

**Reliance Telephone of Grand Forks, Inc.**

**Telephone Tariff**

**Filed with the Iowa Utilities Board**

**Original Sheet No. 1**

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**TITLE SHEET**

**INSTITUTIONAL TELECOMMUNICATIONS TARIFF**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service for inmate telecommunications services and coin operated services provided by **Reliance Telephone of Grand Forks Inc.** with principal offices at 1533 South 42<sup>nd</sup> Street, Grand Forks, ND 58201. This tariff applies to services furnished within the State of Iowa to correctional facilities (jails, prisons, detention centers as well as other correctional facilities).

This tariff is on file with the Iowa Utilities Board and copies may be inspected, during normal business hours, at the **Reliance Telephone of Grand Forks Inc.** principal place of business.

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ISSUED: February 22, 2021  
Issued by: Dave Hangsleben, President  
1533 South 42<sup>nd</sup> Street  
Grand Forks, ND 58201

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**Original Sheet No. 2**

**CHECK SHEET**

Sheets 1 through 16 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page

<b><u>SHEET</u></b>	<b><u>REVISION</u></b>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original

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**SYMBOLS**

With respect to future tariff changes, the following are the only symbols used for the purposes indicated below:

C - To Signify changed regulation

D - Delete or discontinue

I - Change resulting in an increase to a rate

M - Moved from another tariff location

N - New

R - Change resulting in a reduction to a rate

S - Matter appearing elsewhere or repeated for clarification

T - Change in text but no change to rate or charge

V - Signifies vintage tariff

Z - Correction

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**TARIFF FORMAT**

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect a decimal is added. For example, a new sheet added between sheets 9 and 10 would be 9.1
- B. Sheet Revision - Sheet numbers also appear in the upper right hand corner of each sheet where applicable. These numbers are used to determine the most current sheet version on file with the Iowa Utilities Board (hereinafter IUB). For example, the 4th revised Sheet 9 cancels the 3rd revised Sheet 9. Consult the latest Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding, Each level of coding is subservient to its next higher level:  
2.  
2.1  
2.1.1  
2.1.1.A.  
2.1.1.A.1.  
2.1.1.A.1.(a).  
2.1.1.A.1.(a).I.  
2.1.1.A.1.(a).I.(i).  
2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets - When a revised tariff filing is made with the IUB, an updated check sheet is included. The check sheet lists the sheets contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e. the format. etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the IUB.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

The following terms and abbreviations have the defined meaning as used in the tariff when they, are capitalized.

- 1.1. ACCESS LINE - A telephone line provided by the LEC to the Company that connects the Reliance Telephone of Grand Forks Inc. Inmate Telephone System in a Correctional Facility with the switched public network through the facilities of the LEC.
- 1.2. COMPANY - Reliance Telephone of Grand Forks Inc.
- 1.3. CORRECTIONAL FACILITY - A place of detention for individuals who are under criminal investigation arrest pending trial or incarcerated post-conviction. These facilities may be owned and operated by a city, county, or state government or be under a management contract with a private firm.
- 1.4. CUSTOMER - The individual firm or corporation or other entity that receives and agrees to pay for telecommunication services from the Company; specifically the entity accepting a collect call from a Correctional Facility.
- 1.5. INMATE - An individual who is detained in a Correctional Facility.
- 1.6. INMATE PHONE SERVICE - The provision by the Company of its' Inmate Telephone System for use of Inmates at Correctional Facilities. as further described in tariff Section 3.1.
- 1.7. INMATE TELEPHONE SYSTEM - A telephone instrument or auxiliary system for the use of Inmates to make outbound only collect calls from Correctional facilities with the fractures described in tariff Section 3.1.
- 1.8. LEC - Local Exchange Company is the utility providing local service to the immediate area of a Correctional Facility.
- 1.9. PREPAID BALANCE – A balance that is established with an initial payment by an Inmate User or Authorized User for Prepaid Services. Charges are deducted from the Prepaid Balance on a per minute, real time basis.
- 2.0. PREPAID CARD – A card issued by the company which provides the Inmate User or Authorized User with a Prepaid Balance, and an Authorized code and instructions for accessing the Company’s services. The Inmate User or Authorized user purchases usage on a set prepaid basis.
- 2.1. PREPAID SERVICE – A service whereby the Inmate User or Authorized User accepts responsibility for payment of the charges for use of the Company’s service.

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**SECTION 2 - RULES AND REGULATIONS**

2.1 Undertaking of Reliance Telephone of Grand Forks Inc...

- 2.1.1 Inmate Phone Service is provided under this tariff only to Correctional Facilities within the State of Iowa.
- 2.1.2 The Company provides Inmate Phone Service under a contractual arrangement with the facility or governing entity.
- 2.1.3 The Company orders and is responsible to pay for telephone Access Lines from the LEC in the immediate area of the Correctional Facility.
- 2.1.4 The Company resells communication services to the Customers at rates under this tariff which include Operator Service Charges for collect, station to station, person to person and local calls.
- 2.1.5 The Company's service is available on a twenty-four hour seven days per week basis, unless otherwise directed by Correctional Facility.

