

Effective: June 1, 2026

**GLOBAL TEL* LINK CORPORATION d/b/a VIAPATH TECHNOLOGIES
DSI-ITI, INC. d/b/a VIAPATH TECHNOLOGIES**

**MAINE TELECOMMUNICATIONS SERVICES
PRICE LIST**

Effective: June 1, 2026

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Effective: June 1, 2026

**NOTICE CONCERNING ALL
TERMS AND CONDITIONS AND RATES**

The State of Maine Public Utilities Commission (MPUC) requires that each telephone utility's Terms and Conditions comply with and not conflict with requirements of Maine Statutes (primarily in Title 35-A) and MPUC rules. Any provision in these Terms and Conditions or rate schedules that conflicts with a Maine statute or MPUC rule is inapplicable and will not be enforceable. The following rules apply to telephone utilities and contain provisions that affect matters that commonly appear in telephone utility Terms and Conditions:

- Chapter 204 - Basic-Service Calling Areas.
- Chapter 230 - Installation, Maintenance and Ownership of Customer Premises Wire
- Chapter 250 - Coin-operated Telephone Service
- Chapter 280 - Provision of Competitive Telecommunications Services
- Chapter 291 - Chapter 292, Standards for Billing, Credit and Collection, and Customer Information For Interexchange Carriers
- Chapter 294 - Lifeline and Link up Service Programs
- Chapter 296 - Selection of Primary Interexchange and Local Exchange Carriers
- Chapter 870 - Late Payment Charges, Interest Rates to Be Paid on Customer Deposits, and Charges for Returned Check Fees

In addition, the following provisions (the first two of which are required by statute) are part of the Company's Terms and Conditions:

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**NOTICE CONCERNING ALL
TERMS AND CONDITIONS AND RATES, (CONT'D.)**

1. FOR INTEREXCHANGE SERVICE:

Discount for Hearing-Impaired Customers - Upon customer request, the Company will automatically apply a 70% rate reduction for IntraState toll calls made from lines used by certified deaf, hard-of-hearing or speech-impaired persons who must rely on teletypewriters for residential telephone communications, and others as provided in 35-A M.R.S.A.'7302. To qualify for an automatic reduction, the customer must submit an affidavit to the Company on a form approved by the Maine Department of Human Services, stating that due to one of the aforementioned conditions, the customer or a member of the household must rely on a teletypewriter for telephone communications, and that the equipment is connected or acoustically coupled to his telephone. Upon request, customers making calls to certified persons are eligible for a 70% rate reduction for relevant billed calls made during each billing period.

2. FOR LOCAL EXCHANGE SERVICE:

Enhanced Universal Emergency Number Service - E911 Surcharge - An Enhanced Universal Emergency Number Service (E911) surcharge, as provided in 25 M.R.S.A. '2927(1-A), applies per month to each residence and business access line, including PBX trunks, Centrex access lines, semipublic coin lines, and public access lines, in addition to the monthly rates for these lines specified elsewhere in these schedules. The surcharge shall not be imposed upon more than 25 lines per customer billing account.

3. FOR BOTH LOCAL AND INTEREXCHANGE SERVICES:

Any provisions in these Terms and Conditions that limit liability or damages do not apply to the extent they conflict with 11 M.R.S.A. '2-316(5) of the Maine Revised Statutes, Exclusion or Modification of Warranties.

The Company agrees that it is responsible for complying with all applicable rules of the Maine Public Utilities Commission and with the Maine Revised Statutes. It understands that if it applies or enforces any provision of these Terms and Conditions that is in conflict with a rule of the Maine Public Utilities Commission, or the Maine Revised Statutes, the rule or statute will govern; and the Company may be subject to action by the Consumer Assistance Division of the Maine Public Utilities Commission or an investigation by the Commission pursuant to 35-A M.R.S.A. '1303.

Effective: June 1, 2026

SECTION 1 - DEFINITIONS

Average Daily Population (ADP) – The sum of all Incarcerated People in a Correctional Institution for each day of the preceding calendar year divided by the number of days in that year, calculated each year on or before April 30.

Collect - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges. Collect calls are billed to the called party and completed through an automated call processing system that prompts the call originator and the called party such that the call is completed without live operator assistance.

Commission - Refers to the Maine Public Utilities Commission.

Company - Refers to Global Tel*Link Corporation d/b/a ViaPath Technologies or DSI-ITI, Inc. d/b/a ViaPath Technologies.

Correctional Institution or Institution - Refers to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes

Customer - A person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company's telecommunications services; and is responsible for payment of charges, all under the provisions and terms of this Price List. In the case of Collect-only calling services provided to Incarcerated People in of Correctional Institutions, the called party is the Customer and is responsible for payment of charges.

FCC – Refers to the Federal Communications Commission.

