
*This tariff, Massachusetts Tariff No. 3 filed by Global Tel*Link Corporation d/b/a ViaPath Technologies cancels and replaces, in its entirety, the current tariff on file with the Department, M.D.T.E. Tariff No. 2, issued by Global Tel*Link Corporation d/b/a ViaPath Technologies.*

TITLE PAGE

TARIFF APPLICABLE TO

ALTERNATE OPERATOR SERVICES

(INCARCERATED PERSON CALLING SERVICES)

WITHIN THE STATE OF MASSACHUSETTS

PROVIDED BY

OF

GLOBAL TEL* LINK CORPORATION DBA VIAPATH TECHNOLOGIES

This tariff includes the rates, charges, terms and conditions of service for the provision of intrastate automated collect call processing services by Global Tel*Link Corporation d/b/a ViaPath Technologies for use by Incarcerated People in Correctional Institutions in Massachusetts.

Issued: August 26, 2026

Effective: September 25, 2026

Issued by: Tariff Administrator
3120 Fairview Park Drive, Suite 300
Falls Church, VA 22042
web.connectnetwork.com 1-877-650-4249

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	
Title	Original	*
1	Original	*
2	Original	*
3	Original	*
4	Original	*
5	Original	*
6	Original	*
6.1	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	*

* - indicates those pages included with this filing

Issued: August 26, 2026

Effective: September 25, 2026

Issued by: Tariff Administrator
3120 Fairview Park Drive, Suite 300
Falls Church, VA 22042
web.connectnetwork.com 1-877-650-4249

TABLE OF CONTENTS

Section	Page
TITLE PAGE	Cover
CHECK SHEET	1
TABLE OF CONTENTS	2
EXPLANATION OF SYMBOLS	3
TARIFF FORMAT	4
SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS	5
SECTION 2 - RULES AND REGULATIONS	7
SECTION 3 - DESCRIPTION OF SERVICE AND RATES	15

EXPLANATION OF SYMBOLS

When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised page(s) through the use of the following symbols:

- (C)** - To signify changed regulation.
- (D)** - To signify discontinued rate or regulation.
- (I)** - To signify increased rates.
- (M)** - To signify material relocated from one page to another without change.
- (N)** - To signify new rate, regulation, or text.
- (R)** - To signify reduced rate.
- (S)** - To signify reissued material.
- (T)** - To signify a change in text, but no change in rate or regulation.

TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Department. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
- D. Check Sheets** - When a tariff filing is made with the Department., an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.)

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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.

Company - Refers to Global Tel*Link Corporation 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 Tariff. In the case of Collect-only calling services provided to Incarcerated People of Correctional Institutions, the called party is the Customer and is responsible for payment of charges.

Department - Refers to the Massachusetts Department of Telecommunications and Cable.

FCC – Refers to the Federal Communications Commission.

Incarcerated Person/People - The jailed population of Correctional Institutions who are authorized by the Institution to use Company services. Responsibility for payment of Incarcerated Person 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.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, 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.

Station means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's services and facilities are furnished to Correctional Institutions in Massachusetts for communications originated by Incarcerated People in such Institutions. The Company, through its call processing equipment, only provides automated Collect, prepaid and debit Incarcerated Person calling services. This tariff encompasses only those services provided between locations within the state of Massachusetts. 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 in accordance with the terms and conditions set forth under this tariff 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.

2.2 Use of Service

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

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.3 Limitations of Service

- 2.3.1** Service is offered subject to the availability of the necessary facilities and equipment, and is subject to the provisions of this tariff.
- 2.3.2** Service is provided only to Correctional Institutions for use by authorized Incarcerated People in the Institution and is subject to any restrictions or limitations imposed by the Correctional Institution.
- 2.3.3** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer or Incarcerated Person is using service in violation of provisions of this tariff or the law.
- 2.3.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.3.5** The Company reserves the right to discontinue service, limit service, or to impose requirements on Institutions as required to meet changing regulatory or statutory rules and standards.
- 2.3.6** The Company reserves the right to discontinue service when any governmental or regulatory condition imposed upon the Company materially and negatively impacts the financial viability of the service as determined by the Company in its best business judgment.
- 2.3.7** Service may otherwise be limited at the request of the Institution's administration or by rules of the Department to decrease fraud and maintain security and control over the Incarcerated People population.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.4 Liability of the Company

- 2.4.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer or Incarcerated Person for the period during which the faults in transmission occur.
- 2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Institution, Customer, and Incarcerated Person against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Institution, Customer, or Incarcerated Person; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4** The Company shall not be liable for any defacement of or damages to the premises of an Institution resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.4.5** The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Institution, Customer, or Incarcerated Person.
- 2.4.6** Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.5 Assignment or Transfer

All facilities or services provided under this tariff are directly or indirectly controlled by the Company and neither the Institution nor Incarcerated Person may transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all service conditions.

