



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 [REDACTED] for the processing of Encartele's payment card transactions in Iowa. To Encartele's knowledge, [REDACTED]

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.



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

EXHIBIT A
CONFIDENTIALLY FILED REQUESTED
FINANCIAL DATA

Confidentially filed Exhibit A

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Fees Revenue Processed	[REDACTED]													
2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Fees Revenue Processed	[REDACTED]													
2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
Fees Revenue Processed	[REDACTED]													
													OVERALL %	[REDACTED]

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*		
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		
17	Original		
18	Original		
19	Original		
20	First Revised*		
21	Original		
22	Original		

* - 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

(N)
 |
 (N)

Issued: May 17, 2021

Effective: May 18, 2021

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