

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.

<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>
Title Sheet	Original	26	Original
1	First *	27	Original
2	Original	28	Original
3	Original	29	Original
4	Original	30	Original
5	Original	31	Original
6	Original	32	Original
7	Original	33	Original
8	Original	34	Original
9	Original	35	Original
10	Original	36	Original
11	Original	37	Original
12	Original		
13	First *		
14	Original		
15	First *		
16	First *		
17	First *		
18	First *		
19	Original		
20	Original		
21	Original		
22	Original		
23	Original		
24	Original		
25	Original		

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

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.iowa.gov

(T)

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. (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. Each Prepaid Calling Card has the following statement on the front of the card: "NO REFUNDS."

(T)
(T)

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. When a Prepaid Debit Account is opened, the Incarcerated Person is notified of the refund process.

(T)
(T)
(T)

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. When a Securus Debit Account is opened, the Incarcerated Person is notified of the refund process.

(T)
(T)
(T)

(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 after the account is closed by contacting Securus' customer service department (as described in Section 2.7 (Inquiry and Resolution of Complaint Procedure)) and providing proof of identity (e.g., name and PIN associated with the account). Securus expressly notifies a Consumer of the expiration and refund policy during account set up, and 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.

(T)

(T)