' customer service department toll-free at (800) 844-6591. Securus' customer service department accepts calls on a 24-hour-a-day basis. These Consumer calls will be handled informally by Securus' customer service personnel who have authority to adjust bills on Securus' behalf.
- (b) Securus will promptly and thoroughly investigate each complaint concerning charges, practices, facilities, or services. The Company and its authorized billing agency will keep records of each complainant, and the date and nature of each complaint, which will enable the Company to review and analyze its procedures and actions. The records maintained by the Company under this tariff will be made available for inspection by the Board or its staff upon request. Within 30 days of receiving a complaint, the Company will provide written notice to the complainant of the complaint's status. Securus will mail to each complainant a statement of their right to contact the Board at:

Iowa Utilities Board
1375 E. Court Avenue
Des Moines, Iowa 50319-0069
Main Telephone Number: (515) 725-7300
Toll Free Number: (877) 565-4450
Email Address: customer@iub.gov

- 2.8 Branding. The Company will identify itself as "Securus" audibly and distinctly to the Incarcerated Person and the Consumer before any charge for the call is incurred.

3.0 Description of Services.

- 3.1 General. Securus offers intrastate resale telecommunications service to Correctional Facilities in Iowa using ICS Telephones. Securus provides both Collect Call Service and Prepaid Service pursuant to the terms and conditions of this tariff. An Incarcerated Person activates Securus ICS when the Incarcerated Person dials a Consumer's telephone number. The Company must receive the Consumer's affirmative, positive response for the call to begin. A positive response consists of the Consumer entering an acceptance code to connect the call; merely staying on the line does not constitute a positive response. The Company's automated operator will provide the Consumer with instructions for indicating acceptance of the call or payment responsibility.
- 3.2 Collect Call Service. Collect calls are completed with the assistance of an automated operator. The Consumer must accept responsibility for payment with a positive response. There is no charge if the Consumer does not accept responsibility for payment with a positive response. See Section 3.1 (General).
- 3.3 Prepaid Service.
- 3.3.1 General. Prepaid Services consist of Debit Calls, Prepaid Calls, and PPCC Calls. Related products used to pay for these calls include Debit Accounts, AdvanceConnect Accounts, AdvanceConnect Single Calls, and Prepaid Calling Cards. Debit Calls and PPCC Calls are used by Incarcerated Persons to prepay for their calls. Prepaid Calls are used by Consumers who established an AdvanceConnect Account to prepay for calls from Incarcerated Persons.
- 3.3.2 Prepaid Calling Cards.
- (a) PPCC Calls. An Incarcerated Person may make a PPCC Call by following the instructions on the Prepaid Calling Card after entering a valid Authorization Code to access Securus' ICS.
- (b) Purchasing Prepaid Calling Cards. The Correctional Facilities offering the option of Prepaid Calling Cards will purchase the Prepaid Calling Cards directly from the Company. Incarcerated Persons may then purchase the Prepaid Calling Cards from authorized personnel at their Correctional Facilities. Available denominations are determined by the Correctional Facilities, and the balance on a Prepaid Calling Card may not be replenished. Securus does not engage in direct monetary transactions with Incarcerated Persons. Prepaid Calling Cards are offered only to Incarcerated Persons and not to the general public.

3.0 **Description of Services. (Continued)**

3.3 Prepaid Service. (Continued)

3.3.2 Prepaid Calling Cards. (Continued)

- (c) Use of Prepaid Calling Cards. During a PPCC Call, the Company's system automatically informs the Incarcerated Person of the Prepaid Balance remaining on their Prepaid Calling Card, prompts the Incarcerated Person to enter the destination telephone number with area code, and informs the Incarcerated Person of the rates for the call being attempted before it is connected. Usage charges are deducted from the Prepaid Balance on a real-time basis as the call progresses. PPCC Calls are interrupted to inform the Incarcerated Person when one minute remains prior to the depletion of the Prepaid Balance on the Prepaid Calling Card.
- (d) Availability. Unused Prepaid Balances may be used by the Incarcerated Person following release from the Correctional Facility by dialing a special toll-free access number to connect the call to the Company's network.
- (e) Expiration and Refunds. Prepaid Calling Cards are valid for 180 days from the date of first usage. Unused Prepaid Balances are not refundable.

