

Global Tel*Link Corporation d/b/a ViaPath Technologies
PSC No. 2 - Telephone
Effective Date: September 28, 2026

Leaf: 1
Revision: 0
Superseding Revision:

*This tariff, PSC No. 2 – Telephone, filed by Global Tel*Link Corporation d/b/a ViaPath Technologies cancels and replaces, in its entirety, the current tariff on file with the Commission, PSC No. 1 - Telephone, issued by Global Tel*Link Corporation d/b/a ViaPath Technologies.*

Global Tel*Link Corporation d/b/a ViaPath Technologies

Regulations and Charges Applying to Point-to-Point Communication Service to
Locations in the State of New York

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of resold telecommunication services provided by Global Tel*Link Corporation d/b/a ViaPath Technologies (the “Company”). This tariff is on file with the New York Public Service Commission.

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

COMPLAINT CONTACTS

Contacting the Company with a Complaint

In the case of a dispute between the Customer and the Company, please contact the Company by phone, email or mail.

- Email: The following link will send an email to Customer Service
<https://web.connectnetwork.com/contact-us-via-email/>
- By Phone: Customer Service
1-877-650-4249
- By Mail:
Global Tel*Link Corporation d/b/a ViaPath Technologies
Attn: Customer Service
3120 Fairview Park Drive, Suite 300
Falls Church, Virginia 22042

Contacting the New York State Department of Public Service with a Complaint

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York DPS by phone, online or by mail.

- Online: <http://www.dps.ny.gov/complaints> or,
- By Phone:
Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00pm); or
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax
- By Mail:
NYS Department of Public Service
Office of Consumer Services, 4th Floor
3 Empire State Plaza
Albany, NY 12223-1350

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EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C)** - Changed regulation.
- (D)** - Delete or discontinue.
- (I)** - Change Resulting in an increase to a Customer's bill.
- (M)** - Moved from another tariff location.
- (N)** - New
- (R)** - Change resulting in a reduction to a Customer's bill.
- (T)** - Change in text or regulation.

TARIFF FORMAT

- A. Leaf Numbering** - Leaf numbers appear in the upper right corner of the leaf. Leafs are numbered sequentially. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new leaf added between leaves 14 and 15 would be 14.1.
- B. Leaf Revision Numbers** - Revision numbers also appear in the upper right corner of each leaf. These numbers are used to determine the most current leaf version on file with the NY P.S.C. For example, the 4th Revised Leaf 14 cancels the 3rd Revised Leaf 14. Because of various suspension periods, deferrals, etc. the NY P.S.C. follows in its tariff approval process, the most current leaf number on file with the Commission is not always the tariff leaf in effect. Consult the Check Sheet for the leaf currently in effect.
- C. Paragraph Numbering Sequence** - here 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.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).

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.

Commission - Refers to the New York Public Service Commission.

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.

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.

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's services and facilities are furnished to Correctional Institutions in New York for communications originated by Incarcerated People in the 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 New York. 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 in such Institutions 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 of 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 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 Commission 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 in Commission rules.

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 estimated charges as an advance payment for service. This will be applied against the next month 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). A balance is considered past due if unpaid fifteen (15) days following the post mark date of the bill listing amounts owed.

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.

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 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 New York law. One (1) late payment fee per calendar year will be forgiven.

2.10.5 Return Check Charge

A return check charge of \$20.00 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.

2.11.1 State Universal Service Fund Surcharge

On August 17, 2012, the New York Public Service Commission (NYPSC) issued its Order in Case 09-M0527 allowing the New York State Universal Service Fund assessments to be flowed through to the Customer. The New York State Universal Service Fund Surcharge is charged monthly on a per access line or per trunk basis to all residence and business customers, in addition to other monthly rates and charges set forth in applicable tariffs. If the Company has collected its annually assessed amount prior to the end of the calendar year, as determined by the Fund Administrator, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by NYPSC Order. The applicable State Universal Service Fund Surcharge rate is shown on a statement which is attached to this tariff.

2.11.2 Gross Revenue Tax Surcharge

The applicable Gross Revenue Surcharge Rates and MTA tax rates are shown on a statement which is attached to this tariff. Any changes to these rates will be filed on 15 days' notice to customers and the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and the company will file revised surcharges as directed by the Commission.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

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 Commission regulation or the Company's rules and regulations on file with the Commission.
- E.** In the event of Customer, Institution, or 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 his or her 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.

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 Automated Operator Services

A. Carrier Identification

The Company will identify itself to the Customer or Incarcerated Person at the time the service is accessed.

B. Rate Information

Upon request, the Company will quote all rates and charges for its services to the Customer or Incarcerated Person.

C. Notice

When the Company provides its automated operator assisted calling to the public or transient end users (not including service provided to Incarcerated People in Correctional Institutions), it will cause a notice to be posted in plain view at each telephone location which automatically accesses the Company's network. The notice shall include the following information:

- (1) the Company's name and address;
- (2) a telephone number for bill and service dispute information;
- (3) clear and specific instructions how to access the local exchange telephone company operator as an alternative available; and
- (4) notice concerning any and all amounts to be billed by the Company on behalf of any host location or third party which will appear on the bill for services rendered.

D. Exclusive Agreements

Except for the provision of service to Incarcerated People, the Company will not take any action or enter into any arrangement which restricts selection among competing interexchange telephone corporations or which restricts access to competing providers of intrastate operator assisted communications services. The Company will not pay any commission or other compensation to any entity which the Company knows to be engaged in such action or arrangement.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.15 Special Pricing Arrangements/Individual Case Basis Arrangements

Service may be offered on a contractual basis to meet the specialized requirements of Correctional Institutions. In lieu of the rates otherwise set forth in this tariff, rates and charges for services may be established at negotiated rates on an Individual Case Basis (ICB). Customized service packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Correctional Institutions for proposals or for competitive bids. The maximum rates and charges for Customers or Incarcerated People under such contracts will be no higher than the rates and charges set forth in this tariff.

2.16 Exemptions

The Company does not offer to process local emergency calls, "911" or "0-" calls from customer-owned-currency-operated telephones or credit card-activated telephones located in New York State. In the event that an emergency call is processed for any reason, no charges will apply if placed to recognizable, authorized civil authorities.

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.17 Automatic Number Identification Terms and Conditions

The Company may provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- 2.17.1 The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's original call or transaction.
- 2.17.2 The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or services previously purchased by the telephone subscriber from the ANI recipient.
- 2.17.3 The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- 2.17.4 The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- 2.17.5 The Company will make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.
- 2.17.6 Violations of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

Violations of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Sections 24, 25 and 26 of the Public Service Law.

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM 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 MAXIMUM 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 MAXIMUM 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.

SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM 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 MAXIMUM 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.