2.2 Limitations

- 2.2.1 Service is offered subject the provisions of this tariff.
- 2.2.2 The Company reserves the right to discontinue or limit the use of service necessitated by conditions beyond its control or when the customer is using service in violation of law or provisions of this tariff.
- 2.2.3 All facilities and services provided under this tariff and controlled by the Company may not be transferred or assigned to or by any party other than the Company without its express written consent. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities. Any new transferee or assignee shall be bound by this tariff.

2.3 Liabilities of the Company

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage (including indirect special or consequential) arising out of mistakes interruptions, omissions delays, errors or defects in providing service or transmission, when such are caused by some other person or entity, or by events and causes beyond the Company's reasonable control.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

2.3 Liabilities of the Company (Cont'd)

2.3.2 The Company's liability for any claims, loss, expense or damage (including indirect special or consequential) arising out of mistakes interruptions, omissions delays, errors or defects in providing service or transmissions, not caused by the willful misconduct of its employees or agents, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the aforementioned faults may occur.

2.3.3 The Company shall be indemnified and held harmless by the Customer, Inmate and Correctional Facility against claims for libel, slander, invasion of privacy, or infringement of copyright arising out of the transmission of material, data, information, or other content transmitted over the Company's facilities.

2.3.4 The Company shall be indemnified and held harmless by the Customer, Inmate and Correctional Facility against all other claims arising out of any act or omission of any of them in connection with any service or facility provided by the Company.

2.4 Interruption of Service

It is the obligation of the Correctional Facility to notify the Company immediately of any interruption in service of which it is aware. Before giving such notice, the Correctional Facility shall ascertain that the trouble is not being caused by any action or emission of the facility within its control, or that it is not caused by any wiring equipment which has been furnished by the facility and connected to the Inmate telephone System.

2.5 Restoration of Service

During emergencies, the use and restoration of service shall be in accordance with the priority system in place by the LEC.

2.6 Taxes

The billing of taxes on intrastate calls will be in accordance with the same restrictions as required by Federal Communication Commission rules for interstate calls.



**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

2.7 Cancellation of Service

2.7.1 Without incurring liability, the Company may immediately discontinue service or cancel an application for service by 7 days written notice to the Correctional Facility under the following circumstances:

2.7.1.A A nonpayment of any sum due to the Company by a Customer for more than 30 days after the Company issues a bill for the amount due from a Customer but only after at least 7 days written notice by the Company to the customer;

2.7.1.B Any detected fraudulent calling activity on the Reliance Telephone of Grand Forks Inc. Inmate Telephone System or otherwise over the Access Lines;

2.7.1.C Violation of any of the provisions governing the furnishing of service under this tariff;

2.7.1.D Violation of any law, rule, regulation or policy of any government authority having jurisdiction over service; or

2.7.1.E By reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing service.

2.8 Cancellation of Service by Correctional Facility

Cancellation of Service by the Correctional Facility shall be governed by the terms of the contract between the Company and the Correctional Facility.

2.9 Returned Check Charge

The Company imposes a \$20.00 charge on each check received from a Customer, which is returned by the bank.

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**SECTION 2 - RULES AND REGULATIONS (Cont'd)**

2.10 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within twenty (20) days after the invoice will be considered past due. For charges billed directly by the Company, written notice from the Customer of a dispute as to charges must be received by the Company within thirty (30) days after the date of the invoice. Otherwise all charges will be considered correct and binding

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill issued. Otherwise all charges will be considered correct and binding on the Customer.

The Customer may contact the Company at 800-896-3201 and the Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made as determined necessary.

If dissatisfied with the Company's resolution of a complaint, individuals may contact the Iowa Utilities Board for final resolution. The Board's physical address, email address and phone number are:

Iowa Utilities Board  
1375 E. Court Ave.  
Des Moines, Iowa 50319

(515) 725-7300  
(877)-565-4450 Toll Free

customer@iub.iowa.gov

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**SECTION 3 - DESCRIPTION OF SERVICE**

3.1 Inmate Telephone Services – General

Service is offered of correctional institutions in the state of Iowa. The Company service provides automated operator assisted calling for collect calls. The called parties must accept responsibility for payment of charges.

3.1.1 The Company purchases and installs all equipment supplies. Materials and other components of the Inmate Telephone System.

3.1.2 Inmate telephones are generally not available for use by the public.

3.1.3 The Inmate Telephone System has the following calling characteristics which define the services, provided:

3.1.3.A Outbound only calls.

