

May 17, 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:

Pursuant to the Board's Order Requiring Additional Information dated May 5, 2021, Encartele, Inc. ("Encartele") files the following requested information:

1. a. A complete explanation of the chargeback fee and how that fee is consistent with FCC regulations and Encartele's tariff.

b. Information about any third-party Encartele utilizes to process payment card transactions, if applicable.

2. If necessary, providing an amendment to the tariff in the event that Encartele is now offering inmate calling services in Davis County, Iowa, or if Encartele is not offering such services, a statement to that effect.

As for request 1(a) regarding chargeback fees, please be advised that Encartele's regulatory consultant inaccurately stated that the transaction fees specified in the tariff includes "chargebacks". Per the Confidentially filed Exhibit A, the monthly revenues which figure into the equation for determining the transaction fee percentage excludes chargebacks. Encartele does not assess a chargeback fee on its Iowa customers. All transaction fees are passed along to the Iowa customers, without markup. The fees associated with payment card transactions are the only fees that make up the "Fees" set forth in Exhibit A.

As for request 1 (b), since 2017, Encartele has contracted with for the processing of Encartele's payment card transactions in Iowa. To Encartele's knowledge,

As for request 2, please be advised that Encartele began to provide services to Davis County as of April 1, 2021. Attached as Exhibit B is the requested revised tariff sheet that includes Davis County. To date, this is a complete and concise list of facilities served by Encartele in Iowa.

8210 South 109th, La Vista, NE 68128 Office (402) 342-0945 Fax (402) 342-1001 Toll Free (888) 231-3393 www.encartele.net



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

Respectfully Submitted,

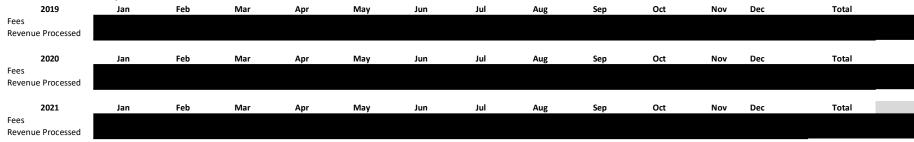
|S| Dana Hoyle

Dana Hoyle Regulatory Consultant

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# EXHIBIT A CONFIDENTIALLY FILED REQUESTED FINANCIAL DATA

### Confidentially filed Exhibit A



OVERALL %

### EXHIBIT B

## TARIFF MODIFICATION

Encartele, Inc.

IOWA TARIFF NO 3 First Revised Page No. 1 Cancels Original Page 1

# 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.

PAGE	REVISION	PAGE	REVISION
Title	Original		
1	First Revised*		
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20	First Revised*		
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\* - indicates those pages included with this filing.

Issued: May 17, 2021

Effective: May 18, 2021

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

IOWA TARIFF NO 3 First Revised Page 20 Cancels Original Page No. 20

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 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

#### **3.4 CONTRACTS FOR SERVICE**

Rates charged for calling services from the contracted Correctional Institution are as follows:

Call Type	First Minute	Day Each Additional Minute	Evening/Night/Weekend Each Additional Minute
All Calls All Facilities	\$0.25	\$0.25	\$0.25

#### **3.5 LIST OF CORRECTIONAL FACILITIES SERVED**

Marshall County Jail 2369 Jessup Ave, Marshalltown, IA 50158

Winneshiek County Iowa 400 Claiborne Drive Decorah, IA 5210

Floyd County Iowa 101 S Main Street #501, Charles City, IA 50616

Jackson County Iowa 104 S Niagara Street Maquoketa, IA 52060

Dallas County Jail 28985 Thin Blue Line Lane Adel, Iowa 50003

Davis County Jail 102 Anderson Street Bloomfield, IA 52537

Issued: May 17, 2021

Effective: May 18, 2021

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