Incarcerated Person/People - The jailed population of Correctional Institutions who are authorized by the Institution to use the Company's service. Responsibility for payment of Incarcerated People charges requires positive acceptance by a Customer (*i.e.*, billed to a third party) or prepayment by the Incarcerated Person.

Jail – A Correctional Institution of a local, state, or federal law enforcement agency that is used primarily to hold individuals who are: (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; or (3) post-conviction and awaiting transfer to another Institution. The term also includes city, county, or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county, or regional Incarcerated People; immigration detention facilities operated by, or pursuant to contracts with, federal, state, city, county, or regional agencies; juvenile detention centers; and secure mental health facilities.

Effective: June 1, 2026

SECTION 1 - DEFINITIONS, (CONT'D.)

Prison – A Correctional Institution operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of Incarcerated People are post-conviction or are committed to confinement for sentences longer than one year.

Effective: June 1, 2026

SECTION 2 - TERMS AND CONDITIONS

2.1 General Description of Services Offered

The Company's services and facilities are furnished to Correctional Institutions in Maine for communications originated by Incarcerated People in the Institutions. This Price List encompasses only those services provided between locations within the state of Maine. The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week, subject to restrictions and limitations of service imposed by the Correctional Institution.

The Company installs, operates, and maintains the communications services provided here in under for Incarcerated People in accordance with the terms and conditions set forth under this Price List and through contract with the Institution. The Company may act as the Correctional Institution's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Institution, to allow connection of an Institution's location to the Company's network. The Institution shall be responsible for all charges due for such service arrangement.

Services are provided under this Price List to Correctional Institutions and may be used by authorized Incarcerated People in Institutions for any lawful purpose for which the service is technically suited, subject to such limitations or restrictions established by the Institution.

2.2 Special Pricing Arrangements/Individual Case Bases (ICB) Arrangements and Contracts

2.2.1 Service may be offered on a contractual basis to meet the specialized requirements of Correctional Institutions. Customized service packages at negotiated rates may be furnished in response to requests by Customers for proposals or for competitive bids. Negotiated rates, terms, and conditions will be set forth in individual Customer contracts. The terms, conditions, obligations and regulation set forth in this document will be incorporated into, and be part of, said contract, and shall be binding on Company and Customer.

2.2.2 Service is offered on a contractual basis to meet specialized requirements of Correctional Institutions. All services with Institutions are provided under contract. Each contract includes a unique mix of services, equipment, and software for blocking, screening, and monitoring calls, and performs other specialized functions as required by the Institution. All similarly situated Institutions are treated on a non-discriminatory basis. The terms of each contract shall be mutually agreed upon between the Correctional Institution and the Company and may include rates not contained in this document, charges for specially designed or constructed services, or other customized features.

Effective: June 1, 2026
Effective: August 27, 2025

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.3 Credit, Collection and Dispute Resolution Procedures

- 2.3.1 Residential Customers:** Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for residential customers are governed by Chapters 81 and 870 of the Maine Public Utilities Commission's Rules.
- 2.3.2 Nonresidential Customers:** Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures for nonresidential customers are governed by Chapters 86 and 870 of the Maine Public Utilities Commission's Rules.
- 2.3.3** The Company does not charge a fee to establish service.
- 2.3.4** The Company bills charges monthly in arrears for certain services. For billing purposes, a month consists of thirty (30) days.
- 2.3.5** The Company does not charge a fee to restore service that was disconnected for non-payment of bills, violation of the Terms and Conditions, or fraudulent use of the Company's services.
- 2.3.6** All state and local taxes (*i.e.*, sales tax) are listed as separate line items and are not included in the rates quoted in the Rate Schedules.
- 2.3.7** As provided in Chapter 870 of the Maine Public Utilities Commission's Rules, the Company charges \$5.00 per account to which the check is applied or the amount of the bank charges the company, not to exceed \$15.00 for each check returned for nonpayment by a bank. If the Company charges more than \$5.00, the Company shall furnish the Customer with proof of the bank charge.

Effective: June 1, 2026
Replaces: August 27, 2025

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.3 Credit, Collection and Dispute Resolution Procedures, Cont'd.

2.3.9 All Customer bills are due and payable when presented. The bill becomes past due no less than 30 days after postmarked. Once a bill is past due, the Company may proceed with collection activities per Chapter 81 or 860, and a late payment shall be charged on the undisputed past due amount, calculated at the maximum monthly rate specified in Chapter 870 as updated in November of each year by the Commission's Director of Finance.