3.0 Description of Services. (Continued)**3.3 Prepaid Service. (Continued)****3.3.3 Debit Accounts.**

- (a) General. Debit Accounts are prepaid accounts made available to Incarcerated Persons to pay for calls placed on Securus' ICS when permitted by their Correctional Facility. Securus offers two types of Debit Accounts: Prepaid Debit Accounts and Securus Debit Accounts. The key differences between these accounts are the available funding options and their administration. The manner in which calls are made, availability, and call rates are the same for both types of accounts.
- (b) Prepaid Debit Accounts.
- (i) Set-up and Funding. Incarcerated Persons in participating Correctional Facilities may set up Prepaid Debit Accounts through a facility administrator to prepay for Debit Calls made with Securus' ICS. An Incarcerated Person typically makes an initial payment through a commissary account to set up the Prepaid Debit Account. An Incarcerated Person may replenish the Prepaid Balance in their Prepaid Debit Account by depositing additional funds in the same manner.
- (ii) Refunds. Upon an Incarcerated Person's release from a Correctional Facility, the Correctional Facility administrator will refund any remaining Prepaid Balance in accordance with the Correctional Facility's policies and procedures.

3.0 Description of Services. (Continued)**3.3 Prepaid Service. (Continued)****3.3.3 Debit Accounts. (Continued)****(c) Securus Debit Accounts.**

(i) Set-up and Funding. Incarcerated Persons in participating Correctional Facilities may use Securus Debit Accounts to prepay for calls placed through Securus' ICS. In these facilities, Securus automatically establishes a Securus Debit Account and associated Personal Identification Number (PIN) for each Incarcerated Person, and Incarcerated Persons may fund and replenish their Securus Debit Accounts by transferring funds from either their trust fund or commissary account. Securus Debit Accounts may also be funded by an Incarcerated Person's family members or friends via Securus' points-of-sale. Funds placed in the Securus Debit Account become the Incarcerated Person's property.

(ii) Refunds. Upon an Incarcerated Person's release from a Correctional Facility, the Correctional Facility administrator will refund any remaining Prepaid Balance in accordance with the Correctional Facility's policies and procedures.

(d) Debit Calls. With either type of Debit Account, an Incarcerated Person may elect to prepay for a call after entering a valid Authorization Code to access Securus' ICS.

(e) Use of Debit Accounts. During a call placed with either type of Debit Account, the Company's system automatically informs the Incarcerated Person of the Prepaid Balance remaining in the Debit Account, prompts the Incarcerated Person to enter the destination telephone number with area code, and informs the Incarcerated Person of the rates for the call being attempted before it is connected. Call charges are deducted from the Prepaid Balance on a real-time basis as the call progresses. Debit Calls are interrupted to inform the Incarcerated Person when one minute remains prior to the depletion of the Prepaid Balance in the Debit Account.