2.6 Interconnection with Institution

The Company's facilities and service is used in conjunction with Company-provided telephone sets. The Institution is responsible for all costs at its premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. Terminal equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the FCC.

2.7 Installation and Termination

Service is installed upon mutual agreement between the Institution and the Company.

2.8 Interconnection with Other Carriers

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.9 Deposits and Advance Payments

2.9.1 Deposits

The Company does not normally require deposits. However the Company reserves the right to collect a deposit from parties who are billed for collect calls from Incarcerated People pursuant to standards established by rules set forth pursuant to Department Rule 4, found in DTE 18448.

2.9.2 Advance Payments

Other than the establishment of an account with the Company, the Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

2.10 Payment for Service

2.10.1 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished by the Company. All charges due are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.10.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 15 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges should be received orally or in writing by the Company as soon as possible.

The Company will promptly investigate and advise the Customer as to its findings concerning disputed charges. Adjustments to Customer's bills will be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. Customers may contact the CONSUMER DIVISION, DEPARTMENT OF TELECOMMUNICATIONS AND CABLE, ONE FEDERAL STREET, SUITE 0740, BOSTON, MASSACHUSETTS 02110, Telephone: (617) 305-3580 or 1-800-392-6066.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.10 Payment for Service, Cont'd.

2.10.3 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.

2.10.4 Late Payment Fee

A late payment fee of 1.5% per month will be charged on any past due balance. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent and pursuant to Massachusetts law.

2.10.5 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.11 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 tariff.

2.12 Refusal or Discontinuance by Company

2.12.1 The Company may terminate service to a Customer, Incarcerated Person, or Institution for nonpayment of undisputed charges or violation of this tariff or provision of law.

2.12.2 The Company may refuse or discontinue service under the following conditions:

- A.** For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- B.** For use of telephone service for any purpose other than that described in the application.
- C.** For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company.
- D.** For noncompliance with or violation of Department regulation or the Company's rules and regulations on file with the Department.
- E.** In the event of Customer, Institution, Incarcerated Person use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- F.** In the event of tampering with the equipment or services owned by the Company or its agents.
- G.** In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer, Incarcerated Person, or Institution to make, at its own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenue resulting from such fraudulent use.
- H.** By reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service.

Issued: August 26, 2026

Effective: September 25, 2026

Issued by: Tariff Administrator
3120 Fairview Park Drive, Suite 300
Falls Church, VA 22042
web.connectnetwork.com 1-877-650-4249

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.13 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made when the interruption is less than twenty-four consecutive hours.

2.14 Contracts

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 tariff charges for specially designed or constructed services, or other customized features.

2.15 Special Pricing Arrangements/Individual Case Bases (ICB) Arrangements

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 Institutions for proposals or for competitive bids. Negotiated rates, terms, and conditions will be set forth in individual Institution contracts. The terms, conditions, obligations, and regulation set forth in this tariff will be incorporated into, and be part of, said contract, and shall be binding on Company and the Institution.. Any ICB arrangement affecting Customer pricing, rates, terms, or conditions shall be filed with the Department.

2.16 Call Restrictions

Calling capabilities may be restricted by the administration of the Correctional Institution. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The Institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the Institution.

SECTION 3 - DESCRIPTION OF SERVICE 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

Billing for calls placed over the Company network is based in part on the duration of the call as follows, unless otherwise specified in this tariff:

- 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. For Collect Calls, charges apply only if the called party accepts the responsibility for payment.
- 3.2.2** Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3** Unless otherwise specified in this tariff, the minimum initial period for billing purposes is one (1) minute.
- 3.2.4** Unless otherwise specified in this tariff, billing for usage after the initial period is in full one (1) minute increments.
- 3.2.5** The Company will not knowingly bill for unanswered calls. When a Customer or Incarcerated Person indicates that it was billed for an incomplete call, the Company will reasonably issue credit for the call.

SECTION 3 - DESCRIPTION OF SERVICE 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 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 access by Incarcerated People 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.

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

3.5 Calls 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 will 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.

Issued: August 26, 2026

Effective: September 25, 2026

Issued by: Tariff Administrator
3120 Fairview Park Drive, Suite 300
Falls Church, VA 22042
web.connectnetwork.com 1-877-650-4249

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

3.5 Calls Using AdvancePay® Accounts, Cont'd.

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

3.6 Calls 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 receives payment from the Institution; it does not engage in direct monetary transactions with the Incarcerated Person.

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

SECTION 3 - DESCRIPTION OF SERVICE 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.