2.3.10 Customer complaints are handled by a full service customer service department. Customers may call 1-877-650-4249 twenty-four (24) hours per day, seven (7) days per week, or submit a written complaint to:

Global Tel*Link Corporation d/b/a ViaPath Technologies
DSI-ITI, Inc. d/b/a ViaPath Technologies
3120 Fairview Park Drive, Suite 300
Falls Church, VA 22042
www.connectnetwork.com

If the customer is not satisfied with the Company response, the Customer may contact the Consumer Assistance Division, Maine Public Utilities Commission, 18 State House Station, 242 State Street, Augusta ME 04333-0018. Telephone: 800-452-4699 or 207-287-3831. Facsimile: 207-287-1039

2.3.11 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

Services provided by the Company are available to Incarcerated People in Correctional Institutions in accordance with Institution-authorized programs. The Company may request that the Correctional Institution adopt, as part of its program, terms that enable the Company to collect the charges for all Incarcerated Person calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

Effective: June 1, 2026

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.4 Interruption of Service/Liability

- 2.4.1** The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least twenty-four (24) hours in advance, when possible.
- 2.4.2** The Company's liability for damages arising out of mistakes, interruptions, omission, delays, errors, or defects in the transmission occurring in furnishing service or in Company facilities, and not caused by the negligence of its employees or agents, will not exceed the amount that the Company would have charged the customer for service for the period the aforementioned faults occur.
- 2.4.3** Upon customer request, the Company will credit a customer's account for service interruptions which are not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer. Before requesting a credit, the customer will take reasonable steps to verify that the trouble could not have been prevented by the customer and is not in the customer's wiring or equipment. For purposes of computing a credit for leased facilities, a month consists of 720 hours. The Company will credit the customer's account at the rate of 1/720th of the monthly charge for the facilities affected for each full hour of the interruption.
- 2.4.4** The Company is protected against customer claims for libel, slander, or copyright infringement arising from the material, data, information, or other content transmitted using Company services. The Company is protected against all other claims arising from any act or omission of the customer while using Company services.
- 2.4.5** Any provisions that limit liability or damages do not apply to the extent they conflict with Maine Statute, 11 M.R.S.A. 2-316(5), Exclusion or Modification of Warranties.
- 2.4.6** The Company shall not be liable for the accuracy of any information provided to it by outside sources relating to directory assistance or other enhanced service offerings. The Company will make every effort to verify that all information that it provides on a per call basis will be true and accurate. The Company, however, has no control over the information that it receives from its various suppliers and makes no guarantee as such.

Effective: June 1, 2026

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.5 Taxes and Fees

The Company reserves the right to bill any and all applicable taxes in addition to normal usage charges. All applicable taxes and fees are billed as separate line items and are not included in the rates quoted in this Price List.

2.5.1 Maine Universal Service Fund (MUSF)

A surcharge for the Maine Universal Service Fund (MUSF) applies to all intrastate services billed to a retail customer for service provided on and after May 1, 2003. The surcharge shall not apply to surcharges such as those for Enhanced 911, the Maine Telecommunications Education Access Fund, or similar funds. The surcharge shall be equal to the Revenue Percentage established quarterly by the Administrator of the MUSF.

Effective: June 1, 2026

SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.1 General

Service is offered to Incarcerated People in Correctional Institutions for outward-only calling. Calls may be billed to residential or business lines. Billing information will be validated.

3.2 Timing of Calls

3.2.1 Charges are based on the actual usage of the Company's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.

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 document 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 the charges for the call. The Company will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

Effective: June 1, 2026

SECTION 3 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

3.3 Calling Restrictions and Safety and Security Measures

For services provided to Incarcerated People, the following special conditions apply:

1. Calls to "900", "976" or other pay-per-call and call-forwarding services are blocked by the Company.
2. At the request of the Institution, the Company may block access by Incarcerated People to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
3. At the request of the Institution, the Company may block Incarcerated Person access to "911," "411," or local operators reached through "0-" dialing.
4. At the request of the Institution, the Company may block access by Incarcerated People to specific telephone numbers.
5. Availability of the Company's services may be restricted by the Institution to certain hours and/or days of the week.
6. At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each Institution where the Company's services are offered. Incarcerated People may obtain information regarding rates and charges by requesting such information from the Institution's administration.
7. At the request of the Institution, the Company may impose time limits on calls.
8. At the request of the Institution, equipment may be provided which permits monitoring of Incarcerated Person calls by legally authorized government officials.

3.4 Institutional Operator Assisted Calling

Institutional operator assisted service allows Incarcerated People to place Collect calls through an automated call processing system. The call processing system prompts the Incarcerated Person and the called party such that the call is completed without live operator assistance. Calls are placed on a Collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Institutions to control Incarcerated Person access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

Effective: June 1, 2026

SECTION 3 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

3.5 Calling Using AdvancePay® Accounts

In those areas where the Company does not have a direct billing agreement with the existing local exchange carrier, or upon a Customer's request, the Company will set up an AdvancePay® Account for friends and family who are called parties (Customer) for the payment of Collect calls made to the Customer placed from Institutions served by the Company. Funds in the Customer's account may be used for payment of Collect calls placed by Incarcerated People to only those telephone numbers specified by the Customer. Establishment and maintenance of an account are required to complete Collect calls to Customers served by local exchange carriers with which the Company does not have an existing direct billing and collection agreement.