3.0 Description of Services. (Continued)**3.3 Prepaid Service. (Continued)****3.3.4 AdvanceConnect Accounts.**

- (a) **Set-up and Funding.** Consumers may pay in advance for calls originating from a Correctional Facility by setting up an AdvanceConnect Account with the Company. The Consumer sets up the AdvanceConnect Account by making an initial payment to the Company to establish an account balance, which the Consumer may replenish from time to time. Securus provides notification and funding options at the Consumer's request.
- (b) **Use of AdvanceConnect Accounts.** If a Consumer's AdvanceConnect Account balance reaches zero, then no further calls are charged to the AdvanceConnect Account until it is replenished, but the Consumer may still receive calls paid for by other means from the Correctional Facility.
- (c) **Expiration and Refunds.** A Consumer may request a refund of their available AdvanceConnect Account balance either by (i) submitting a written request to the Company, or (ii) contacting the Company at its toll-free telephone number and verifying certain information to confirm their identify. Securus will suspend an AdvanceConnect Account 90 days following the last call made, but an account may be reactivated by the account holder by contacting Securus' customer service department (as described in Section 2.7 (Inquiry and Resolution of Complaint Procedure)). Securus will close an AdvanceConnect Account 180 days following the last call made. A Consumer may request a refund at any time up to 180 days after Securus closes the account (i.e., up to 360 days following the last call made) by contacting Securus' customer service department and providing proof of identity (e.g., name and PIN associated with the account). Securus' refund policy is set forth in the AdvanceConnect Account terms and conditions that the Consumer must accept in order to set up an account. These terms and conditions are also available at www.securustech.net.

3.0 Description of Services. (Continued)**3.3 Prepaid Service. (Continued)**

3.3.5 AdvanceConnect Single Call. Securus' AdvanceConnect Single Call allows a Consumer who does not have an AdvanceConnect Account (or has an insufficient balance in an existing AdvanceConnect Account) to pay for a single call using a credit card or debit card. The Consumer may also decline the call and set up or fund an AdvanceConnect Account. An AdvanceConnect Single Call is charged based on the Prepaid Call rate applicable to calls paid for with an AdvanceConnect Account, plus the Automated Payment Fee.

3.4 Timing of Calls.

3.4.1 General. The minimum length of a call for billing purposes is 60 seconds for a connected call. Calls are measured and rounded to the next higher full minute. Timing of an ICS call begins when the Consumer accepts the call and the Incarcerated Person and Consumer are connected. Timing ends when either (a) the Incarcerated Person or the Consumer hangs up, as determined by the industry standard methods generally in use for ascertaining disconnection, or (b) when the call timer reaches the maximum time allowed by the Correctional Facility. Securus does not bill any call attempt that is not completed or not accepted by the Consumer.

3.4.2 Time Limits. Correctional Facilities may require time limits on the duration of ICS calls.

3.4.3 Usage Charges. For debiting purposes, call timing is rounded up to the nearest one-minute increment. Usage charges are computed and rounded up to the nearest one cent on a per-call basis. Prepaid Balances are not charged for incomplete calls.

3.5 Availability. All ICS are available 24 hours a day, 7 days a week. An Incarcerated Person's access to telecommunications services may be subject to time-of-day and usage restrictions imposed by the applicable Correctional Facility. No minimum service period applies.

4.0 **Rates and Fees.**

4.1 General. Each Consumer or Incarcerated Person is charged individually for each call placed through the Company.

4.2 Calculation of Rates.

4.2.1 General. The charge for the first minute of ICS usage is incurred when a call is connected. The charge for each additional minute of ICS usage is the additional minute billing rate for the rate period in which each additional minute of the call begins.

4.2.2 Application. When application of per-minute rates results in a fractional charge for the total cost of a phone call, the amount will be rounded up to the nearest one-minute increment.

4.0 Rates and Fees. (Continued)**4.3 Ancillary Service Fees.**

4.3.1 **General.** Pursuant to the FCC's Report and Order on Remand and Fourth Further Notice of Proposed Rulemaking, FCC 20-111, released August 7, 2020 and effective November 23, 2020, ancillary service charges are considered jurisdictionally mixed (i.e., they cannot be segregated between interstate and intrastate calls) and, therefore, subject to FCC jurisdiction. For purposes of ancillary service charges, the jurisdictional nature of an intrastate call depends exclusively on determining the physical location of the endpoints of the call being within the State of Iowa. As a result, all ancillary service charges are subject to the FCC's jurisdiction and rules regarding ICS. Securus' practices in connection with charging ancillary service charges in connection with ICS complies with FCC Rule 47 CFR § 64.6020. If Securus segregates intrastate ICS from interstate ICS based on the physical location of the endpoints of an ICS call, then the ancillary service charges set forth in this Section 4.3 and in Section 4.4 (Contracts for Service) will apply to intrastate calls in Iowa. Third-party transaction fees (including credit card processing fees) will be passed through to Consumers with no markup. The Company receives no payment from a third-party vendor's transaction fees.

