



February 26, 2021

Iowa Utilities Board
1375 E. Court Avenue, Room 69
Des Moines, IA 50319-0069

Re: DOCKET NO. TF-2019-0270

Dear Sir or Madam:

Attached, please find Encartele, Inc.'s modified page 11 in the above referenced tariff docket. This is being filed in response to comments filed by Office of Consumer Affairs on February 24, 2021. Encartele agrees and has clarified the language, as requested.

Should there be any questions with respect to this matter, please contact me at (817) 724-2125.

Respectfully Submitted,

/S/ Dana Hoyle

Dana Hoyle
Regulatory Consultant

W/attachment

This tariff, Iowa Tariff No. 3 filed by Encartele, Inc., cancels and replaces, in its entirety, the current tariff on file with the Board, Iowa Tariff No. 2, issued by Encartele, Inc.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.6 Deposits and Payments

2.6.1 Security Deposits

The Company does not require security deposits for services provided under this tariff.

2.6.2 Advance Payments

The Company requires advance payments for Alternative Operator Services provided under this tariff. Instructions for establishing a Calling Account are provided to Inmates and/or Inmate's family and friends by Correctional Institutions. The Inmate and/or Inmate's family and friends establish a Calling Account in which funds are deposited in the name of the Account Funder to access Encartele Services.

Calling Accounts are funded by credit card or debit card. The owner of the Calling Account is the Account Funder. When establishing an account, the Account Funder is notified of how a refund can be requested.

Encartele receives payments for Alternative Operator Services provided under this tariff when a call is made by an Inmate on a Calling Account. Applicable charges are deducted from the Calling Account for such calls on a per minute, real time basis and paid to Encartele. An Alternative Operator announces the beginning and ending balance of the Calling Account.

Unused funds are held for an indefinite amount of time and returned to Account Funder when the Calling Account is closed. Funds are returned via the original method of funding. The Account funder may close the account at any time by contacting Encartele at:

Encartele Customer Service
8210 S 109th St,
La Vista, NE 68128
888.231.3393

Issued: October 9, 2020

Effective: November 8, 2020

Issued by: J. Scott Moreland, President
8210 S. 109 Street
LaVista, NE 68128