3.1.3.B Direct Bill services are allowed to a customer. Customer can call at any time to request a refund at (800)-896-3201. Additional refund instructions are available at [www.reliancetelephone.com/policies](http://www.reliancetelephone.com/policies).

3.1.3.C The telephone or auxiliary system announces to the intended receiving Customer that a collect call is being made from Correctional Facility or Inmate and announces the charges for the call and provides a positive means of accepting or rejecting such calls.

3.1.3.D For accepted calls the telephone creates a billing record, which includes the originating and terminating phone number, the date and time of day, and the length of call. The Company does not bill for incomplete calls or attempts. Billing for each call is itemized and listed separately in chronological order on the billing invoice and also on the online account for the customer to review.

3.1.3.E The calls are then priced according to this tariff by the Company's central computer, friends and family can establish a direct payment or collect account with Reliance Telephone of Grand Forks, Inc.

3.1.3.F Designated telephone numbers may be automatically blocked to preclude inmate calls to these numbers.

3.1.3.G One main emergency cut off switch and individual cut-off switches for each telephone are installed.

3.1.3.H The Inmate Telephone System has auxiliary power to allow it to operate during power failure.

**SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**

- 3.1.3.I Dual computer capability records the information to process and bill each call. Usage charges begin once the called party accepts the call. The company does not bill for incomplete calls or attempts.
- 3.1.3.J A call-monitoring feature can be provided.
- 3.1.3.K The length of calls and hours of availability may be limited by the Correctional Facility. The caller receives a warning tone 60 seconds prior to being disconnected.
- 3.1.3.L Posting, blocking, and billing at some correctional facilities may not be consistent with the requirements in 199 Iowa Administrative Code (IAC) 22.6 since contracts with correctional facilities may have provisions that do not allow compliance.
- 3.1.3.M Inmate wallet account allows the inmate friends and family to post money to his account so he can call anybody if not restricted by the jail.
- 3.1.3.N Telephone Posting

 <b>RELIANCE</b> <small>OF GRAND FORKS ESTABLISHED IN 1983</small>		Tel. <b>800.896.3201</b> <a href="http://www.reliancetelephone.com">www.reliancetelephone.com</a>	
<b>Phone Dialing:</b> Pick up the handset, then follow the instructions			
	<b>Collect Rates</b>	<b>Phone Card Rates</b>	<b>Inmate Wallet Rates (Voice &amp; Video Calls)</b>
Local	\$0.25/Minute + Taxes	\$0.25/Minute	\$0.25/Minute
State to State	\$0.21/Minute + Taxes + FUSF*	\$0.21/Minute + FUSF*	\$0.21/Minute + FUSF*
Instate	\$0.25/Minute + Taxes	\$0.25/Minute	\$0.25/Minute
International	Varies by country	Varies by country	Varies by country
<small>* Federal Universal Service Fund (FUSF) is required by law for all State to State calls.                  This charge is currently \$0.04 a minute.</small>			
<b>Inmate Info Center</b>			
For voicemail, courtesy calls, phone card balances or sending messages to Reliance: Select option 2 for messages and information			
Friends and family may call XXX-XXX-2232 to leave a message for you. Messages are not private and are available for only three days.			
Friends and Family can call 800-896-3201 to open an account and make a prepayment to Reliance Telephone.			
Friends and family can make payments and purchase phone cards at: <a href="http://www.reliancetelephone.com">www.reliancetelephone.com</a>			
<b>Commissary Ordering</b>			
All communications are subject to monitoring and recording.			
Service Provided by Reliance Telephone, Inc. for Sample County Jail (Sample, IA)			

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**SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**

3.1.3.P The rates for Local Direct Bill, Instate Direct Bill, Prepaid Card and Inmate  
Wallet calls, are all at \$0.25/minute.

3.1.3.Q Company shall provide free voice messaging to all counties that have more than one  
telephone line.

Timing of Calls

3.2.1 Telephone usage charges are based on actual usage of the Company's network. Timing of the call  
begins when the called party accepts the charges for the call.

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 The minimum call duration and initial period for billing purposes is one minute.

3.2.4 Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to  
the next higher full minute.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept charges for  
the call (calls are terminated upon the called party's refusal to accept responsibility for charges.)

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SECTION 4 – RATES

4.1 Rates: CORRECTIONAL

Local Direct Billed

\$0.25 per minute

Intrastate Direct Billed

\$0.25 per minute

4.2 Prepaid Card

\$0.25 per minute

4.3 Inmate Wallet

\$0.25 per minute local and intrastate

SECTION 4 – RATES (Cont'd)

4.4 **Ancillary Service Charges**

- 4.4.1 **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

Third-party transaction fees, including credit card processing fees, shall be passed through to customers with no markup. The Company receives no payment from a third-party vendor's transaction fees.

- 4.4.2 **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

Third-party transaction fees, including credit card processing fees, shall be passed through to customers with no markup. The Company receives no payment from a third-party vendor's transaction fees.