4.3.2 **Return Check Charge.** A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

4.3.3 Payment Fees.

- (a) The Automated Payment Fee (where available) is a credit card payment, debit card payment, and bill processing fee (including a fee for payments made by IVR, web, or kiosk (where available)).

Automated Payment Fee: \$3.00 maximum charge per use

- (b) The Live Agent Fee is the fee associated with the optional use of a live operator to complete ICS transactions.

Live Agent Fee: \$5.95 maximum charge per use

4.3.4 **Paper Bill / Statement Fee.** The Paper Bill / Statement Fee is the fee associated with providing Consumers an optional paper billing statement.

Paper Bill / Statement Fee: \$2.00 maximum charge per occurrence but not more than once per month.

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service.

4.4.1 Audubon County Jail.

Services Provided: Collect Call Service and Prepaid Service (AdvanceConnect and AdvanceConnect Single Calls)

Applicable to: Collect Calls and, Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls)

Call Type	Each Minute
All In-State	\$0.25

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.2 Bremer County Sheriff's Department.

Services Provided: Collect Call Service and Prepaid Service (Debit Calls (Securus Debit), Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls), and PPCC Calls)

Applicable to: Collect Calls, Debit Calls, Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls), and PPCC Calls

Call Type	Each Minute
All In-State	\$0.21

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.3 Cass County Sheriff's Department.

Services Provided: Collect Call Service and Prepaid Service (Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls) and PPCC Calls)

Applicable to: Collect Calls, Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls), and PPCC Calls

Call Type	Each Minute
All In-State	\$0.22

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.4 Clarke County Sheriff's Department.

Services Provided: Collect Call Service and Prepaid Service (Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls) and PPCC Calls)

Applicable to: Collect Calls, Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls), and PPCC Calls

Call Type	Each Minute
All In-State	\$0.21

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.5 Crawford County Jail.

Services Provided: Collect Call Service and Prepaid Service (Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls) and PPCC Calls)

Applicable to: Collect Calls and, Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls)

Call Type	Each Minute
All In-State	\$0.25

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.6 Mahaska County.

Services Provided: Collect Call Service and Prepaid Service (Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls) and PPCC Calls)

Applicable to: Collect Calls, Debit Calls, Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls), and PPCC Calls

Call Type	Each Minute
All In-State	\$0.25

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.7 Polk County Sheriff's Office.

Services Provided: Collect Call Service and Prepaid Service (Debit Calls (Securus Debit) and Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls))

Applicable to: Collect Calls, Debit Calls, and Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls)

Call Type	Each Minute
All In-State	\$0.15

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.8 Story County Sheriff's Office.

Services Provided: Collect Call Service and Prepaid Service (Debit Calls (Securus Debit) and Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls))

Applicable to: Collect Calls and Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls)

Call Type	Each Minute
All In-State	\$0.25

Applicable to: Debit Calls

Call Type	Each Minute
All In-State	\$0.21

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

4.4.9 Webster County Sheriff's Office.

Services Provided: Collect Call Service and Prepaid Service (Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls) and PPCC Calls)

Applicable to: Collect Calls, Debit Calls, Prepaid Calls (AdvanceConnect and AdvanceConnect Single Calls), and PPCC Calls

Call Type	Each Minute
All In-State	\$0.25

Automated Payment Fee: \$3.00
 Live Agent Fee: \$5.95
 Paper Bill / Statement Fee: \$2.00
 Return Check Charge: \$25.00

Securus Technologies, LLC
Telecommunications Service Provider Tariff
Filed with Board

Original Sheet No. 31

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

[RESERVED]

Issued: January 29, 2021

Issued: March 1, 2021

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &
Director of Regulatory and Governmental Affairs

Securus Technologies, LLC
Telecommunications Service Provider Tariff
Filed with Board