Upon request, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the Incarcerated Person may call.

Additional deposits will be accepted with a \$50.00 deposit maximum unless a Correctional Institution requires a different practice. Initial and additional deposits into the account may be made by cash, check, credit card, or Western Union. Transaction fees may apply for credit card and check by phone transactions. All deposits will be subject to applicable taxes and fees.

When an Incarcerated Person places a call, the Customer is informed of both the caller's identity and the account balance prior to accepting the call. Customers may also review their account online or contact the Company's toll-free customer service number for account balance information at any time. If the account balance is insufficient, calls placed to the numbers specified by the Customer will not be completed until the account is replenished.

Account holders may seek a refund of unused balances by contacting customer service. Unless applicable law or a Correctional Institution requires a different practice, accounts will become inactive after 180 consecutive days of inactivity or non-use and are subject to conversion as set forth below after 270 consecutive days of non-use or no activity. The Company will make reasonable efforts to inform account holders that their account has unused funds. If the account holder provides sufficient contact information and affirmatively agrees to receive notifications, the Company will provide text message and/or email notice to the account holder of unused funds. Account holders will have 270 days from the date of the last activity associated with the account to request a refund of any unused account balance. If an account is used at any point during the inactivity period, the 180-day period will restart. Upon receipt of a verified refund request during the 270-day period, any remaining balance in an account will be refunded to the account holder after deducting any call charges, applicable taxes, and fees incurred during the current billing cycle. After 270 days of continuous account inactivity, any remaining funds will no longer be available and will be automatically converted to (and used to pay for) audio calling minutes in the Company's free calling program.

All safety and security measures and Incarcerated Person calling restrictions as set forth elsewhere in this Price List are also applicable for any calls made using an AdvancePay® Account.

Effective: June 1, 2026

SECTION 3 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

3.6 Calling Using Prepaid Debit Accounts

A Prepaid Debit Account allows each Incarcerated Person the option to transfer funds from his/her personal account to his/her telephone account or to purchase a voucher to add funds the Prepaid Debit Account. The transfer of funds is managed by Correctional Institution personnel or through a direct interface between the commissary system and/or booking account and the Incarcerated Person phone system. The Prepaid Debit Account is associated with the Incarcerated Person's Personal Identification Number (PIN.) When the Incarcerated Person places a call, he/she has the option of making a Collect call or using funds from the Prepaid Debit Account. Once the Prepaid Debit Account is selected, the Incarcerated Person enters the PIN and called telephone number. All deposits to the account are paid to and handled by the entity managing the account, *e.g.*, jail management system, Institution, commissary, etc.

The Company's system automatically informs the Incarcerated Person of the available usage balance remaining in the Prepaid Debit Account and provides prompts to place the call by entering the destination telephone number. Usage is deducted from the available balance in the account on a real-time basis as the call progresses.

Unless state law or a Correctional Institution requires a different practice, reasonable efforts will be made to refund any unused funds in a Prepaid Debit Account to the Incarcerated Person upon release of the Incarcerated Person from the Correctional Institution. Refunds are issued by the entity managing the account, which depending on the specific arrangements, is either the Company, the commissary, the Correctional Institution itself or its agent, unless otherwise directed by state law.

All safety and security measures and Incarcerated Person calling restrictions as set forth elsewhere in this document are also applicable for any calls made using a Prepaid Debit Account.

Effective: June 1, 2026

SECTION 3 – DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

3.7 Rates and Charges

Voice calls made using the services set forth in Sections 3.4, 3.5, and 3.6 above shall be charged at the following maximum per-minute rates or less per the request of the Correctional Institution.

Pursuant to the FCC's Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 25-75 (released November 6, 2025) ("2025 FCC Order"), new per-minute voice calling rates will be implemented at each Correctional Institution in accordance with the standards set forth in the 2025 FCC Order. Once implemented at a specific Correctional Institution, the 2025 FCC Order per-minute voice calling rates will be no more than:

Prison (any ADP)	\$0.11 per minute
Large Jail (1000+ ADP)	\$0.10 per minute
Medium Jail (350-999 ADP)	\$0.12 per minute
Small Jail (100-349 ADP)	\$0.13 per minute
Very Small Jail (50-99 ADP)	\$0.15 per minute
Extremely Small Jail (0-49 ADP)	\$0.19 per minute

Pursuant to the FCC's Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking, FCC 21-60 (released May 24, 2021), the jurisdictional nature of an intrastate call depends exclusively on determining that the physical location of the originating and terminating endpoints of the call are in the state. To the extent that location data is not available, a call will be treated as an interstate call and subject to FCC jurisdiction unless the law requires otherwise.