Original Sheet No. 32

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

[RESERVED]

Issued: January 29, 2021

Issued: March 1, 2021

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Securus Technologies, LLC
Telecommunications Service Provider Tariff
Filed with Board

Original Sheet No. 33

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

[RESERVED]

Issued: January 29, 2021

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Securus Technologies, LLC
Telecommunications Service Provider Tariff
Filed with Board

Original Sheet No. 34

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

[RESERVED]

Issued: January 29, 2021

Issued: March 1, 2021

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &
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Securus Technologies, LLC
Telecommunications Service Provider Tariff
Filed with Board

Original Sheet No. 35

4.0 **Rates and Fees. (Continued)**

4.4 Contracts for Service. (Continued)

[RESERVED]

Issued: January 29, 2021

Issued: March 1, 2021

ISSUED BY: Michael S. J. Lozich, Sr. Corporate Counsel &
Director of Regulatory and Governmental Affairs

5.0 Statements of Noncompliance.

- 5.1 **Blocking.** As required by Board rule 22.6(7), Securus makes the following statement of noncompliance regarding Board rule 22.6(2): At each Correctional Facility, Securus is the sole provider of long distance telecommunications services relating to ICS for purposes of ensuring that calls are properly monitored, taped, and stored in compliance with the Correctional Facility's requirements. Securus will block all incoming calls, and may block any number requested to be blocked by the Correctional Facility or by a Consumer. Consistent with the terms of Securus' Correctional Facility contracts, Securus will block the completion of calls which would allow Incarcerated Persons to reach other long distance telecommunications service providers.
- 5.2 **Posting.** As required by Board rule 22.6(7), Securus makes the following statement of noncompliance regarding Board rule 22.6(3): At each Correctional Facility, Securus is responsible for the form of the posting and will install (or provide) compliant materials and will update the materials as needed, but the Correctional Facility has exclusive authority regarding the posting of materials in its facility.
- 5.3 **Oral Identification.** As required by Board rule 22.6(7), Securus makes the following statement of noncompliance regarding Board rule 22.6(4): Consistent with the terms of Securus' Facility contracts, Securus will be the sole provider of local and intrastate telecommunications services relating to ICS at the Correctional Facility for the purposes of ensuring that calls are properly monitored, taped, and stored in compliance with the Correctional Facility's requirements. Except as modified at the Correctional Facility's request pursuant to the Correctional Facility's contract with Securus, Securus will utilize its standard voice prompts, which comply with the Federal Communications Commission's ICS rules. Securus announces it is the provider carrying each call placed by an Incarcerated Person at a Correctional Facility before billing begins and provides a sufficient delay period to permit termination of the call. Consistent with the terms of Securus' Correctional Facility contracts, Securus will block the completion of calls which would allow Incarcerated Persons to reach other telecommunications service providers.
- 5.4 **Billing.** As required by Board rule 22.6(7), Securus makes the following statement of noncompliance regarding Board rule 22.6(5): Securus does not issue bills to Incarcerated Persons for Debit Accounts. Securus' standard voice prompt provides the Incarcerated Person a Debit Account balance and a rate quote. An Incarcerated Person may request a copy of a Debit Account statement through the applicable Correctional Facility's normal procedure. For AdvanceConnect Accounts, Securus makes an online statement available for downloading on Securus' website. A Consumer may request a paper bill, which may incur a charge as allowed in Securus' contract with the Correctional Facility.

5.0 **Statements of Noncompliance. (Continued)**

- 5.5 Emergency Calls. As required by Board rule 22.6(7) Securus makes the following statement of noncompliance regarding Board rule 22.6(6): At each Correctional Facility, Securus will block Incarcerated Persons from dialing outgoing 1+ numbers, the Operator (0-, 00-, 10xxx), information (411, 1-411, 555-1212, 1-555-1212), talk lines (900, 976, etc., exchanges), IXC access (950, 10xxx), emergency lines (911, etc.), and toll-free lines (1-800, etc.).